

G U A M P O W E R A U T H O R I T Y Standard Operating Procedure	* No. SOP-011	Issued: 07/09/92
	Prepared By: <u>E. Hara</u> Assistant Gen Mgr, Admin.	
Title: CUSTOMER FILES SEMI-ANNUAL REVIEW	Approved By: <u>E. Hara</u> <u>JOHN M. BENAVENTE</u> , Gen. Mgr.	
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1.0 CUSTOMER FILE REVIEW

1.1 GENERAL

The following instructions are provided to establish a systematic procedure for the purging of settled, retired materials made from the active customer account records. Files purged under this procedure will be stored and subsequently destroyed in accordance with the appropriate retention schedule.

1.2 SCHEDULE

The review schedule has been established on a semi-annual basis as shown in Exhibit 1. Each component of the review contains approximately 865 records. To obtain the maximum effectiveness from this review, it is essential that the review of the designated routes occurs in accordance with the schedule. During the first year, the time required should not exceed one to one and one-half days per week to complete; after which one-half day per week should be sufficient.

2.0 PROCEDURE

2.1 ACTIVE SCREEN

- (1) Select the routes from the schedule in Exhibit 1.
- (2) Remove the specified customer files from the file drawer and screen them against the most recent Current Account Number Listing.

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2.0 PROCEDURE (cont'd)

2.1 ACTIVE SCREEN (cont'd)

(3) Set aside any record which:

- a. does not appear on the Current Account Number Listing, and
- b. contains a Contract Termination (TC).

These files will be further screened as described in paragraph 2.2.

- (4) While performing the screening, log on a separate sheet of paper the account number for any file which does not appear in the Current Account Number Listing and which does not contain a TC. Such files are to be designated "Unidentified" and are to be marked with a red "U".
- (5) Upon completion of screening, return all active and unidentified customer files to the active file drawer.
- (6) Until such time as the unidentified files can be further examined, place the log of unidentified accounts in the file designated ADM 6-1-1.
- (7) Note any customer accounts listed in the Current Account Number Listing which are missing from the files and not logged out, and any customer files which do not contain the necessary documents. Forward a list of these accounts to the Manager, Administrative Services.

2.2 INACTIVE SCREEN

- (1) Take the files obtained in paragraph 2.1(3) and screen them against the most recent Inactive Accounts Status List (IASL).
- (2) Mark the file label for each file listed in the IASL with a red "X" and replace in the active file for retention until the account is settled.

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2.2 INACTIVE SCREEN (cont'd)

- (3) Replace all files which contain a TC dated within three (3) months of the IASL being used in the active file drawer until the next semi-annual review, or until earlier removed by documented action.
- (4) Note any customer accounts listed in the IASL which are missing from the files and not logged out, and any customer files which contain a TC and which are not on the IASL. Forward a list of these accounts to the Manager, Administrative Services.
- (5) Sort the remaining inactive customer files into ascending account number order and place them in storage boxes.
- (6) Prepare an update to the Inactive Stored Accounts Index following the procedures contained in ADM 6-1-1.
- (7) Mark the storage boxes to identify their contents and destruction date as per the appropriate retention schedule.

Storage boxes containing inactive customer files will be retained in the Records Center for a period of one (1) year following the date of packing; and then will be transferred to the Records Storage Center in Harmon.

2.3 REVIEW OF UNIDENTIFIED ACCOUNTS

- (1) Review all unidentified accounts logged in paragraph 2.1(4) against all available information and documentation to determine whether they are active or inactive.
- (2) Refer all unresolvable unidentified accounts by memorandum containing the account number and customer name to the Manager, Customer Services for further action.

- (3) Remove or cross out the red "U" from all resolved unidentified accounts and process in accordance with their status.

CUSTOMER FILES
SEMI-ANNUAL REVIEW

EXHIBIT 1

REVIEW SCHEDULE

<u>Week</u>			<u>Routes</u>		
1	/	27	100	-	108
2	/	28	110	-	120
3	/	29	122	-	150
4	/	30	151	-	152
5	/	31	154	-	160
6	/	32	162	-	164
7	/	33	166	-	201
8	/	34	202	-	210
9	/	35	212	-	220
10	/	36	222	-	232
11	/	37	234	-	252
12	/	38	254	-	264
13	/	39	270	-	300
14	/	40	302	-	304
15	/	41	306	-	314
16	/	42	315	-	316
17	/	43	317	-	330
18	/	44	332	-	340
19	/	45	350	-	366
20	/	46	370	-	405
21	/	47	407	-	417
22	/	48	418	-	426
23	/	49	427	-	442
24	/	50	445	-	456
25	/	51		460	
26	/	52	462	-	475

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EXHIBIT 2

CUSTOMER FILE REVIEW - CHECK LIST

1. Active Screen /
- a. Select routes from Exhibit 1
 - b. Remove records from file
 - c. Screen against Current Account Number Listing.
 - d. Isolate inactive accounts.
 - e. Log unidentified accounts.
 - f. Log missing accounts
 - g. Log incomplete accounts.
 - h. Return active/unidentified accounts to file.
2. Inactive Screen
- a. Screen inactive accounts against IASL.
 - b. Place listed files in active file pending settlement
 - c. Return files with C newer than 3 months to active file.
 - d. Log missing files listed on IASL
 - e. Place remaining files in storage box
 - f. Prepare Inactive Stored Accounts Index update.
3. Reports
- a. Prepare memo to Manager, Adm. Services, regarding missing or incomplete accounts.
4. Continuing Action
- a. Investigate unidentified accounts