
**ENERGY PROGRAMS
EP-125 RETENTION**

EP – 125 RETENTION

CHANGE #1-2025

March 28, 2025

125.01 CASE RECORD

The energy record is completed in **the NC FAST System**. Ensure that all case information used to determine eligibility, ineligibility and the benefit level is clearly documented on the electronic application. This includes documentation of verifications requested in order to process the application. Counties using an electronic case management system are not required to maintain an additional paper case file.

125.02 SCHEDULE FOR RECORD RETENTION

Maintain all information for three years or until the fiscal audit and/or program audit is complete. Refer to the Record Retention Schedule to determine when energy program files can be purged.

The record retention schedule can be viewed at:

[Records Retention | NCDHHS](#)