

DEPARTMENT OF COMMERCE  
NORTH CAROLINA UTILITIES COMMISSION PUBLIC STAFF  
CONSUMER SERVICES DIVISION

Records Retention and Disposition Schedule

The Program Records Retention and Disposition Schedule and retention periods governing the records series listed herein are hereby approved. In accordance with the provisions of Chapters 121 and 132 of the General Statutes of North Carolina, it is agreed that the records of the

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do not and will not have further official use or value for administrative, research, or reference purposes after the respective retention periods specified herein. The N.C. Department of Cultural Resources consents to the destruction or other disposition of these records in accordance with the retention and disposition instructions specified in this schedule. However, records subject to audit or those legally required for ongoing official proceedings must be retained until released from such audits or official proceedings, notwithstanding the instructions of this schedule. **Public records including electronic records not listed in this schedule or in the General Schedule for State Agency Records are not authorized to be destroyed.** The

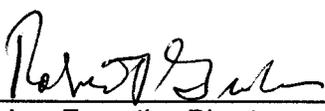
**CONSUMER SERVICES DIVISION**

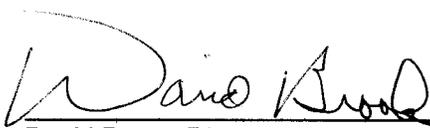
agrees to destroy, transfer or dispose of records in the manner and at the times specified herein. This schedule is to remain in effect until superseded.

**APPROVAL RECOMMENDED**

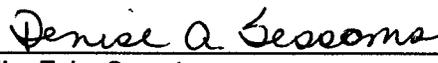
  
SHANNON HOBBY, Chief Records Officer  
Department of Commerce

  
Lynn Pearce, Director  
Consumer Services Division

  
Robert Gruber, Executive Director  
Utilities Commission Public Staff

  
David Brook, Director  
Division of Historical Resources

**APPROVED**

  
Denise A. Sessions  
Jim Fain, Secretary  
Department of Commerce

  
Lisbeth C. Evans, Secretary  
Department of Cultural Resources

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**Item 581. Utility Consumer Complaints File.** Records in paper and electronic formats of complaints and correspondence developed during the investigation and resolution of complaints received from customers of regulated utilities in North Carolina. Complaints received in electronic format (email, fax or telephone) and walk-ins are entered into Utility Consumer Complaints (Footprints) Database (Electronic) File (Item 47641).

DISPOSITION INSTRUCTIONS: Scan in office records that are received in paper format and record onto server when received. Destroy in office paper copies of scanned records 30 days after all quality control procedures have been completed. Destroy in office electronic records 4 years after complaint file is closed. Destroy records currently stored in the State Records Center 4 years from date of record.

**Item 47641. Utility Consumer Complaints (Footprints) Database (Electronic) File.** Electronic, scanned records of complaints and correspondence developed during the investigation and resolution of complaints received from customers of regulated utilities in North Carolina. File includes, complainants' names, nature of complaints, dates of receipt, status of complaint and other related data. (File maintenance and backup procedures are conducted by Dept. of Commerce, North Carolina Utilities Commission, Public Staff, Information Technology Division.)

DISPOSITION INSTRUCTIONS: Erase/destroy in office 4 years after complaint file is closed. Retain database in office permanently.