



State Records Act 1997

Operational Records Disposal Schedule

SA Water (and predecessor agencies)

RDS 2017/18 Version 1

Effective Date: 13 February 2018 to 28 February 2028

Approved Date: 13 February 2018

Approved by SRC



SA Water (and predecessor agencies)

Table of Contents

Preamble..... 5

 Purpose of the Schedule 5

 Application of the Schedule..... 5

 Authorisation by State Records 5

 State Records' Contact Information 5

Disposal of Official Records 6

 Legislation 6

 Functions of the Schedule 6

 Using the Schedule 6

 Layout 7

 Retention Period of the Record 7

 Custody and Transfer of the Record 8

 Permanent Records 8

 Temporary Records 8

 Destruction of Temporary Records 8

 Review 9

Context Statement 10

 Context of the Agency Covered by the Schedule 10

 SA Water History and Background 10

 SA Water Role and Function 11

 SA Water Structure Description 12

 Predecessor Agencies 13

 Successor Agencies 13

 Legislation 13

 Context of the Records Covered by the Schedule 16

 Coverage of RDS 2017/18 16

 Related Series Affected by RDS 2017/18 16

 Complementary Schedules to RDS 2017/18 16

 Existing Disposal Schedules Superseded by RDS 2017/18 16

 Records Structure within SA Water 16

 Broad Description and Purpose of the Records 17

 Functions and Activities Documented by the Records 17



SA Water (and predecessor agencies)

Arrangement of the Records 19

Agency Creating the Records 20

Agency Owning or Controlling the Records..... 20

Date Range of the Records 20

Volume of the Records 20

Special Custody Requirements 20

Special Storage Requirements..... 20

Issues Not Mentioned Previously 20

Comments Regarding Disposal Recommendations 20

 Permanent Records Rationale 20

 Temporary Records Rationale 22

 Other Disposal Considerations..... 24

 Disposal Recommendation Effect on Related Records..... 24

 Alternative Record Formats..... 24

 Impact on Native Title Claims..... 24

Indigenous Considerations 25

Scope Note 26

 Records Covered by this Schedule 26

 How to Apply this Schedule..... 26

 Use in conjunction with GDS 26

 Use in conjunction with, or complementary to, other RDS 26

 Other RDS superseded by RDS 2017/18..... 26

 Re-sentencing of records where schedules are superseded or particular entries within a schedule are superseded 26

 Records excluded from RDS 2017/18..... 26

 Application to records in all formats 27

 Interpretation of the Schedule 27

 Minimum retention periods 27

 Acronyms 27

 Definitions of terms specific to RDS 2017/18 27

 Legal Deposit 28

 Records and Litigation..... 28

 Pre-1901 Records 28

List of Functions and Activities 29

Index to Operational Records Disposal Schedule 66



SA Water (and predecessor agencies)

© 2018 - 20278 Government of South Australia

This Operational Records Disposal Schedule may be copied for use by South Australian Government Agencies and Local Government Authorities and for reasonable study, research purposes and any use as permitted under the *Copyright Act 1968*. No part of this Operational Records Disposal Schedule may be reproduced or distributed for profit or gain or for any other purpose without the written permission of the Manager [Director] of State Records of South Australia.

The Terms and Scope Notes in the Schedule Body may include terms and relationships that have been taken from *Keyword AAA: A Thesaurus of General Terms* (© State Records Authority of New South Wales, 1995 and 1998), and are reproduced under a licence agreement between State Records of South Australia and the State Records Authority of New South Wales.

Approved by SRC



SA Water (and predecessor agencies)

Preamble

Purpose of the Schedule

This Operational Records Disposal Schedule (RDS) authorises arrangements for the retention or destruction of records in accordance with Section 23(2) of the *State Records Act 1997*.

Application of the Schedule

SA Water (and predecessor agencies)

Approved Date: 13 February 2018

Effective Date: 13 February 2018 to 28 February 2028

Authorisation by State Records

This authorisation applies only to the disposal of the records described in the Schedule.

State Records' Contact Information

State Records of South Australia

GPO Box 464
ADELAIDE
South Australia 5001
Email: staterecords@sa.gov.au

Ph: 7322 7081

Chair, State Records Council

Director, State Records



SA Water (and predecessor agencies)

Disposal of Official Records

Legislation

Section 23(1) of the *State Records Act 1997* states that an agency must not dispose of official records except in accordance with a determination made by the Manager [Director] of State Records with the approval of the State Records Council.

Section 23(2) states:

‘If an agency requests the Manager to make a determination as to the disposal of official records, the Manager must, as soon as practicable:

- (a) with the approval of the [State Records] Council, make a determination requiring or authorising disposal of the records in a specified manner; or
- (b) make a determination requiring delivery of the records into the custody of State Records or retention of the records and later delivery into the custody of State Records.’

The contents of an RDS, once the approval process is complete, constitute a determination within the meaning of the *State Records Act 1997*.

Functions of the Schedule

An RDS plans the life of these records from the time of their creation to their disposal. It describes the records created and/or controlled by SA Water, the disposal sentence specifying whether they are to be retained as archives or destroyed, and when this should occur.

This Operational Records Disposal Schedule has been prepared in conjunction with staff from SA Water to determine the records which need to be kept because of their long term value and to enable the disposal of records once they are no longer needed for administrative purposes. The assessment of the records takes into account their administrative, legal, evidential, financial, informational and historical values. The appraisal of the records is in accordance with the State Records’ policy as documented in *Appraisal of Official Records – Policy and Objectives* - available from State Records’ website (www.archives.sa.gov.au).

The Schedule complements the General Disposal Schedules (GDS) that are issued by State Records to cover housekeeping and other administrative records common to most State Government agencies.

Using the Schedule

The Schedule applies only to the records described within it.



SA Water (and predecessor agencies)

Layout

The Schedule is laid out as follows:

- Item Number:** Numbering in the Schedule is multi-level:
- Functions have single numbers (*e.g.* 1.)
 - Activities and/or processes have two-level numbers (*e.g.* 1.1)
 - Disposal classes have three-level numbers (*e.g.* 1.1.1)
- Function:** The general functions are shown in 12 point bold Arial upper case at the start of each section. (*e.g.* **ASSET OPERATIONS**)
- Activity/Process:** The activities and processes relating to each function are shown in 12 point bold Arial sentence case (*e.g.* **Performance Reporting**).
- Description:** Descriptions are in three levels ranging from broad functions to specific disposal classes:
- definitions of functions are shown at the start of each section in bold (*e.g.* **The function of operating assets that supply and distribute water and wastewater. It includes inspecting and maintaining these assets as well as the processes for operating them.**)
 - definitions of activities are located adjacent to the activity title in italics *e.g.* *Activities relating to analysing and reporting on the performance of assets.*
 - descriptions of each disposal class are arranged in sequence under the activity definitions.
- Disposal Action:** Disposal actions relate to the disposal classes arranged under the activity descriptions. The status of the class is either PERMANENT or TEMPORARY with a disposal trigger and retention period given for all temporary records.

Retention Period of the Record

The Schedule is used to sentence records. Sentencing involves applying the record retention periods within the RDS to the records of SA Water. Decisions are made using the Schedule about whether records are to be retained and, if so, for how long, or when they are to be destroyed.

Retention periods set down in the Schedule are minimum ones and SA Water may extend the retention period of the record if it considers there is an administrative need to do so. Where



SA Water (and predecessor agencies)

SA Water wishes to retain records for substantially longer periods it should request that the Schedule be amended to reflect this requirement.

Custody and Transfer of the Record

Permanent Records

Section 19 of the *State Records Act 1997* includes provisions for the transfer of custody of an official record:

- a) when the agency ceases to require access to the record for current administrative purposes or
- b) during the year occurring 15 years after the record came into existence - whichever first occurs

Official records that have been sentenced as permanent, in accordance with an approved disposal schedule, are required to be transferred to State Records.

Agencies with valid reasons to retain permanent records for longer than 15 years should apply in writing to Director [Manager], State Records requesting either a postponement or an exemption from section 19.

It should be noted that postponement or exemption are only granted in exceptional circumstances.

Temporary Records

The custody of official records that have been sentenced as temporary is the responsibility of agencies. A policy and standards framework for the management and storage of temporary value official records has been established by State Records as documented in *Records of Temporary Value: Management and Storage: Standard and Guidelines (May 2002)*. SA Water needs to comply with these policy documents - available from State Records' website (www.archives.sa.gov.au).

The custody of official records on networks or hard drives is also the responsibility of agencies. SA Water needs to ensure that records in electronic format remain accessible to authorised users for the duration of the designated retention period. State Records is, however, currently examining options for the transfer of permanent value electronic records in digital form to its custody.

Destruction of Temporary Records

Temporary records can only be destroyed with the approval of the Chief Executive or delegate in accordance with the Destruction of Official Records guideline issued by State Records of South Australia. Failure to comply with this direction falls under Section 17 of the State Records Act 1997 and may be considered by ICAC as misconduct or maladministration.



SA Water (and predecessor agencies)

Prior to destruction, the following General Disposal Schedules (GDS) need to be consulted:

- ***GDS 16 Impact of Native Title Claims on Disposal of Records*** to ensure records which are relevant to native title claims in South Australia are identified and preserved.
- ***GDS 27 for Records Required for Legal Proceedings or Ex Gratia Applications Relating to Alleged Abuse of Former Children Whilst in State Care*** to ensure the preservation of official records that may relate to the rights and entitlements of the individuals who present a court claim or apply for an ex gratia payment and of the State Government in defending or processing those claims and applications.
- ***GDS 32 for Records of Relevance to the Royal Commission into Institutional Responses to Child Sexual Abuse*** to ensure that records of relevance to the Royal Commission are protected and available for the purposes of the Royal Commission and any subsequent actions involving the South Australian Government as well as for future reference and accountability purposes and to protect the rights and entitlements of stakeholders.

SA Water must ensure that all destruction is secure and confidential and that a certificate confirming destruction is provided by private contractors.

Standard methods for destruction of paper are shredding, pulping or other means that are environmentally friendly.

Records in electronic format must only be destroyed by reformatting or rewriting to ensure that the data and any “pointers” in the system are destroyed. “Delete” instructions do not offer adequate security as data may be restored or recovered.

SA Water should keep their own record of all records destroyed, noting the relevant disposal authority. Proof of destruction may be required for legal purposes, or in response to FOI applications. When records are destroyed systems that control them should also be updated by inputting destruction dates and relevant disposal authorities.

Review

State Records’ disposal schedules apply for a period of ten years. Either SA Water or State Records may propose a review of the Schedule at an earlier time, in the event of changes to functions or procedures that affect the value of the records covered by the disposal authority. Reviews are especially necessary if there is vast administrative change that affects the currency and use of the records and/or the records are dispersed to other agencies.

The State Records Council needs to approve all amendments to the Schedule. Officers using the Schedule should advise State Records of any necessary changes.



SA Water (and predecessor agencies)

Context Statement

Context of the Agency Covered by the Schedule

SA Water History and Background

City Waterworks and Drainage Commission 1856–1858

South Australia's Legislative Council approved a water supply and drainage scheme for the City of Adelaide and established a City Waterworks and Drainage Commission to administer the scheme.

Waterworks Department 1858–1867

On 28 December 1858 water management was established with the foundation of the Waterworks Department.

Engineer-in-Chief's Department 1867–1878

In 1867 the Waterworks Department was abolished and its responsibilities transferred to the new Engineer-in-Chief's Department, which was also responsible for other engineering works such as railways, and road and bridge construction.

Hydraulic Engineer's Department 1878–1888

The Hydraulic Engineer's Department, formed in 1878, was by 1880 completely responsible for water supply.

Engineer-in-Chief's Department 1888–1929

In 1888 the Hydraulic Engineer's Department was abolished and its responsibilities plus the implementation of the *Water Conservation Act*, reverted to the Engineer-in-Chief's Department.

Hydraulic Engineer's Department 1902–1929

In 1902 the Hydraulic Engineer's Department was re-established, regaining control of all water supply and sewerage undertaking. Railways, harbours, jetties, lighthouses, water conservation, irrigation, survey work and River Murray improvements remained the responsibility of the Engineer-in-Chief's Department. Construction work for the River Murray Commission, formed in 1915, was also vested in this department. A greater emphasis was placed on water management as gradually the Hydraulic Engineer's or Engineer-in-Chief's Department's other functions developed to become individual authorities.



SA Water (and predecessor agencies)

Engineering and Water Supply Department 1929–1994

In the 1920s it was decided that greater efficiency could be gained by merging the Hydraulic Engineer's Department and the Chief Engineer's Department. On 1 November 1929 the Engineering and Water Supply Department (E&WS) was formed. In 1931 the E&WS took over the irrigation construction from the Irrigation Commission while drainage operations in the South East became the responsibility of the newly formed South Eastern Drainage Board. In 2015 this board was integrated with the Department for Environment, Water and natural resources and the South East natural resources Management Board.

In 1977, the E&WS was made responsible for drainage and in 1978, the E&WS took over the responsibility for the irrigation water supply to Government Irrigation Areas from the Department of Lands. The E&WS was active in the rehabilitation of irrigation works. In 1997 a comprehensive review of the E&WS commenced, which culminated in a re-organisation of the E&WS on geographic rather than functional bases.

SA Water 1995 –

In October 1994 a Bill to establish the South Australian Water Corporation was introduced into Parliament. The Bill came into effect on 1 July 1995 the E&WS became the SA Water. At this time negotiations began to contract out water and wastewater systems operations, maintenance and construction work for metropolitan Adelaide. On 1 January 1996 United Water, a private consortium, began managing, operating and maintaining the metropolitan water supply systems and the six metropolitan water treatment plants. This contract ended on 30 June 2011. A strategic alliance with a new private consortium called Allwater has provided these services since 1 July 2011.¹ In 2013, the Essential Services Commission provided regulatory oversight of SA Water's pricing and services.

For further information about SA Water and its predecessors see Marianne Hammerton, *Water South Australia: A History of the Engineering and Water Supply Department* (Wakefield Press 1986).

SA Water Role and Function

SA Water is a modern water utility that is wholly owned by the Government of South Australia. In 2017 it employed more than 1400 people across a broad range of disciplines with assets then valued at more than \$14 billion. SA Water is delivering essential water and sewerage services to more than 1.6 million people in South Australia in geographically and climatically diverse service areas, with sites and locations from Ceduna through to Port Augusta, the Anangu Pitjantjatjara Yankunytjatjara lands, across to the Riverland and down to Mount Gambier, and most places in between.²

¹ SA Water Operational Disposal Schedule 2007/06 Introduction., SA Water Website – About Us – The History of SA Water <https://www.sawater.com.au/about-us/about-sa-water/the-history-of-sa-water>

² SA Water AquaNet – Business Management System>Corporate>Corporate Overview



SA Water (and predecessor agencies)

SA Water provides a wide range of water and wastewater related services including:

- Provision of high quality drinking water
- Provision of water for non-potable purposes (e.g. irrigation)
- Provision of recycled water
- Wastewater management
- Water treatment and testing
- Operation and maintenance of water and wastewater infrastructure
- Long term planning and water security initiatives
- Asset and infrastructure management³

SA Water Structure Description

SA Water is a government business enterprise accountable to the Minister for Water and the River Murray. SA Water's board is responsible for the overall governance of the corporation and comprises a chair and six non-executive directors. From 1 January 2013 SA Water was regulated by the Essential Services Commission of SA (ESCOSA).

The day-to-day business operations are managed by a senior leadership team. This team consists of the chief executive and seven general managers. The general managers are responsible for the following groups:

- Asset, Operations and Delivery – planning, delivering and operating assets to ensure high levels of customer satisfaction.
- Business Services – supporting the corporation to deliver its services. It provides functional and technical support and expertise and is the steward of the one centralised information repository.
- Communications and Engagement – communicating the brand, informing stakeholders and employees with consistent messages, and liaising with customers and communities.
- Customer Delivery – aiming to satisfy customers through excellent service.
- Governance and Regulation – ensuring that the corporation complies with the legislation and regulations under which it operates.

³ SA Water Overview presentation 2016.



SA Water (and predecessor agencies)

- People and Safety – planning and support to ensure the SA Water team is safe, highly engaged and highly performing at delivering Customer Service Excellence.
- Strategy, Performance and Innovation⁴ – develops strategy and objectives to measure and drive performance. Also helps SA Water to generate new ideas and improved work practices. Strategies and processes are customer driven.

Predecessor Agencies

- City Waterworks and Drainage Commission 1856–1858
- Waterworks Department 1858–1867
- Engineer-in-Chief’s Department 1867–1878 GA102
- Hydraulic Engineer’s Department 1878–1888
- Engineer-in-Chief’s Department 1888–1901 GA101
- Hydraulic Engineer’s Department 1901–1929
- Engineering and Water Supply Department 1929–1994 GA136

Successor Agencies

There are no successor agencies.

Legislation

Legislation administered by SA Water

Nil

Legislation not administered but which impacts SA Water operations

- *Aboriginal Heritage Act 1988*
- *Adelaide Dolphin Sanctuary Act 2005*
- *Agricultural and Veterinary Chemicals Act 1994*
- *Agricultural and Veterinary Chemicals Code Act 1994 (Commonwealth)*
- *Agricultural and Veterinary Products (Control of Use) Act 2002*
- *Biosecurity (Consequential Amendments and Transitional Provisions) Act 2015 (Commonwealth)*
- *Broken Hill Proprietary Company’s Indenture Act 1937*
- *Chemical Weapons (Prohibition) Act 1994 (Commonwealth)*
- *Climate Change & Greenhouse Emissions Reduction Act 2007*
- *Coast Protection Act 1972*
- *Community Titles Act 1996*
- *Competition Policy Reform (SA) Act 1996*

⁴ SA Water AquaNet – Business Management System>Organisational Structure>Top Level Structure.



SA Water (and predecessor agencies)

- *Controlled Substances Act 1984*
- *Crown Land Management Act 2009*
- *Crown Rates and Taxes Recovery Act 1945*
- *Dangerous Substances Act 1979*
- *Electricity Act 1996*
- *Electronic Communication Act 2000*
- *Emergency Services Act 2004*
- *Environment Protection (Sea Dumping) Act 1984*
- *Environment Protection Act 1993*
- *Environment Protection and Biodiversity Conservation Act 1999 (Commonwealth)*
- *Environment, Resources and Development Court Act 1993*
- *Essential Services Act 1981*
- *Essential Services Commission Act 2002*
- *Expiation of Offences Act 1996*
- *Explosives Act 1936*
- *Fees Regulation Act 1927*
- *Fences Act 1975*
- *Fire and Emergency Services Act 2005*
- *Food Act 2001*
- *Football Park (Rates and Taxes Exemption) Act 1974*
- *Golden Grove (Indenture Ratification) Act 1984*
- *Ground Water (Qualco-Sunlands) Control Act 2000*
- *Groundwater (Border Agreement) Act 1985*
- *Harbors & Navigation Act 1993*
- *Hazardous Waste (Regulations of Exports and Imports) Act 1989 (Commonwealth)*
- *Heritage Places Act 1993*
- *Irrigation Act 2009*
- *Lake Eyre Basin (Intergovernmental Agreement) Act 2001*
- *Land Acquisition Act 1969*
- *Landlord and Tenant Act 1936*
- *Law of Property Act 1936*
- *Liens on Fruit Act 1923*
- *Livestock Act 1997*
- *Marine Safety (Domestic Commercial Vessel) National Law Act 2013*
- *Metropolitan Drainage Act 1935*
- *Murray Darling Basin Act 2008*



SA Water (and predecessor agencies)

- *National Greenhouse and Energy Reporting Act 2007 (Commonwealth)*
- *National Parks and Wildlife Act 1972*
- *Native Title Act 1994*
- *Native Title Act 1993 (Commonwealth)*
- *Native Vegetation Act 1991*
- *Natural Resources Management Act 2004*
- *North Haven (Miscellaneous Provisions) Act 1986*
- *Patents Act 1990 (Commonwealth)*
- *Planning, Development and Infrastructure Act 2016*
- *Plumbers, Gas Fitters and Electricians Act 1995*
- *Public Corporations Act 1993*
- *Radiation Protection and Control Act 1982*
- *Rates and Land Tax Remissions Act 1986*
- *Real Estate (Registration of Titles) Act 1945*
- *Real Property Act 1886*
- *Recreation Grounds (Rates and Taxes Exemption) Act 1981*
- *Recreational Greenways Act 2000*
- *Roxby Downs (Indenture Ratification) Act 1982*
- *Safe Drinking Water Act 2011*
- *Safe Drinking Water Regulations 2012*
- *Small Business Commissioner Act 2011*
- *South Australian Public Health Act 2011*
- *South Australian Water Corporation Act 1994*
- *South Eastern Water Conservation and Drainage Act 1992*
- *Stony Point (Liquids Project) Ratification Act 1981*
- *Telecommunications Act 1997*
- *Trade Marks Act 1995 (Commonwealth)*
- *Upper South East Dryland Salinity and Flood Management Act 2002*
- *Water Act 2007 (Commonwealth)*
- *Water Industry Act 2012*
- *West Lakes Development Act 1969*
- *Whyalla Steel Works Act 1958*
- *Wilderness Protection Act 1992*



SA Water (and predecessor agencies)

Context of the Records Covered by the Schedule

Coverage of RDS 2017/18

The records covered by this RDS are those of the predecessor agencies as well as those ongoing records of the SA Water. The records covered by this RDS range from 1901 to the present.

The records covered by this disposal schedule document the core business functions of the SA Water.

RDS2017/18 does not cover records already in the custody of State records as part of Government Record Groups GRG53 and GRG23. These records have been deemed permanent in accordance with a disposal determination made for all Government Record Groups by the Director of State Records and approved by the State Records Council on 9 November 1999.

A listing of the Government Records Series (GRS) already transferred to State Records is located in Appendix B

Related Series Affected by RDS 2017/18

There are no related series affected by this RDS.

Complementary Schedules to RDS 2017/18

There are no complementary Disposal Schedules to use with this RDS.

Existing Disposal Schedules Superseded by RDS 2017/18

- RDS 2007/06 SA Water (extended by State Records Council on 10 October 2017)

Records Structure within SA Water

The current records environment is based on:

- a centralised framework of policy, procedures and practices;
- decentralised creation and capture of electronic records in Business Systems, shared drives and the Repository for Information and Vital Electronic Records (RIVER, an electronic document management system);
- centralised registration and management of physical records in the hard copy system (being transferred from RecFind to Objective); and
- centralised appraisal, disposal and sentencing of records.



SA Water (and predecessor agencies)

Broad Description and Purpose of the Records

This RDS covers operational records of SA Water. They deal with the construction, operation and maintenance of water and wastewater systems and the provision of water and wastewater services to residential and commercial customers. This includes:

- The design, construction, maintenance and operation of water and wastewater systems;
- The management of land on which infrastructure sits and which contributes to protection of source water;
- Measuring, ameliorating and managing the effects of operations on the environment in accordance with approved standards;
- Managing customer services, relations and billing systems; and
- Community engagement and education.

Functions and Activities Documented by the Records

RDS2017/18 covers the following functions and related activities taken from SA Water’s Business Classification Scheme (BCS):

ASSET OPERATIONS

Inspections

Site Management

Maintenance

Water Flow Planning

Performance Reporting

CUSTOMER MANAGEMENT

Business Development

Customer Surveys

Customer Accounts

Education Programs

Customer Agreements

Hardship Assistance

Customer Interaction

Initiatives

Customer Service Charter

Product Development



SA Water (and predecessor agencies)

Rebates

EMERGENCY AND INCIDENT MANAGEMENT

Emergency Preparedness Planning

Incident Reporting

Emergency Response Coordination

GOVERNANCE AND REGULATION

Audit

Revenue Setting

Benchmarking

Regulating

Compliance

Sponsorship

Evaluation and Review

System Development

Gazetting

INFRASTRUCTURE MANAGEMENT

Accreditation

Capital Project Delivery

Asset Assessment

Energy Management

Asset Maintenance and Planning

Materials Testing

Asset Management Planning

Plan and Drawing Management

Asset Management Program

Standards

LAND MANAGEMENT

Acquisition

Land Management Programs

Compliance

Leasing and Licensing

Environmental Impact Assessments

Surveying

RESEARCH AND ANALYTICAL SERVICES

Consultancy Services

Investigations

Sampling and Analysis

Grant Applications

Test Method Development

Research Projects



SA Water (and predecessor agencies)

WASTEWATER SERVICES

Advice	Regulating
Compliance	

WATER SUPPLY

Advice	Preliminary Investigations
Catchment Management Programs	Quality Management
Compliance	Water Purchasing and Disposal
Connection Services	Water Strategies
Land Divisions	Systems Planning
Mains Extensions	

Arrangement of the Records

Paper records are predominantly managed in corporate file covers with an annual sequential file number. They are registered and managed in the Physical Recordkeeping System (currently RecFind, soon to be Objective). All physical records arranged by activity undertaken and/or subject and business areas responsible for the record.

Electronic records are created in a range of business systems. Electronic records created outside of business systems are managed in RIVER. Some electronic records reside on shared drives. Electronic records are aggregated based on a combination of the BCS, the custodian and the topic.

SA Water has electronic records held in business systems, in the following business systems:

- CSIS records are arranged by property.
- Maximo are arranged by asset or asset component or property address.
- CHRIS21 records are arranged by staff ID and activity undertaken.
- PageUp records are arranged by position number.
- Ellipse records are arranged by financial year and activity undertaken.
- RIVER records are arranged by business area and activity undertaken/subject. They are aggregated based on the BCS and the URL.



SA Water (and predecessor agencies)

These information systems are licensed to SA Water and the data is SA Water's property.

Supplementary records such as rough drafts, background information already captured as part of other records and literature is separated out from the official records and kept as a corporate record for most significant activities.

Agency Creating the Records

SA Water administers the records covered by this RDS and along with its predecessor agencies created the records.

Agency Owning or Controlling the Records

SA Water administers the records covered by this RDS and also controls or owns them.

Date Range of the Records

Records Date Range: **01 Jan 1901 to Ongoing**

Volume of the Records

There are approximately 3997 linear metres of records at State Records, 8347 linear metres at Grace Information Management and SA Water is accumulating records at approximately 350 linear metres per annum. There are currently approximately 12TB of electronic records saved within network drives and databases including drafts and possible duplications.

Special Custody Requirements

There are no special custody requirements.

Special Storage Requirements

Some formats (e.g. plans and maps) require special storage requirements.

Issues Not Mentioned Previously

There are no issues that have not already been mentioned.

Comments Regarding Disposal Recommendations

Permanent Records Rationale

Records nominated for permanent retention in this Schedule document the substantial processes and outcomes of programs undertaken by SA Water. The nature and scale of activities undertaken by SA Water, being a monopoly provider of an essential service, are retained for long term business continuity and significant and continuing social and research values to South Australia and its communities.



SA Water (and predecessor agencies)

The following items are assessed as meeting State Records appraisal objectives:

Objective 1 - to identify and preserve office records providing evidence of the source of authority, foundation and machinery of the South Australian Government and public sector bodies

Boundary Surveys (item 6.6.1)

Objective 2 - to identify and preserve official records providing evidence of the deliberations and actions of the South Australian Government and public sector bodies relating to key functions and programs and significant issues faced in governing the State of South Australia.

Boundary Surveys (item 6.6.1), Water Licence Management (item 9.3.1), Water Quality Reporting – External Agencies (item 9.8.3), Water Conservation and Security Strategies (item 9.10.1)

Objective 3 - to identify and preserve official records providing evidence of the legal status and fundamental rights and entitlements of individuals and groups.

Extensions to Mains (item 9.6.1)

Objective 4 - to identify and preserve official records substantially contributing to the knowledge of the society and communities of South Australia.

Emergency Preparedness Plans (item 3.1.1), Emergency Response Coordination (item 3.2.1), Design and Construction Consultants and Contractors Register (item 5.1.1), Performance Reports – Dams and Reservoirs (item 5.2.1), Maintenance Planning – Dams and Reservoirs (item 5.3.1), Asset Management Plans (item 5.4.1), Technical Reports – Dams and Reservoirs (item 5.4.2), Technical Advice on Materials (item 5.8.1), As Constructed and Solution Design Drawings – Dams and Reservoirs (item 5.9.2), Schematics and Whole Asset Drawings (item 5.9.1), Easement, Water Districts, Drainage and Irrigation Area Plans (item 5.9.3), Technical Standards (item 5.10.1), Research and Technical Reports (item 7.6.1), Long Term Asset Capacity Plans (item 9.11.1)

Objective 5 - to identify and preserve official records that contribute to the protection and well-being of the community or provide substantial evidence of the condition of the State, its people and the environmental and the impact of government activities on them.

Customer Service Charter (item 2.5.1), Water Education Programs (item 2.7.1), New Customer Products (item 2.10.1), Incident Register (item 3.3.1), Type 1 Incidents (item 3.3.3), Environmental Incidents (item 3.3.2), Environmental Licensing (item 6.2.2), Environmental Compliance (item 6.2.1), Environmental Impact Assessments (item 6.3.1), Land Management Programs (item 6.4.1)



SA Water (and predecessor agencies)

Temporary Records Rationale

Records nominated for temporary status document routine processes and/or transactions that support the activities documented in permanent records. Retention periods have been determined by the legal, administrative, evidential and financial accountability requirements of SA Water and by comparison with disposal schedules of similar agencies in South Australia and other jurisdictions.

Justifications for temporary records in this RDS include:

Retention period based on the need for the records for short-term reference and records do not deal with substantive advice.

Routine Asset Inspections (item 1.1.1), Business Development -Market Intelligence (item 2.1.3), Water Education Programs –Arrangements (item 2.7.2), Emergency Preparedness Liaison (item 3.1.5), Consultancy Services – Unsuccessful (item 7.1.2), Research Project – Administration (item 7.6.3), Catchment Management – Liaison (item 9.2.3).

Records needed for reference as long as licence is current or agreement is in place, and for reference after expiry or may be required for audit and/or to demonstrate accountability with procedures.

Customer Agreements (item 2.3.1), Controlled Substances Licensing (4.3.3), ESCOSA Regulation (item 4.3.2), Plumbing Accreditation (4.7.2), Energy Contracts and Agreements – Under Seal (item 5.7.1), Routine Energy Contracts and Agreements (item 5.7.2), Easements (item 6.1.1), Environmental Improvement Program Reports (item 6.2.4), Leasing and Licensing (item 6.5.1), Grant Applications (item 7.5.1), Recycled Water Supply Approvals (item 8.2.1), Trade Waste Authorisations (item 8.3.1), Water Licensing (item 9.3.1), Water Purchasing and Disposal (item 9.9.1)

Records needed for reference as long as infrastructure is in place.

Performance Reports – Plastic Pipes, Pumping Stations and Treatment Plants (item 5.2.3), Performance Reports – Concrete and Metal Pipes (item 5.2.2), Asset Maintenance and Planning - Plastic Pipes, Pumping Stations and Treatment Plants (item 5.3.3), Asset Maintenance and Planning - Concrete and Metal Pipes (item 5.3.2), Technical Reports – Other Assets (item 5.4.3), Energy Connections, Modifications and Disconnections (item 5.7.1), As Constructed and Solution Design Drawings – Trunk Mains and Major Pipelines (item 5.9.4), As Constructed and Solution Design Drawings – Pumping Stations, Treatment Plants and Non-Trunk Main Pipes (item 5.9.5), Connection Plans (item 5.9.6)

Records needed for reference as long as content is current and for reference after expiry.

Routine Maintenance (item 1.2.1), Maintenance Planning (item 1.2.2), Asset Performance Reporting (item 1.3.1), Site Specific Procedures (item 1.4.1), Water Flow Planning (1.5.1), Business Development – Successful Proposals (item 2.1.1), Business Development – Unsuccessful Proposals (item 2.1.2), Customer Accounting – Consumption Data (item 2.2.1),



SA Water (and predecessor agencies)

Dial Before You Dig correspondence (item 2.4.3), Change of Name and Address correspondence (item 2.4.2), Customer Relations (item 2.4.1), Customer Survey Results (item 2.6.1), Direct Debit Authorities (item 2.8.1), Payment Support and Incentives (item 2.8.2), Customer Service Plans and Recommendations (item 2.9.1), Customer Service Plans and Recommendations – Unimplemented (item 2.9.2), Customer and Product Investigations (item 2.10.2), Concessions and Remissions (item 2.11.1), Type 2 Incidents (item 3.3.4), Type 3 Incidents (item 3.3.5), Pricing (item 4.6.1), Law Enforcement (item 4.7.3), Project Delivery (item 5.6.1), External Project Delivery (item 5.6.2), Easements That Don't Proceed (item 6.1.2), Crown Land Reservation (item 6.1.3), Land management Operations (item 6.4.3), Sampling and Analysis Activities (item 7.2.2), Laboratory Checklists and Instructions (item 7.2.3), Product testing and Trials (item 7.2.1), Methodology Development (item 7.3.1), Research Data and methodology (item 7.6.2), Connection Applications (item 9.4.2), Connection Services – Assessment and Approval (item 9.4.1), Customer Accounting – Disconnections (item 9.4.3), Land Divisions (item 9.5.1), Land Divisions – Not Progressed (item 9.5.2), Preliminary Investigations for Land Development (item, 9.7.1), Water Quality Standards and Procedures (item 9.8.1), Water Quality Reporting – Internal (Item 9.8.4), Asset Capacity Advice and Supplementary Records (item 9.11.2)

Records that may relate to contractual agreements or be required for audit purposes and/or to demonstrate accountability with procedures.

Plumbing Audits and Investigations (item 4.7.1), Water Permits (item 4.7.4), Sponsorship Arrangements (item 4.8.1), Unsuccessful Environmental Requirements Exemptions (item 6.2.3), Consultancy Services (item 7.1.1)

Retention based on audit cycles – potential need for reference after a number of audit cycles is limited.

Treatment Plant Process Changes (item 1.4.4), Emergency Preparedness Plan Audit (item 3.1.4), Management Systems – Internal Audit (item 4.1.2), Management Systems - External Audit (item 4.1.1), Capital Expenditure Monitoring (item 5.5.1), Operational Expenditure Monitoring (item 5.5.2), Construction Quality Assurance (item 5.6.3)

Retention period encompasses program review and planning cycles – potential need for reference beyond these is limited.

Site Specific Planning (item 1.4.2), SCADA Control Room Instructions (item 1.5.2), Emergency preparedness testing (item 3.1.3), Benchmark Criteria Development and Assessment (item 4.2.1), Management System – Non Compliance (item 4.3.1), Management System Reviews (item 4.4.1), Management System Development and Maintenance (item 4.9.1), Management System Implementation (item 4.9.2), Contractor and Consultant Accreditation Criteria Development and Assessment (item 5.1.2), Routine Advice and Investigation (item 7.4.1), Wastewater Advice (item 8.1.1), Water Quality Advice (item 9.1.1), Water Allocation Plans (item 9.1.2) Catchment Management Projects (item 9.2.2), Catchment Barrier Reports (item 9.2.1)



SA Water (and predecessor agencies)

Summary or final position papers of working records are documented in other record retention classes.

Site Management – Supplementary Records (item 1.4.3), Customer Service Charter – Supplementary Material (item 2.5.2), Customer Surveys – Development (item 2.6.2), Emergency Preparedness Plan – Supplementary Records (item 3.1.2), Surveys and Statistics (item 4.2.2), Gazetting Notices and Supporting Records (item 4.5.1), Engineering Standards – Supplementary Records (item 5.10.2), Licensing – Background (item 6.2.5), Environmental Impact Assessments – Background and Research (item 6.3.2), Land Management Program – Background (item 6.4.2), Water Quality Standards and Procedures – Supplementary (item 9.8.2), Water Conservation Programs – Supplementary (item 9.10.2)

As SA Water is a Government Trading Enterprise, it has limited powers and is required under various legislation and policy to report to other Government agencies. As these agencies are responsible for the function they are obliged to keep the record. Therefore SA Water's record is a duplicate for business purposes and requires a temporary sentence. These records include:

Gazetting Notices and Supporting Records (item 4.4.1) is covered by Government Gazette records, Revenue Setting (item 4.6.1) is covered by the Essential Services Commission of SA, Cabinet papers, Senior Leadership Team and Board meeting papers, Capital and Operational Expenditure Monitoring (items 5.5.1 and 5.5.2) are covered by the Essential Services Commission SA, Water Allocation Plans item 9.1.2) is covered by the Department of Environment Water and Natural Resources, Water Purchasing and Disposal (item 9.9.1) is covered by the Department of Environment Water and Natural Resources, Systems Planning Advice and Supplementary Records (item 9.11.1) is covered by Planning SA and Local Government collections.

Other Disposal Considerations

There are no other considerations for or against the retention or destruction of records affected by this RDS.

Disposal Recommendation Effect on Related Records

There are no related records affected by the disposal recommendations in this RDS.

Alternative Record Formats

This RDS applies to records in all formats.

Impact on Native Title Claims

This RDS has no impact on Native Title claims. However, as managers of large tracts of land within South Australia, it is current practice to conduct detailed environmental impact assessments of land affected by operations, one aspect of which is a detailed review of previous uses of the land, including indigenous use. These records are retained permanently.



SA Water (and predecessor agencies)

Indigenous Considerations

The determinations within *RDS 2017/18* are consistent with Recommendation 21 of the *National Inquiry into the Separation of Aboriginal and Torres Strait Islander Children from Their Families*.

The principles outlined in *GDS 16*, relating to Native Title claims, have also been considered in the development of this Schedule.

RDS 2017/18 meets all cultural, historical, legal and administrative requirements.

All documents considered relevant to native title in South Australia must be checked for actual relevance with the Native Title Section of the Crown Solicitor's Office before being disposed of.

Approved by SRC



SA Water (and predecessor agencies)

Scope Note

Records Covered by this Schedule

This *RDS 2017/18* applies to the operational records of SA Water (and predecessor agencies).

How to Apply this Schedule

Use in conjunction with GDS

This RDS should be used in conjunction with *GDS 30*, as amended, or its successor. Cross-references to the *GDS 30* are included in this Schedule where appropriate.

To identify records that may be potentially relevant to native title claims, please refer to guideline *Identifying documents which may be relevant to Native Title* attached to *GDS 16*. Where records sentenced for temporary retention are identified as having potential relevance to a native title claim, they need to be retained until 31 December 2024.

To identify records that may be potentially relevant to *Legal Proceedings or Ex Gratia Applications Relating to Alleged Abuse of Former Children Whilst in State Care*, please refer to *GDS 27*. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2020.

To identify records that may be potentially relevant to the *Royal Commission into Institutional Responses to Child Sexual Abuse*, please refer to *GDS 32*. Where records sentenced for temporary retention are identified as having potential relevance, they need to be retained until 31 December 2023.

Use in conjunction with, or complementary to, other RDS

There are no complementary Disposal Schedules to use with this RDS.

Other RDS superseded by RDS 2017/18

- RDS 2007/06 Version 1 - SA Water Operational Records (approved on 10 October 2017)

Re-sentencing of records where schedules are superseded or particular entries within a schedule are superseded

SA Water will review and re-sentence the records whose retention periods have altered.

Records excluded from RDS 2017/18

There are no records excluded from cover by this RDS.



SA Water (and predecessor agencies)

Application to records in all formats

RDS 2017/18 applies to records in all formats, including databases and other electronic records. SA Water is required to ensure that records remain accessible for the duration of designated retention periods.

Interpretation of the Schedule

Minimum retention periods

Retention periods for temporary records shown in *RDS 2017/18* are minimum retention periods for which records need to be retained. It is at the discretion of SA Water as to whether records are kept for longer than the minimum period.

Acronyms

- BCS - Business Classification Scheme
- ESCOSA - Essential Services Commission of South Australia
- E&WS - Engineering and Water Supply Department
- EPA - Environmental Protection Authority
- GDS - General Disposal Schedule
- NATA - National Association of Testing Authorities
- RDS - Records Disposal Schedule
- RIVER - Repository for Information and Vital Electronic Records
- SA - Water - South Australian Water Corporation
- SCADA - Supervisory Control and Data Acquisition

Definitions of terms specific to RDS 2017/18

- CapEx - Capital Expenditure
- CHRIS21 – Computerised Human Resources Information System used for human resources, payroll, training and position management.
- CSIS – Customer Services and Information System used for billing rateable properties for SA Water and customer interaction about rateable properties.
- Court elections – Where the recipient elects to contest a fine in court.
- Ellipse – Hosted Software as a Services solution for Financial and Procurement Management.
- Maximo – Asset and Works Management software used for managing the water and wastewater infrastructure lifecycle. It stores information about SA Water’s enterprise assets, their condition and work processes.
- OpEx - Operational Expenditure



SA Water (and predecessor agencies)

- PageUp – Hosted recruitment software providing end-to-end recruitment up to awarding of position to successful applicant.
- RIVER - Electronic Document Management System for SA Water

Legal Deposit

Legal deposit refers to statutory provisions that oblige publishers to deposit copies of their publications in libraries in the country in which they are published. Under the Commonwealth *Copyright Act 1968* and various Australian state Acts, a copy of any work published in Australia must be deposited with (a) the National Library of Australia and (b) the appropriate State Library. Legal deposit extends not only to commercial publishers but also to private individuals, clubs, churches, societies and organisations.

In South Australia, one copy of publications produced for external use should be deposited with the State Library and the Parliamentary Library (section 35, *Libraries Act 1982*). Publications include books, newspapers, magazines, journals, pamphlets, maps, plans, charts, printed music, records, cassettes, films, video or audio tapes, computer software CD-ROMS, compact discs and other items made available to the public.

Records and Litigation

Where SA Water is aware that records may be required for use in litigation, for use in a government enquiry or the consideration of the Ombudsman, the records must not be destroyed. In such circumstances the records must be retained until two years after all cases and enquiries are complete (including appeals) and then have the original retention period applied to the records.

Pre-1901 Records

All pre-1901 records are required to be **retained permanently** in accordance with a motion approved by the State Records Council on 19 February 2008.

In this instance, this RDS does **NOT** apply to pre-1901 records.



SA Water (and predecessor agencies)

List of Functions and Activities

ASSET OPERATIONS 32

- Inspections..... 32
- Maintenance 32
- Performance Reporting..... 32
- Site Management..... 33
- Water Flow Planning..... 33

CUSTOMER MANAGEMENT..... 34

- Business Development 34
- Customer Accounts..... 34
- Customer Agreements 35
- Customer Interaction..... 35
- Customer Service Charter..... 35
- Customer Surveys 36
- Education Programs 36
- Hardship Assistance 36
- Initiatives 37
- Product Development 37
- Rebates..... 37

EMERGENCY AND INCIDENT MANAGEMENT 39

- Emergency Preparedness Planning..... 39
- Emergency Response Coordination 40
- Incident Reporting..... 40

GOVERNANCE AND REGULATION 42

- Audit..... 42
- Benchmarking 42
- Compliance 43
- Evaluation and Review 43
- Gazetting..... 43
- Revenue Setting 44



SA Water (and predecessor agencies)

Regulating.....44

Sponsorship.....45

System Development.....45

INFRASTRUCTURE MANAGEMENT46

Accreditation.....46

Asset Assessment.....46

Asset Maintenance and Planning.....47

Asset Management Planning.....47

Asset Management Program.....48

Capital Project Delivery.....48

Energy Management.....49

Materials Testing.....49

Plan and Drawing Management.....50

Standards.....50

LAND MANAGEMENT52

Acquisition.....52

Compliance.....52

Environmental Impact Assessments.....53

Land Management Programs.....54

Leasing and Licensing.....54

Surveying.....54

RESEARCH AND ANALYTICAL SERVICES56

Consultancy Services.....56

Sampling and Analysis.....56

Test Method Development.....57

Investigations.....57

Grant Applications.....57

Research Projects.....57

WASTEWATER SERVICES59

Advice.....59

Compliance.....59



SA Water (and predecessor agencies)

Regulating.....59

WATER SUPPLY.....60

Advice60

Catchment Management Programs60

Compliance.....61

Connection Services61

Land Divisions.....62

Mains Extensions.....62

Preliminary Investigations62

Quality Management.....62

Water Purchasing and Disposal.....63

Water Strategies63

Systems Planning64

Approved by SRC



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 ASSET OPERATIONS			
1	ASSET OPERATIONS	The function of operating assets that supply and distribute water and wastewater. It includes inspecting and maintaining these assets as well as the processes for operating them. E.g. trunk mains, sewer lines, other pipes, pumping stations, treatment plants, iron removal plants, desalination plants, bores, tanks, reservoirs, dams and their component parts. See INFRASTRUCTURE MANAGEMENT for management of water and wastewater assets.	
1.1	Inspections	<i>The process of officially examining facilities, equipment and items to ensure compliance with agreed standards and objectives.</i>	
1.1.1	Inspections	Records documenting that an assets has been inspected to ensure that it meets operational standards e.g. mains cleaning, draining and disinfection reports, leakage reports, chlorine residuals and other onsite water quality testing, pumping plant logs, crane operations checklists, tank cleaning, etc. Also includes investigations into metering issues.	TEMPORARY Destroy 5 years after action completed.
1.2	Maintenance	<i>The activities associated with the upkeep, repair, servicing and preservation of internal and external conditions of the premises, equipment, vehicles, etc.</i>	
1.2.1	Maintenance	Records relating to carrying out routine preventative maintenance on assets.	TEMPORARY Destroy 5 years after action completed.
1.2.2	Maintenance	Routine work schedules for scheduled maintenance.	TEMPORARY Destroy 5 years after action completed.
1.3	Performance Reporting	<i>Activities relating to analysing and reporting on the performance of assets.</i>	



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
1 ASSET OPERATIONS			
1.3.1	Performance Reporting	Records relating to the preparation of summary reports that investigate and document assets are performing to standard.	TEMPORARY Destroy 5 years after action completed.
1.4	Site Management	<i>The activities associated with developing site-specific plans and procedures for operating an asset. Includes the management of process changes at water and wastewater treatment plants.</i>	
1.4.1	Site Management	Master procedures developed to operate asset.	TEMPORARY Destroy 5 years after superseded.
1.4.2	Site Management	Final approved plans for operating and maintaining assets at individual sites.	TEMPORARY Destroy 10 years after action completed.
1.4.3	Site Management	Supplementary records - working papers, input, drafts, procedures and plans not adopted.	TEMPORARY Destroy 5 years after action completed.
1.4.4	Site Management	Records relating to process changes adopted for individual classes of assets at specific sites of operation. E.g. treatment plants.	TEMPORARY Destroy 10 years after action completed.
1.5	Water Flow Planning	<i>The activities associated with planning and managing changes to water flows.</i>	
1.5.1	Water Flow Planning	Records relating to implementing controlled releases of water to ensure that assets operate at optimum levels.	TEMPORARY Destroy 2 years after action completed.
1.5.2	Water Flow Planning	Records relating to Operations Control Centre instructions.	TEMPORARY Destroy 10 years after superseded.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 CUSTOMER MANAGEMENT			
2	CUSTOMER MANAGEMENT	The function of managing the client or customer relationship with SA Water. It includes sourcing new customers, maintaining existing customers and their accounts and managing their interaction with SA Water through the call centre and other channels of communication.	
2.1	Business Development	<i>The techniques designed to grow and cultivate new business and enterprise, especially with large or key customers of water and/or wastewater services. It includes assessments of marketing opportunities, intelligence gathering on customer and competitors, generating possible sales leads, follow-up sales activities and formal proposal writing.</i>	
2.1.1	Business Development	Records relating to successful business proposals. For example proposals, costings, negotiations, etc.	TEMPORARY Destroy 10 years after action completed.
2.1.2	Business Development	Records relating to unsuccessful business proposals.	TEMPORARY Destroy 5 years after action completed.
2.1.3	Business Development	Background information and market intelligence collected on potential customers.	TEMPORARY Destroy 5 years after action completed.
2.2	Customer Accounts	<i>The activities associated with creating and managing customer accounts to ensure billing and metering processes can be applied.</i>	
2.2.1	Customer Accounts	Records relating to data collected on customer consumption to generate bills and accounts. Includes estimations and data confirmations.	TEMPORARY Destroy 5 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 CUSTOMER MANAGEMENT			
2.3	Customer Agreements	<i>The activities associated with establishing and maintaining agreements with customers for the delivery of water and wastewater services. This applies to customers that are not subject to standard methods of service delivery E.g. Adelaide Airport, Clare Valley vineyards, etc.</i>	
2.3.1	Customer Agreements	Records relating to the establishment and maintenance of customer agreements.	TEMPORARY Destroy 8 years after agreement expires or is superseded.
2.4	Customer Interaction	<i>The process of managing interaction between SA Water and individual customers.</i>	
2.4.1	Customer Interaction	Records relating to the interactions between high value customers and SA Water excluding agreement negotiation. See 2.3.1 for customer agreement negotiation.	TEMPORARY Destroy 8 years after action completed.
2.4.2	Customer Interaction	Records relating to change of name and/or mailing address details for billing and related issues.	TEMPORARY Destroy 5 years after action completed.
2.4.3	Customer Interaction	Dial Before You Dig enquiries and responses.	TEMPORARY Destroy 3 years after action completed.
2.5	Customer Service Charter	<i>The activities associated with developing the customer service charter and establishing service standards and guarantees of service.</i>	
2.5.1	Customer Service Charter	Records relating to the development of the SA Water Customer Service Charter.	PERMANENT



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 CUSTOMER MANAGEMENT			
2.5.2	Customer Service Charter	Supplementary records and background material used to formulate the customer service charter. Includes working papers, interim and draft reports, inputs from business units (includes regional offices) and proposals not adopted.	TEMPORARY Destroy 10 years after action completed.
2.6	Customer Surveys	<i>The activities associated with surveying customers to obtain feedback on products and services.</i>	
2.6.1	Customer Surveys	Records relating to analyses and reports summarising survey results including recommendations and issues papers based on survey responses.	TEMPORARY Destroy 50 years after action completed.
2.6.2	Customer Surveys	Records relating to the development of customer surveys and questionnaires.	TEMPORARY Destroy 5 years after action completed.
2.7	Education Programs	<i>The activities associated with the development of education programs. It includes programs for the community and stakeholders.</i>	
2.7.1	Education Programs	Records relating to the development of education and awareness programs and materials for industry, individuals and the community about water conservation and services.	PERMANENT
2.7.2	Education Programs	Records relating to the arrangements to providing education programs. E.g. bookings, attendance, purchasing consumables, etc.	TEMPORARY Destroy 5 years after action completed.
2.8	Hardship Assistance	<i>The activities associated with assisting residential customers who are experiencing financial hardship to manage their bills and remain connected to a retail service.</i>	
2.8.1	Hardship Assistance	Completed direct debit requests that authorise payments to be debited from the customer's nominated bank account. Can be voice recording or in writing.	TEMPORARY Destroy 5 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 CUSTOMER MANAGEMENT			
2.8.2	Hardship Assistance	The records relating to payment arrangements and deferrals, case management and regular reviews, Centrepay and direct debit options, protection from overdue fees, water restriction and legal action, concession application assistance, free home water audits and emergency plumbing, referral to Financial Counsellors and assistance with leakage allowances.	TEMPORARY Destroy 5 years after action completed.
2.9	Initiatives	<i>The activities associated with researching and investigating initiatives to improve customer services and processes.</i>	
2.9.1	Initiatives	Records relating to routine customer service and management initiatives that are implemented.	TEMPORARY Destroy 10 years after action completed.
2.9.2	Initiatives	Records relating to the development of customer service and management initiatives that did not proceed.	TEMPORARY Destroy 5 years after action completed.
2.10	Product Development	<i>The activities relating to the development of new customer products and services.</i>	
2.10.1	Product Development	The records relating to the development and implementation of a new customer product. Includes position papers, project plans, risk assessments and recommendation reports. E.g. First recycled water scheme provided to housing development.	PERMANENT
2.10.2	Product Development	The records relating to investigating the feasibility of a product or service for a specific customer or customers in general that are not implemented.	TEMPORARY Destroy 5 years after action completed.
2.11	Rebates	<i>The activities associated with assessing and managing concessions and rebates.</i>	



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
2 CUSTOMER MANAGEMENT			
2.11.1	Rebates	Records relating to applications for concessions, rebates and remissions on water rates and charges. Includes pensioner and charity concessions and State and Local Government exemptions.	TEMPORARY Destroy 10 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 EMERGENCY AND INCIDENT MANAGEMENT			
3	EMERGENCY AND INCIDENT MANAGEMENT	<p>The function of organising resources and allocating responsibility for preventing, preparing for, responding to and recovering from emergencies and incidents. Emergencies and incidents are unplanned events that have negative consequences for the delivery of services, water quality and the environment.</p> <p>See also GDS 33 Across Government Emergency Management for records created or received after 2004.</p>	
3.1	Emergency Preparedness Planning	<i>Activities associated with ensuring that SA Water is prepared to respond to emergencies. It involves developing emergency plans, coordinating exercise to test emergency plans and maintaining relationships with external organisations that can assist SA water to respond to an emergency.</i>	
3.1.1	Emergency Preparedness Planning	Records relating to the development of plans to ensure that SA Water is prepared to respond to emergencies. Includes business continuity plans, emergency management plans, incident management plans for SA Water as well as individual sites of operation.	PERMANENT
3.1.2	Emergency Preparedness Planning	Background and research material relating to the development of emergency and business continuity plans. Includes supplementary records used to formulate plans such as working papers, interim and draft reports, input by branches and regional offices, and plans not adopted.	TEMPORARY Destroy 5 years after action completed.
3.1.3	Emergency Preparedness Planning	Records relating to the assessment and evaluation of response simulations that test the preparedness of SA Water to respond to an incident.	TEMPORARY Destroy 10 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 EMERGENCY AND INCIDENT MANAGEMENT			
3.1.4	Emergency Preparedness Planning	Records relating to audits of Emergency Management Plans.	TEMPORARY Destroy 5 years after action completed.
3.1.5	Emergency Preparedness Planning	Records relating to liaison and meetings with other agencies to establish delegated responsibilities and roles in the event of an incident.	TEMPORARY Destroy 5 years after action completed.
3.2	Emergency Response Coordination	<i>The activities involved responding to an emergency in accordance with the emergency management plan. It involves coordination of the emergency management team, assigning actions to internal and external resources, reporting the status of the emergency and communicating with the media and affected stakeholders.</i>	
3.2.1	Emergency Response Coordination	Records relating to responding to an emergency where SA Water is the primary controller. E.g. a fire on a SA Water property. See GDS 33 Items 2.3.1 and 2.3.2 for records where SA Water is not the primary controller.	PERMANENT
3.3	Incident Reporting	<i>The activities associated with recording the occurrence of incidents. Includes reporting and investigating incidents.</i>	
3.3.1	Incident Reporting	Incident registers. Incident registers include the following fields: date and time incident was recorded, date and time when incident was first noticed, person reporting incident, functional area affected, incident location, incident classification, description and nominated incident manager.	PERMANENT
3.3.2	Incident Reporting	Records relating to Environmental Incidents. E.g. Breaching EPA licence requirements.	PERMANENT



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
3 EMERGENCY AND INCIDENT MANAGEMENT			
3.3.3	Incident Reporting	Records relating to a Level 1 incident which is classified as a high level emergency. Includes report, investigation and root cause analysis, debriefs and any actions taken to remediate.	PERMANENT
3.3.4	Incident Reporting	Records relating to a Level 2 incident which is classified as a medium level emergency. Includes report, investigation and root cause analysis, debriefs and any actions taken to remediate.	TEMPORARY Destroy 20 years after action completed.
3.3.5	Incident Reporting	Records relating to a Level 3 incident which is classified as a low level emergency. Includes report, investigation and root cause analysis, debriefs and any actions taken to remediate.	TEMPORARY Destroy 10 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 GOVERNANCE AND REGULATION			
4	GOVERNANCE AND REGULATION	The function of managing the overarching governance of SA Water and its regulatory framework. It includes managing compliance with the various regulatory regimes.	
4.1	Audit	<i>The activities associated with officially checking financial quality assurance and operational records to ensure they have been kept and maintained in accordance with agreed or legislated standards and correctly record the events, processes and the business of SA Water in a specified period.</i>	
4.1.1	Audit	Records relating to audits or reviews conducted by external parties of SA Water's processes and procedures to determine compliance with standards and legislation relating to water quality, environmental management and analytic systems.	TEMPORARY Destroy 10 years after action completed.
4.1.2	Audit	Records relating to internal audits and reviews conducted by SA Water of processes and procedures to determine compliance with standards and legislation relating to water quality, environmental management and analytic systems.	TEMPORARY Destroy 5 years after action completed.
4.2	Benchmarking	<i>The activities involved in strategically evaluating services and processes in relation to best practice within the water services sector or similar industries.</i>	
4.2.1	Benchmarking	Records relating to the development of benchmarks and criteria to measure and assess SA Water's performance. Includes assessment against the criteria.	TEMPORARY Destroy 10 years after action completed.
4.2.2	Benchmarking	Records relating to surveys, research material and other comparative analyses including statistics used to support benchmarking exercises.	TEMPORARY Destroy 5 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 GOVERNANCE AND REGULATION			
4.3	Compliance	<i>The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which SA Water is subject. It includes compliance with legislation, standards and licensing requirements.</i>	
4.3.1	Compliance	Records relating to the implementation of actions arising from non-conformities identified in audits and reviews. Includes Action Register, implementation documentation and reporting on action progress.	TEMPORARY Destroy 10 years after action completed.
4.3.2	Compliance	Records relating to the ESCOSA regulation requirements and any predecessor regulation requirements including the shadow operating licence.	TEMPORARY Destroy 10 years after action completed.
4.3.3	Compliance	Records relating to the management of licences for controlled substances. Includes applications submitted to regulatory agencies, certificates issued and log books demonstrating the safe handling of controlled substances.	TEMPORARY Destroy 5 years after licence is revoked or superseded.
4.4	Evaluation and Review	<i>The process of determining the suitability of potential or existing programs, items of equipment, systems or services in relation to meeting the needs of a given situation. It also includes ongoing monitoring.</i>	
4.4.1	Evaluation and Review	Records relating to the management reviews of the various SA Water management systems conducted periodically. E.g. Drinking Water Quality Management System or Environmental Management System.	TEMPORARY Destroy 5 years after action completed.
4.5	Gazetting	<i>Activities associated with gazetting water and wastewater mains and water districts in compliance with legislative requirements.</i>	



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 GOVERNANCE AND REGULATION			
4.5.1	Gazetting	Records relating to the formal notification of the position of mains and water district boundaries via the government's gazettal process.	TEMPORARY Destroy 10 years after action completed.
4.6	Revenue Setting	<i>The activities involved in providing advice to the Minister on state-wide prices for services. Includes developing fees, tariffs and charges for providing services to customers.</i>	
4.6.1	Revenue Setting	Records relating to the preparation of pricing submissions for the establishment of tariffs for water and wastewater services and the development of fees structures, costs and prices for SA Water services. Includes pricing for water and wastewater connections, analytic services, trade waste, etc.	TEMPORARY Destroy 12 years after action completed.
4.7	Regulating	<i>The activities associated with developing regulatory framework within legislative requirements.</i>	
4.7.1	Regulating	Records relating to audits of plumbers' work as well as investigations into faulty or illegal plumbing work.	TEMPORARY Destroy 20 years after action completed.
4.7.2	Regulating	Records relating to the accreditation of plumbers.	TEMPORARY Destroy 10 years after action completed.
4.7.3	Regulating	Records relating to court elections, expiation and warning notices for breaching water restrictions, faulty or incorrect plumbing work or breaching trade waste permit conditions.	TEMPORARY Destroy 10 years after action completed.
4.7.4	Regulating	Records relating to processing applications for water permits. Includes assessment of applications and issuing of water permits for a specific purpose either residential or commercial e.g. filling a swimming pool, settling dust on construction site, etc.	TEMPORARY Destroy 5 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
4 GOVERNANCE AND REGULATION			
4.8	Sponsorship	<i>The activities associated with sponsoring events, charities and organisations as part of corporate citizenship.</i>	
4.8.1	Sponsorship	The records associated with providing sponsorship for a financial year for a charity or organisation.	TEMPORARY Destroy 5 years after action completed.
4.9	System Development	<i>The activities associated with developing systems for specific outcomes particularly to meet regulatory requirements.</i>	
4.9.1	System Development	Records relating to developing and maintaining management systems to ensure compliance. Includes forms, manuals, reports and registers.	TEMPORARY Destroy 10 years after superseded or obsolete.
4.9.2	System Development	Records relating to the implementation of corporate management systems to ensure that quality outcomes are achieved.	TEMPORARY Destroy 10 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 INFRASTRUCTURE MANAGEMENT			
5	INFRASTRUCTURE MANAGEMENT	The function of managing network assets for the supply and distribution of water, wastewater and recycled water.	
5.1	Accreditation	<i>The activities associated with developing and implementing processes to accredit consultants and contractors that can be used for construction and maintenance work involving connection to SA Water's water and wastewater systems. Includes the development of consultants' accreditation criteria and selected consultants.</i>	
5.1.1	Accreditation	Register of companies accredited to undertake design and construction work on SA Water networks.	PERMANENT
5.1.2	Accreditation	Records relating to the development of benchmarks and criteria to measure and assess contractors and consultants. Includes assessment against the criteria.	TEMPORARY Destroy 10 years after action completed.
5.1.3	Accreditation	Background and research material relating to the development of accreditation criteria. Includes supplementary records used to formulate plans such as working papers, interim and draft reports, input by branches and regional offices, and plans not adopted.	TEMPORARY Destroy 5 years after action completed
5.2	Asset Assessment	<i>The processes involved in analysing and assessing assets to develop State of the Asset reporting and modelling for repairs and replacement forecasting.</i>	
5.2.1	Asset Assessment	Records relating to the preparation of summary reports which investigate and documents reservoir and dam assets are performing to standard. Includes final report, advice from regional managers and inputs and assessments from technical specialists.	PERMANENT



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 INFRASTRUCTURE MANAGEMENT			
5.2.2	Asset Assessment	Records relating to the preparation of summary reports which investigate and documents concrete and metal pipe assets are performing to standard. Includes final report, advice from regional managers and inputs and assessments from technical specialists.	TEMPORARY Destroy 100 years after action completed.
5.2.3	Asset Assessment	Records relating to the preparation of summary reports which investigate and documents wastewater and water assets, excluding metal or concrete pipes or reservoirs and dam assets, are performing to standard. Includes final report, advice from regional managers and inputs and assessments from technical specialists.	TEMPORARY Destroy 25 years after action completed.
5.3	Asset Maintenance and Planning	<i>The activities associated with developing maintenance regimes for particular classes of assets.</i>	
5.3.1	Asset Maintenance and Planning	Records associated with planning maintenance regimes for reservoirs and dams.	PERMANENT
5.3.2	Asset Maintenance and Planning	Records associated with planning maintenance regimes for concrete and metal pipe assets.	TEMPORARY Destroy 100 years after action completed.
5.3.3	Asset Maintenance and Planning	Records associated with planning maintenance regimes for wastewater and water assets excluding metal or concrete pipes or reservoirs and dam assets.	TEMPORARY Destroy 50 years after action completed.
5.4	Asset Management Planning	<i>The activities associated with developing and maintaining Asset Management Plans for all types of assets.</i>	
5.4.1	Asset Management Planning	Master final authorised Asset Management Plans.	PERMANENT



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 INFRASTRUCTURE MANAGEMENT			
5.4.2	Asset Management Planning	Records relating to technical advice received from engineering, financial and environmental experts regarding the reservoirs and dams. Includes concept reports, design calculations, investment reports, and specifications relating to civil, mechanical and electrical engineering requirements of the asset.	PERMANENT
5.4.3	Asset Management Planning	Records relating to technical advice received from engineering, financial and environmental experts regarding all other assets. Includes concept reports, design calculations, investment reports, and specifications relating to civil, mechanical and electrical engineering requirements of the asset.	TEMPORARY Destroy 20 years after asset decommissioned.
5.5	Asset Management Program	<i>The activities related to monitoring the capital and operational works program for network infrastructure.</i>	
5.5.1	Asset Management Program	Records relating to the monitoring of the Capital Works (CapEx) asset management program.	TEMPORARY Destroy 5 years after action completed.
5.5.2	Asset Management Program	Records relating to the monitoring of the Operational Works (OpEx) asset management program.	TEMPORARY Destroy 5 years after action completed.
5.6	Capital Project Delivery	<i>The activity of managing projects relating to constructing, upgrading, building and decommissioning assets used in water and wastewater networks.</i>	
5.6.1	Capital Project Delivery	Records relating to project delivery processes for SA Water Infrastructure.	TEMPORARY Destroy 20 years after project completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 INFRASTRUCTURE MANAGEMENT			
5.6.2	Capital Project Delivery	Records relating to project delivery processes for infrastructure built on behalf of an external client.	TEMPORARY Destroy 20 years after project completed.
5.6.3	Capital Project Delivery	Audit documents to ensure construction is carried out according to SA Water standards and requirements.	TEMPORARY Destroy 5 years after project completed.
5.7	Energy Management	<i>The activities associated with assessing, planning and managing the energy use requirements for SA Water infrastructure in order to minimise and control costs. This term is only used for the strategic assessment and purchase of energy for network infrastructure.</i>	
5.7.1	Energy Management	Records relating to contracts and agreements under seal to supply or purchase power.	TEMPORARY Destroy 17 years after agreement or contract expires or is superseded.
5.7.2	Energy Management	Records relating to contracts and agreement not under seal for the supply or purchase of power.	TEMPORARY Destroy 8 years after agreement or contract expires or is superseded.
5.7.3	Energy Management	Records relating to instructions to energy suppliers to install, modify or disconnect meters, lines, etc. to network infrastructure.	TEMPORARY Destroy 5 years after superseded or obsolete.
5.8	Materials Testing	<i>The quality control processes involved in testing materials used in civil engineering projects before, during and after construction. It involves providing expert advice on the selection of materials and possible failure of components.</i>	
5.8.1	Materials Testing	Records relating to advice on materials for construction including technical advice from external parties, laboratory results for stress testing and manufacturer specifications.	PERMANENT



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 INFRASTRUCTURE MANAGEMENT			
5.9	Plan and Drawing Management	<i>The activities associated with creating and managing both plans that identify the site and position of SA Water infrastructure as well as technical drawings of that infrastructure.</i>	
5.9.1	Plan and Drawing Management	Records relating to schematics and whole asset drawings.	PERMANENT
5.9.2	Plan and Drawing Management	Records relating to the final approved as-constructed technical and engineering drawings for dam and reservoir infrastructure.	PERMANENT
5.9.3	Plan and Drawing Management	Final, approved plans that record the location of easements, water districts, drainage areas and irrigation areas.	PERMANENT
5.9.4	Plan and Drawing Management	Records relating to the final approved as-constructed technical and engineering drawings for trunk mains and major pipelines infrastructure.	TEMPORARY Destroy 100 years after action completed.
5.9.5	Plan and Drawing Management	Records relating to the final approved as-constructed technical and engineering drawings for treatment plants, pumping stations and non-trunk main pipeline infrastructure.	TEMPORARY Destroy 50 years after action completed.
5.9.6	Plan and Drawing Management	Records relating to as-constructed plans submitted by developers and contractors, which outline the position of services, to support a connection application (water, wastewater, recycled water), mains extension or land development.	TEMPORARY Destroy 10 years after service removed or replaced.
5.10	Standards	<i>The process of implementing industry or SA Water benchmarks for services and processes to enhance the quality and efficiency of SA Water's operations.</i>	
5.10.1	Standards	Final approved standards that are authorised for release by SA Water.	PERMANENT



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
5 INFRASTRUCTURE MANAGEMENT			
5.10.2	Standards	Supplementary records relating to the development of SA Water Engineering standards.	TEMPORARY Destroy 2 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
6 LAND MANAGEMENT			
6	LAND MANAGEMENT	The function of managing SA Water’s land holdings and other land where SA Water is a significant stakeholder to ensure that drinking and other water supplies are not adversely affected. It also includes the function of minimising or ameliorating environmental damage to the land and surrounds including waterways and other bodies of water.	
6.1	Acquisition	<i>The activities associated with acquiring land through sale or transfer for the purposes of constructing or upgrading infrastructure, to control development and land use or to secure access to water sources and associated water allocation licences.</i>	
6.1.1	Acquisition	Records relating to the establishment of an authority to ensure that SA Water can access or establish a right of way over private property in order to perform its functions.	TEMPORARY Destroy 7 years after easement extinguished.
6.1.2	Acquisition	Records relating to the extinguishment of easements that are initiated but do not proceed.	TEMPORARY Destroy 10 years after action completed.
6.1.3	Acquisition	Records relating to the reservation of Crown lands. Includes reviews and investigations into reserving land as a possible site for future infrastructure.	TEMPORARY Destroy 7 years after reversion to the Crown.
6.2	Compliance	<i>The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which SA Water is subject. It includes compliance with legislation, standards and licensing requirements.</i>	
6.2.1	Compliance	Records relating to the preparation of site assessments, histories and audits typically produced in preparation for disposal of SA Water sites.	PERMANENT



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
6 LAND MANAGEMENT			
6.2.2	Compliance	Records relating to applications for environmental licensing. Includes operating licences and environmental improvement programs to comply with EPA requirements for specific water and wastewater sites. Also includes exemptions for licensing requirements and corporate progress reports.	PERMANENT
6.2.3	Compliance	Records relating to unsuccessful applications to regulatory authorities seeking exemption from environmental requirements.	TEMPORARY Destroy 5 years after action completed.
6.2.4	Compliance	Records relating to reports to external regulatory and oversight agencies on compliance with Environmental Improvement Programs.	TEMPORARY Destroy 5 years after action completed.
6.2.5	Compliance	Background and research material used to prepare environmental licensing requirements.	TEMPORARY Destroy 5 years after action completed.
6.3	Environmental Impact Assessments	<i>A process to ensure that potential environmental impacts are identified and evaluated before or during a project's development.</i>	
6.3.1	Environmental Impact Assessments	Records relating to environmental impact assessments for SA water operations and projects. Includes risk assessments, registers, consultant reports, technical advice from internal and external experts and environmental impact assessment checklists.	PERMANENT
6.3.2	Environmental Impact Assessments	Background and research material used to prepare environmental impact assessments. Includes working papers, interim and draft reports, input from technical specialists and supporting data.	TEMPORARY Destroy 5 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
6 LAND MANAGEMENT			
6.4	Land Management Programs	<i>The activities associated with developing a structure for delivering a series of projects targeting improved management of the land surrounding an asset.</i>	
6.4.1	Land Management Programs	Master land management plans developed to manage land surrounding SA Water assets. Includes regional management plans and individual asset plans to manage issues such as pest and animal control, rehabilitation, public access, revegetation, bushfire prevention, etc.	PERMANENT
6.4.2	Land Management Programs	Supplementary records and background material used to formulate land management programs. Includes land management programs that were drafted but not adopted or approved as well as background material used to develop adopted land management programs.	TEMPORARY Destroy 5 years after action completed.
6.4.3	Land Management Programs	Records relating to the carrying out of land management programs. Includes weed eradication, burning off, animal culls, revegetation and other activities undertaken to comply with the program.	TEMPORARY Destroy 15 years after action completed.
6.5	Leasing and Licensing	<i>The activities involved in leasing-out or licensing land, accommodation, premises or real estate to organisations and/or persons for a specified price and period.</i>	
6.5.1	Leasing and Licencing	Records relating to the administration of leases and licences to use SA Water land and premises. Includes leases, licences, and tenancy and permission occupancy.	TEMPORARY Destroy 10 years after expiry of licence or lease.
6.6	Surveying	<i>The activities associated with determining the form, boundaries and extent of land and structures, either visually or with instruments.</i>	
6.6.1	Surveying	Records relating to reports and investigations of boundaries to determine the effect on SA Water infrastructure. E.g. Survey books and Level books	PERMANENT



SA Water (and predecessor agencies)



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
7 RESEARCH AND ANALYTICAL SERVICES			
7	RESEARCH AND ANALYTICAL SERVICES	The function of providing analytical, investigation and research services to SA Water and external clients.	
7.1	Consultancy Services	<i>The process of providing customised analytical or research services to clients either by request or through the development of a formal tender submission. Activities include the brief or tender specification, proposal and quotation, test methodologies, test results and reporting both milestones and the final report.</i>	
7.1.1	Consultancy Services	Records relating to the preparation of successful proposals and quotations as well as the management of the contract for analytical or research services. Includes proposals, contracts, progress reports and deliverables associated with the consultancy.	TEMPORARY Destroy 8 years after action completed.
7.1.2	Consultancy Services	Records relating to unsuccessful proposals prepared by SA Water to undertake analytical or research services.	TEMPORARY Destroy 5 years after action completed.
7.2	Sampling and Analysis	<i>The activities involved in analysing and testing samples and products submitted for review. It includes receipting and tracking of samples, booking test, capturing test results and preparation of preliminary and final reports.</i>	
7.2.1	Sampling and Analysis	Records relating to the testing of products submitted by manufacturers for testing. Includes testing for compliance to AS/NZS4020.	TEMPORARY Destroy 20 years after action completed.
7.2.2	Sampling and Analysis	Records relating to analysis and sampling reports prepared for internal and external clients. Includes requests for tests, chain of custody documentation, test result sheets, samplers run sheets, observations, autoclave run sheets, reports of findings.	TEMPORARY Destroy 10 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
7 RESEARCH AND ANALYTICAL SERVICES			
7.2.3	Sampling and Analysis	Records relating to checklists, instructions and procedures provided to clients to ensure samples can be tested reliably and efficiently. E.g. labelling guidelines, bottling, sampling, packaging information, procedures for identification of biohazards, raw validation data, etc.	TEMPORARY Destroy 5 years after obsolete or superseded.
7.3	Test Method Development	<i>The process of designing new test methodologies for accreditation by National Association of Testing Authorities (NATA) so that they can be offered as part of the standard range of analytical services.</i>	
7.3.1	Test Method Development	Records relating to the development of methodologies and processes used in analysis and product testing.	TEMPORARY Destroy 5 years after superseded or obsolete.
7.4	Investigations	<i>The process of researching business issues outside the formal academic research process.</i>	
7.4.1	Investigations	Records relating to providing routine advice and investigations internally to SA Water staff. Excludes formal technical reports.	TEMPORARY Destroy 5 years after action completed.
7.5	Grant Applications	<i>The activities involved in applying for grants to conduct research projects and initiatives.</i>	
7.5.1	Grant Applications	Records relating to successful and unsuccessful grant applications to undertake research.	TEMPORARY Destroy 10 years after action completed.
7.6	Research Projects	<i>The activities involved in investigating, developing, testing and evaluating research topics relating to water services and delivery.</i>	
7.6.1	Research Projects	Final research report sent to client. Includes formal technical reports generated as a result of an investigation.	PERMANENT



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
7 RESEARCH AND ANALYTICAL SERVICES			
7.6.2	Research Projects	Records relating to the methodology of the research project. It also includes the data generated from the research project.	TEMPORARY Destroy 25 years after final report produced.
7.6.3	Research Projects	Records relating to the administration of the research project.	TEMPORARY Destroy 5 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
8 WASTEWATER SERVICES			
8	WASTEWATER SERVICES	The function of managing the wastewater network. It includes trade waste, operation and maintenance of treatment plants and the discharge of treated waste. Wastewater records are covered by other functions including ASSET OPERATIONS and INFRASTRUCTURE MANAGEMENT	
8.1	Advice	<i>The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising.</i>	
8.1.1	Advice	Records relating to technical papers and advice prepared for staff and external contractors to maintain environmental management conditions and efficiency for waste water operations.	TEMPORARY Destroy 10 years after action completed.
8.2	Compliance	<i>The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which SA Water is subject. It includes compliance with legislation, standards and licensing requirements.</i>	
8.2.1	Compliance	Records relating to approvals from Department of Health to supply recycled water.	TEMPORARY Destroy 10 years after superseded or obsolete.
8.3	Regulating	<i>The activities associated with developing regulatory framework within legislative requirements.</i>	
8.3.1	Regulating	Records relating to assessment of applications to discharge trade waste. Includes application and approval. Also includes correspondence with the customer and audit records.	TEMPORARY Destroy 20 years after superseded or obsolete.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
9 WATER SUPPLY			
9	WATER SUPPLY	The function of managing water distribution networks. It includes managing source water and water quality to ensure that SA Water meets drinking water quality requirements.	
9.1	Advice	<i>The activities associated with offering opinions by or to the organisation as to an action or judgement. Includes the process of advising.</i>	
9.1.1	Advice	Records relating to technical papers and advice prepared for staff and external contractors to maintain water quality.	TEMPORARY Destroy 10 years after action completed.
9.1.2	Advice	Records relating to SA Water's input and feedback into Water Allocation Plans.	TEMPORARY Destroy 10 years after action completed.
9.2	Catchment Management Programs	<i>The activities associated with maintaining regular contact with the Natural Resource Management Council and their Boards (and predecessor Boards) and provide input to their programs to protect source water.</i>	
9.2.1	Catchment Management Programs	Catchment barrier reports and associated correspondence.	TEMPORARY Destroy 15 years after action completed.
9.2.2	Catchment Management Programs	Records relating to coordinating projects with the former Catchment Management Boards, the Natural Resource Management Council and Boards and planning authorities on collaborative projects designed to ensure the quality of catchment areas. Includes investments, project funding, research and investigation, reports of project outcomes, etc.	TEMPORARY Destroy 15 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
9 WATER SUPPLY			
9.2.3	Catchment Management Programs	Records relating to the liaison and the exchange of routine information with the former Catchment Management Boards and Natural Resource Management Council and Boards, Department of Environment, Water and Natural Resources, Forestry SA and Local Government Authorities and their successor agencies.	TEMPORARY Destroy 5 years after action completed.
9.3	Compliance	<i>The activities associated with complying with mandatory or optional accountability, fiscal, legal, regulatory or quality standards or requirements to which SA Water is subject. It includes compliance with legislation, standards and licensing requirements.</i>	
9.3.1	Compliance	Records relating to compliance with license conditions. Includes breaches, notifications and fines as well as compliance reporting.	PERMANENT
9.3.2	Compliance	Records relating to managing licences issued to SA Water to extract water. These are State based licenses managed through Department of Environment, Water and Natural Resources.	TEMPORARY Destroy 5 years after licence superseded or revoked.
9.4	Connection Services	<i>Activities associated with providing connection and associated services to customers.</i>	
9.4.1	Connection Services	Records relating to the assessment and approval of applications to connect to water, wastewater or recycled water systems. Includes records relating to temporary connection services such as fire services and flow tests.	TEMPORARY Destroy 10 years after action completed.
9.4.2	Connection Services	Records relating to connections services such as meter tap locks and metered hydrants.	TEMPORARY Destroy 5 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
9 WATER SUPPLY			
9.4.3	Connection Services	Records regarding supply disconnection, suspensions and account removals. E.g. final reading forms, applications, notifications etc.	TEMPORARY Destroy 5 years after action completed
9.5	Land Divisions	<i>Activities associated with providing water and sewer connections to new allotments created within a Torrens Title land development.</i>	
9.5.1	Land Divisions	Records relating to assessing an application from a developer to provide water and sewer connections to new developments that proceed.	TEMPORARY Destroy 25 years after action completed.
9.5.2	Land Divisions	Records relating to assessing an application from a developer to provide water and sewer connections to new developments that do not proceed.	TEMPORARY Destroy 10 years after action completed.
9.6	Mains Extensions	<i>Activities associated with extending water and sewer mains to existing allotments.</i>	
9.6.1	Mains Extensions	Records relating to assessing applications to extend existing mains to provide water and sewer connections to new customers.	PERMANENT
9.7	Preliminary Investigations	<i>Activities relating to conducting preliminary investigations for developers on connecting to water, wastewater and recycled water systems. A preliminary investigation may or may not proceed to a land division or mains extension.</i>	
9.7.1	Preliminary Investigations	Records relating to the preparation of a preliminary investigation and advice for developers on proposed land divisions or mains extensions.	TEMPORARY Destroy 10 years after action completed.
9.8	Quality Management	<i>The process of implementing industry or SA Water benchmarks and instructions for services and processes to enhance the quality and efficiency of SA Water's operations.</i>	
9.8.1	Quality Management	Final approved standards and operating procedures to ensure quality and efficiency.	TEMPORARY Destroy 10 years after superseded or obsolete.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
9 WATER SUPPLY			
9.8.2	Quality Management	Supplementary records relating to the background and development of the organisation's procedures. Includes working papers, interim and draft reports, surveys and proposals not adopted.	TEMPORARY Destroy 5 years after action completed.
9.8.3	Quality Management	Records relating to the development of formal reports on water quality required as a statutory obligation to demonstrate compliance with standards.	PERMANENT
9.8.4	Quality Management	Records relating to the preparation of daily, monthly and quarterly reports to support Drinking Water Quality Management System for internal use.	TEMPORARY Destroy 10 years after action completed.
9.9	Water Purchasing and Disposal	<i>The activities associated with purchasing and trading water entitlements, including managing licences to extract water.</i>	
9.9.1	Water Purchasing and Disposal	Records relating to the acquisition and disposal of water entitlements. These are controlled by the Federal Government via the Murray Darling Basin Authority.	TEMPORARY Destroy 5 years after entitlement disposed.
9.10	Water Strategies	<i>Activities associated with developing programs to encourage the community and industry to conserve water. Includes whole-of-Government strategies about the supply of water.</i>	
9.10.1	Water Strategies	Records relating to the development and implementation of water conservation for industry, individuals and the community. Includes determining, preparing and promulgating water restrictions. Also includes water security strategies.	PERMANENT
9.10.2	Water Strategies	Supplementary records and background material used to develop conservation and water saving programs.	TEMPORARY Destroy 10 years after action completed.



SA Water (and predecessor agencies)

Item No.	FUNCTION Activity / Process	Description / Disposal Class	Disposal Action
9 WATER SUPPLY			
9.11	Systems Planning	<i>The activities associated with developing long term plans to meet state-wide demands for water by increasing the capacity of existing infrastructure or investing in new capital works. It involves developing models to determine the amount of water SA Water is able to deliver based on the capacity of the infrastructure.</i>	
9.11.1	Systems Planning	Final reports, plans and appendices that assess the capacity and need for increased capacity of SA Water infrastructure.	PERMANENT
9.11.2	Systems Planning	Records relating to enquiries, ad hoc advice, submissions and correspondence from developers, local government and state planning authorities, and SA Water staff about the capacity of the network to serve community needs. Includes submissions to Development Plan Amendments (also known as Planning Amendment Reports).	TEMPORARY Destroy 10 years after action completed.



SA Water (and predecessor agencies)



SA Water (and predecessor agencies)

Index to Operational Records Disposal Schedule

-A-

Accreditation, INFRASTRUCTURE MANAGEMENT.....46

Acquisition, LAND MANAGEMENT52

Advice, WASTEWATER SERVICES59

Advice, WATER SUPPLY 60

Asset Assessment, INFRASTRUCTURE MANAGEMENT46

Asset Maintenance and Planning, INFRASTRUCTURE MANAGEMENT47

Asset Management Planning, INFRASTRUCTURE MANAGEMENT47

Asset Management Program, INFRASTRUCTURE MANAGEMENT48

ASSET OPERATIONS32

ASSET OPERATIONS, Inspections32

ASSET OPERATIONS, Maintenance32

ASSET OPERATIONS, Performance Reporting.....32

ASSET OPERATIONS, Site Management.....33

ASSET OPERATIONS, Water Flow Planning.....33

Audit, GOVERNANCE AND REGULATION42

-B-

Benchmarking, GOVERNANCE AND REGULATION42

Business Development, CUSTOMER MANAGEMENT34

-C-

Capital Project Delivery, INFRASTRUCTURE MANAGEMENT48

Catchment Management Programs, WATER SUPPLY..... 60

Compliance, GOVERNANCE AND REGULATION43

Compliance, LAND MANAGEMENT.....52

Compliance, WASTEWATER SERVICES.....59



SA Water (and predecessor agencies)

Compliance, WATER SUPPLY61

Connection Services, WATER SUPPLY61

Consultancy Services, RESEARCH AND ANALYTICAL SERVICES56

Customer Accounts, CUSTOMER MANAGEMENT.....34

Customer Agreements, CUSTOMER MANAGEMENT35

Customer Interaction, CUSTOMER MANAGEMENT35

CUSTOMER MANAGEMENT34

CUSTOMER MANAGEMENT, Business Development34

CUSTOMER MANAGEMENT, Customer Accounts.....34

CUSTOMER MANAGEMENT, Customer Agreements.....35

CUSTOMER MANAGEMENT, Customer Interaction35

CUSTOMER MANAGEMENT, Customer Service Charter35

CUSTOMER MANAGEMENT, Customer Surveys.....36

CUSTOMER MANAGEMENT, Education Programs.....36

CUSTOMER MANAGEMENT, Hardship Assistance36

CUSTOMER MANAGEMENT, Initiatives37

CUSTOMER MANAGEMENT, Product Development37

CUSTOMER MANAGEMENT, Rebates.....37

Customer Service Charter, CUSTOMER MANAGEMENT35

Customer Surveys, CUSTOMER MANAGEMENT.....36

-E-

Education Programs, CUSTOMER MANAGEMENT.....36

EMERGENCY AND INCIDENT MANAGEMENT39

**EMERGENCY AND INCIDENT MANAGEMENT, Emergency Preparedness
Planning39**

**EMERGENCY AND INCIDENT MANAGEMENT, Emergency Response
Coordination.....40**

EMERGENCY AND INCIDENT MANAGEMENT, Incident Reporting.....40



SA Water (and predecessor agencies)

Emergency Preparedness Planning, EMERGENCY AND INCIDENT MANAGEMENT39

Emergency Response Coordination, EMERGENCY AND INCIDENT MANAGEMENT40

Energy Management, INFRASTRUCTURE MANAGEMENT49

Environmental Impact Assessments, LAND MANAGEMENT53

Evaluation and Review, GOVERNANCE AND REGULATION43

-G-

Gazetting, GOVERNANCE AND REGULATION43

GOVERNANCE AND REGULATION.....42

GOVERNANCE AND REGULATION, Audit.....42

GOVERNANCE AND REGULATION, Benchmarking42

GOVERNANCE AND REGULATION, Compliance43

GOVERNANCE AND REGULATION, Evaluation and Review43

GOVERNANCE AND REGULATION, Gazetting.....43

GOVERNANCE AND REGULATION, Regulating.....44

GOVERNANCE AND REGULATION, Revenue Setting44

GOVERNANCE AND REGULATION, Sponsorship.....45

GOVERNANCE AND REGULATION, System Development45

Grant Applications, RESEARCH AND ANALYTICAL SERVICES.....57

-H-

Hardship Assistance, CUSTOMER MANAGEMENT36

-I-

Incident Reporting, EMERGENCY AND INCIDENT MANAGEMENT40

INFRASTRUCTURE MANAGEMENT46

INFRASTRUCTURE MANAGEMENT, Accreditation.....46

INFRASTRUCTURE MANAGEMENT, Asset Assessment46

INFRASTRUCTURE MANAGEMENT, Asset Maintenance and Planning.....47



SA Water (and predecessor agencies)

INFRASTRUCTURE MANAGEMENT, Asset Management Planning47

INFRASTRUCTURE MANAGEMENT, Asset Management Program48

INFRASTRUCTURE MANAGEMENT, Capital Project Delivery48

INFRASTRUCTURE MANAGEMENT, Energy Management49

INFRASTRUCTURE MANAGEMENT, Materials Testing.....49

INFRASTRUCTURE MANAGEMENT, Plan and Drawing Management50

INFRASTRUCTURE MANAGEMENT, Standards50

Initiatives, CUSTOMER MANAGEMENT37

Inspections, ASSET OPERATIONS32

Investigations, RESEARCH AND ANALYTICAL SERVICES57

-L-

Land Divisions, WATER SUPPLY 62

LAND MANAGEMENT52

Land Management Programs, LAND MANAGEMENT54

LAND MANAGEMENT, Acquisition52

LAND MANAGEMENT, Compliance.....52

LAND MANAGEMENT, Environmental Impact Assessments53

LAND MANAGEMENT, Land Management Programs.....54

LAND MANAGEMENT, Leasing and Licensing.....54

LAND MANAGEMENT, Surveying.....54

Leasing and Licensing, LAND MANAGEMENT54

-M-

Mains Extensions, WATER SUPPLY 62

Maintenance, ASSET OPERATIONS32

Materials Testing, INFRASTRUCTURE MANAGEMENT49

-P-

Performance Reporting, ASSET OPERATIONS32



SA Water (and predecessor agencies)

Plan and Drawing Management, INFRASTRUCTURE MANAGEMENT50

Preliminary Investigations, WATER SUPPLY62

Product Development, CUSTOMER MANAGEMENT37

-Q-

Quality Management, WATER SUPPLY.....62

-R-

Rebates, CUSTOMER MANAGEMENT.....37

Regulating, GOVERNANCE AND REGULATION.....44

Regulating, WASTEWATER SERVICES59

RESEARCH AND ANALYTICAL SERVICES.....56

RESEARCH AND ANALYTICAL SERVICES, Consultancy Services56

RESEARCH AND ANALYTICAL SERVICES, Grant Applications.....57

RESEARCH AND ANALYTICAL SERVICES, Investigations.....57

RESEARCH AND ANALYTICAL SERVICES, Research Projects.....57

RESEARCH AND ANALYTICAL SERVICES, Sampling and Analysis.....56

RESEARCH AND ANALYTICAL SERVICES, Test Method Development.....57

Research Projects, RESEARCH AND ANALYTICAL SERVICES.....57

Revenue Setting, GOVERNANCE AND REGULATION44

-S-

Sampling and Analysis, RESEARCH AND ANALYTICAL SERVICES.....56

Site Management, ASSET OPERATIONS33

Sponsorship, GOVERNANCE AND REGULATION45

Standards, INFRASTRUCTURE MANAGEMENT50

Surveying, LAND MANAGEMENT.....54

System Development, GOVERNANCE AND REGULATION45

Systems Planning, WATER SUPPLY64



SA Water (and predecessor agencies)

-T-

Test Method Development, RESEARCH AND ANALYTICAL SERVICES.....57

-W-

WASTEWATER SERVICES59

WASTEWATER SERVICES, Advice59

WASTEWATER SERVICES, Compliance59

WASTEWATER SERVICES, Regulating59

Water Flow Planning, ASSET OPERATIONS.....33

Water Purchasing and Disposal, WATER SUPPLY.....63

Water Strategies, WATER SUPPLY63

WATER SUPPLY60

WATER SUPPLY, Advice60

WATER SUPPLY, Catchment Management Programs.....60

WATER SUPPLY, Compliance61

WATER SUPPLY, Connection Services61

WATER SUPPLY, Land Divisions62

WATER SUPPLY, Mains Extensions.....62

WATER SUPPLY, Preliminary Investigations62

WATER SUPPLY, Quality Management.....62

WATER SUPPLY, Systems Planning.....64

WATER SUPPLY, Water Purchasing and Disposal.....63

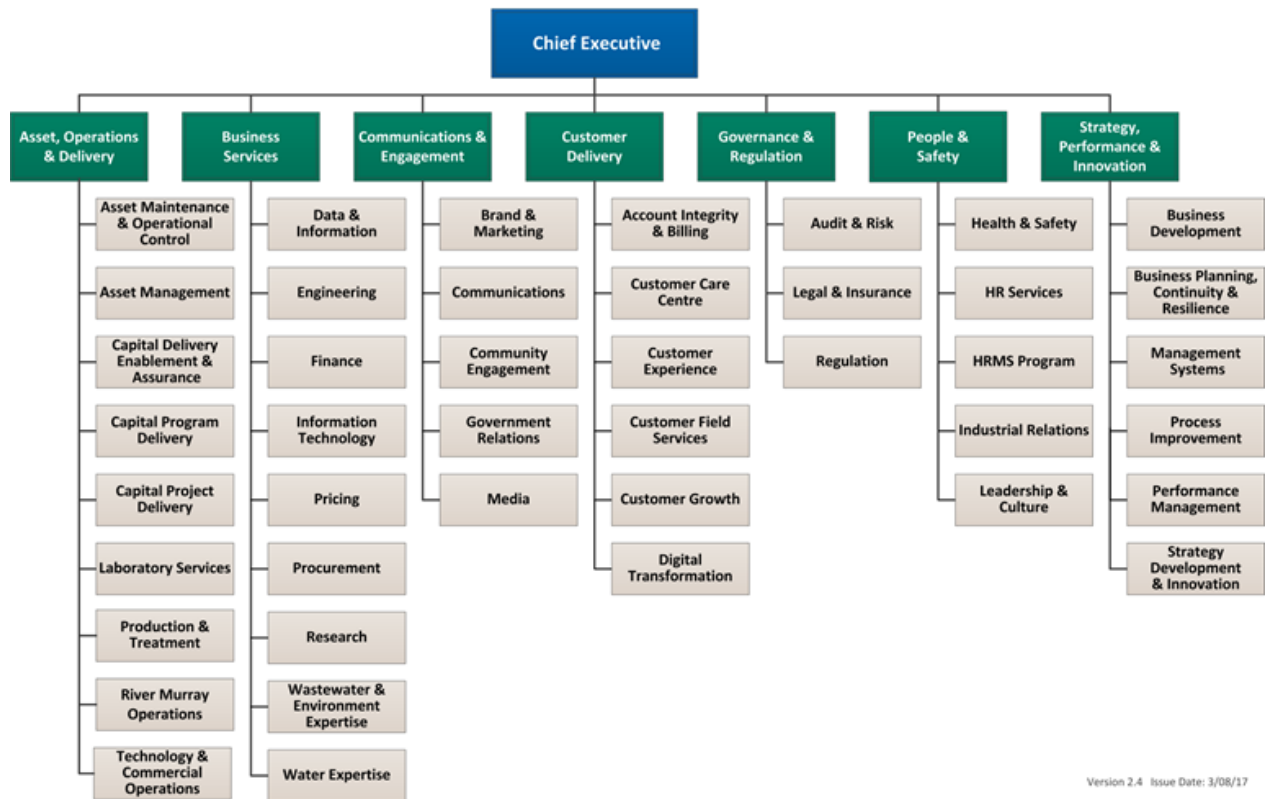
WATER SUPPLY, Water Strategies63



SA Water (and predecessor agencies)

APPENDIX A

SA Water Organisational Structure



Version 2.4 Issue Date: 3/08/17



SA Water (and predecessor agencies)

APPENDIX B

Series ID	Series Title	Contents Date Range
GRS365	Annual reports - Sewerage Branch, Engineering and Water Supply Department	1927 - 1969
GRS497	Chowilla dam tenders	1964 - 1970
GRS498	Chowilla dam drawings	1964 - 1970
GRS499	Chowilla dam calculations	1964 - 1970
GRS500	Chowilla dam correspondence and technical information	1964 - 1970
GRS502	Index to Chowilla Dam records	1964 - 1970
GRS561	Aperture cards of plans and drawings - Engineering and Water Supply Department	1850 - 1998
GRS716	Correspondence files, annual single number series - Engineering and Water Supply Department, from 1995 South Australian Water Corporation	1953 - 2006
GRS746	Ministerial correspondence files, annual single number series - Minister of Water Resources and predecessor	1967 - 1992
GRS1023	General correspondence, single number, later annual single number series with `RMC` prefix - River Murray Commission	1915 - 1983
GRS1024	Papers relating to Chowilla Dam	1930 - 1971
GRS1189	Engineering calculation books	1927 - 1988
GRS1218	Hydraulic calculations and test result files	1948 - 1980
GRS1219	Pipeline information files	1970 - 1979
GRS1220	Electrical calculation files	1952 - 1989
GRS1221	Design co-ordinator files	
GRS1222	Dam miscellaneous data	1933 - 1988
GRS1223	Water storage tank project files and general information	1961 1981
GRS1242	Dockets - South Eastern Drainage Appeal Board	1972 - 1978



SA Water (and predecessor agencies)

Series ID	Series Title	Contents Date Range
GRS1243	Index to dockets - South Eastern Drainage Appeal Board	1972 - 1978
GRS1244	Minutes of evidence - South Eastern Drainage Appeal Board	1972 - 1978
GRS1245	Evidence - South Eastern Drainage Appeal Board	1972 - 1978
GRS1246	Miscellaneous files - South Eastern Drainage Appeal Board	1972 - 1979
GRS1247	Plans of sections - South Eastern Drainage Appeal Board	1972 - 1979
GRS1248	Plans of rateable areas - South Eastern Drainage Appeal Board	1972 - 1979
GRS1249	Audio tape recordings - South Eastern Drainage Appeal Board	1972 - 1978
GRS1250	Index to audio tape recordings - South Eastern Drainage Appeal Board	1972 - 1978
GRS1251	Western Division South of Drains K-L Betterment Assessment of Land – Drainage Improvement Assessment	1961
GRS1252	Western district south of drains K-L betterment assessment of land - appeal hearings	1964 - 1974
GRS1364	Old Port Road drain F & P tapes	c 1970 - 1970
GRS1365	Register and index to Irrigation and Reclamation Works (I&R) plans	c 1910 - c 1976
GRS1439	Reports on treatment of water and waste water	1964 - 1986
GRS1450	Microfilm aperture cards of SEDB plans - South Eastern Drainage Board	1950 - 1989
GRS1451	History of drainage in the South East	c 1955 - c 1955
GRS1523	Western Division South of Drains K-L Betterment Assessment of Land – Appeal Hearings Audio Tape Recordings	1964 1965, 1974
GRS1524	Western Division South of Drains K-L Betterment Assessment of Land – Plans and Details of Sections Assessed for Benefits	1961



SA Water (and predecessor agencies)

Series ID	Series Title	Contents Date Range
GRS1685	Estimate calculations and progress reports on engineering works	1878 - 1981
GRS1800	Specifications and contracts - Engineer-in-Chief's Department and successor agencies	1869 - 1998
GRS2061	Memorandum of agreements	
GRS2062	Service record for E&WS award employees	
GRS2063	Articles of agreement	
GRS2668	Correspondence files relating to Leigh Creek - Engineering and Water Supply Department	c 1942 - c 1948
GRS2855	Water level recorder charts	1969 - 1992
GRS3457	Newspaper articles	No Date - 1979
GRS3516	Register of payments for water leases and permits - Water Conservation Branch, Engineer-in-Chief's Department and successors	1887 - 1937
GRS3748	Discharge measurements	1940 - 1986
GRS3751	Water Resources Branch - reports	No Date - 1986
GRS3761	Invoice batches	1992 - 1997
GRS3935	Water information reports	1955 - 1997
GRS3979	Water resources licensing docketts	1967 - 1992
GRS3984	Record of works - Water Conservation Branch, later Water Resources Branch, Engineering and Water Supply Department	c 1888 - c 1963
GRS3985	Sketch books - Water Conservation Branch, later Water Resources Branch, Engineering and Water Supply Department	c 1888 - c 1963
GRS4112	Murray Darling Basin Commission Natural Resources Management Strategy (NRMS) Project submissions	1985 - 1998
GRS5285	Atlases and plans relating to water resources	1893 - c 2000



SA Water (and predecessor agencies)

Series ID	Series Title	Contents Date Range
GRS5444	Project administration files	No Date - 1984
GRS5533	Sanitary Plumbers Examining Board files	1936 - 1992
GRS6057	Well books - Water Conservation Department and successors	
GRS7464	Glass lantern slides - Engineering and Water Supply Department	1896 - c 1950
GRS7818	Rates assessment cards	1974 - 1979
GRS7952	Water gauging record books	1870 - 1935
GRS8262	Debit records	1935 - 1958
GRS8268	Construction Estimates and Specification Books	1878 - 1981
GRS8305	Costings and estimates	1940 -
GRS8306	Films - Engineering and Water Supply Department	1939 - 1978
GRS8336	Published reports	1969 - 1984
GRS8453	Index Cards - Various	1973 - 1985
GRS8734	Maps, plans and aerial photographs	1915 - 1994
GRS10690	Meetings of Water Resources Committee, Well-Digger Examination Committee and Underground Waters Contamination Committee	
GRS11357	Public works reports (Parliamentary Papers)	1866 - 1952
GRS11822	Survey plans, numerical series with `SVY` prefix	1939 - 1967
GRS12014	Photo montage sheets of flood events	1974 - 1984
GRS12050	Registered plans, annual single number with `E` and `H` prefixes	
GRS12051	Registered plans, annual single number series	
GRS12078	Southern District plans, single number with `MG` prefix	
GRS12212	Pigeon hole plans - Engineer-in-Chief's Department and	c 1850 - c 1957



SA Water (and predecessor agencies)

Series ID	Series Title	Contents Date Range
	successors	
GRS12474	Drawing record book - Mechanical and Hydraulics Section plans	1990 - 1993
GRS12476	Bolivar Sewage Treatment Works sketch plans, single number with `BSK` prefix series	1966 - 1980
GRS12477	Plan index - Thebarton drawing office	1993 - 2001
GRS12491	Number issue book - Registered drawings	1972 - 1986
GRS12493	Products catalogue - Manufacturing and Supply Group	1992 - 1992
GRS12615	General plan of the River Murray showing levels for determining positions of locks and weirs	1910 - 1916
GRS12616	Hundred books	c 1968 - c 1968
GRS12618	Irrigation Area plans - Irrigation and Drainage Commission	c 1922 - c 1932
GRS12623	Plans, annual single number with `WRB` prefix - Water Resources Branch	1975 - 1980
GRS12625	Preliminary designs for dams, alpha-numeric series	c 1969 - c 1979
GRS12636	Central District (later Region) plans, single number series with `CD` or `CR` prefix	1960 - 1983
GRS12637	Central Region plans, annual single number with `CR` prefix	1978 - 1980
GRS12638	Southern District plans, single number with `SD` prefix	1954 - 1958
GRS12639	Location report, plan index system - South Australian Water Corporation	2006 - 2006
GRS12640	Bathymetric survey of the River Murray from Blanchetown to Wellington	1978 - 1979
GRS12641	Cross sections of outlet channels in Lake Victoria	1978 - 1981
GRS12642	Sketches, single number with `SK` prefix	1927 - 1973
GRS12748	Field books, annual single number series - Engineering and Water Supply Department	1960 - 1996



SA Water (and predecessor agencies)

Series ID	Series Title	Contents Date Range
GRS12749	Level books, annual single number series - Engineering and Water Supply Department	1960 - 1992
GRS12861	Register of land and easement deeds - Engineering and Water Supply Department	1858 - 1980
GRS12863	Debit order record books - Engineer-in-Chief's Department	1891 - 1904
GRS12925	Level books, single number series - Engineer of Roads and Bridges	1907 - 1929
GRS12926	Sewer field books ("old series"), single number series	1880 - 1973
GRS12927	Sewer field books ("new series"), annual single number series	1890 - 1973
GRS14603	Minute book - River Murray Liaison Committee, Engineering and Water Supply Department	1934 - 1951
GRS14645	Index to Riverland irrigation dockets - Irrigation and Reclamation Works Department and successors	1920 - 1968
GRS14646	Index to Loxton irrigation dockets - Engineering and Water Supply Department	? 1970 - ? 1980
GRS14647	Record of officers - Engineering Department and successor	c 1910 - c 1928
GRS14648	Leave of absence record (Form B) - Engineering and Water Supply Department	1958 - 1971
GRS14649	Appointment and leave forms (temporary assistants) - Engineering and Water Supply Department	1959 - 1962
GRS14650	Letter book - Caretaker, Happy Valley Reservoir	1913 - 1917
GRS14651	Sketch book - District Engineer, Crystal Brook Branch, Engineering and Water Supply Department	1948 - 1955
GRS14653	Pipework schedules, single number with `P` prefix	1940 - 1974
GRS14654	Standard sketches, single number series - Hydraulic Engineer's Department, later Engineering and Water Supply Department	1927 - 1963



SA Water (and predecessor agencies)

Series ID	Series Title	Contents Date Range
GRS14655	Pipehanger schedules, single number with `H` prefix	1968 - 1972
GRS16502	Rough level books. un-numbered series - Engineer-in-Chief's Department and successors	1944 - 1948