KIUC BOARD POLICY NO. 26 KIUC RECORDS MANAGEMENT POLICY

PURPOSE OF POLICY:

The purpose of this policy is to ensure the reasonable and good-faith retention of all records created by or under the control of KIUC, whether paper or electronic, necessary or advisable to retain for: business operations; historical value; accounting, audit, tax and financial purposes; compliance with applicable law; possible future use in litigation involving KIUC; and possible future use in an official proceeding or governmental investigation, audit or other matter. Other records, which are not necessary to retain for these reasons, shall be destroyed in accordance with the guidelines set forth in this policy. All other information which is not a record should be discarded after it has fulfilled its purpose to avoid the unnecessary expense and effort required to preserve it. A legal hold notice shall be issued when it becomes necessary to preserve a record or other information otherwise scheduled or due for ordinary and appropriate destruction in accordance with this policy.

POLICY CONTENT:

- I. Policy: Records of KIUC, which may be in electronic or paper form, shall be retained in accordance with these guidelines. Records that do not need to be retained shall be destroyed after the requisite retention period, if any, has passed. A log or other documentation of records destruction may be created to track compliance and assist in evaluating the effectiveness of this policy. Pending or potential litigation, governmental investigation and other circumstances may require a "hold" or suspension of regularly scheduled destruction of records or other information. Employees will be promptly notified of any such hold by one of KIUC's CEO, General Counsel, or special litigation counsel for a particular matter.
- II. Retention of Records: Records shall be indexed and retained in a manner that ensures their easy accessibility. Records shall be maintained for as long as the period stated in the schedule set out in the Attachment to this policy, which schedule is based on the minimum periods required by applicable state or federal law and necessity for ongoing business purposes. The retention schedule will be reviewed periodically and amended as needed to reflect changing legal requirements, business needs or evolving practices.
- III. Destruction of Records & Other Information: Unless a legal hold is in effect, destruction of records shall occur within three (3) months after the time period stated in the schedule has been met. Other information should be discarded as soon practicable after it has served its purpose unless subject to a legal hold.

Destruction may occur by the following acceptable methods:

A. Paper

- 1. Recycling or trash if not sensitive, personally identifiable, or confidential information is included.
- 2. Shredding or burning if sensitive, personally identifiable, or confidential information is included.

B. Electronic

- 1. Deletion of records and data on shared network files, computer desktop and laptop hard drives, including personal copies
- 2. Deletion of distributed data/records on peripheral devices and portable storage media
- IV. Suspension of Destruction/"Legal Hold": A legal hold is the process for suspending the destruction of records and other information that becomes necessary for KIUC to preserve. A legal hold may need to be issued for various reasons, such as:
 - A complaint has been filed against KIUC.
 - A credible threat of litigation has been received by KIUC.
 - A discovery request is received.
 - A records preservation order has been issued.
 - A subpoena has been served on KIUC.
 - A governmental, regulatory or law enforcement agency has instituted an investigation.
 - An event has occurred resulting in death or serious bodily injury.
 - A circumstance has arisen which is likely to cause KIUC to file a lawsuit against someone or some entity.
 - An employee has made a complaint/allegation/report regarding a violation of law, KIUC policy, or other improper conduct prompting an internal investigation.

If a staff member of KIUC receives any such complaint, request, subpoena, or inquiry, he or she should immediately submit it to the CEO. Following consultation with KIUC's General Counsel (or assigned special litigation counsel, if one has been assigned) a determination will be made regarding the need to preserve records. If such a need is determined to exist, then the General Counsel (or assigned special litigation counsel, if one has been assigned) may issue a legal hold notification.

The legal hold requires the preservation of all records and other information detailed in the legal hold notice. Regarding electronic records and information, all such active, distributed, and archived materials must be preserved. Back-up tapes containing records or other information redundant to those maintained as active or archived data, will be recycled, or destroyed in accordance with KIUC's regular back-up tape policy/practice.

Adopted on this 25th day of January, 2024

Revised: 01/25/2024

Calvin Murashige
Calvin Murashige (Jan 25, 2024 17:13 HST)

Calvin Murashige Secretary Reviewed: 11/23/2021 Reviewed: 10/30/2018 Reviewed: 11/29/2016 Reviewed: 12/16/2014 Revised: 12/20/2011 Original Adoption: 09/29/2002

ATTACHMENT 1 TO KIUC BOARD POLICY NO. 26 <u>RETENTION SCHEDULE</u>

(Note: Rural Utilities Service borrowers should refer to Subpart D of 7 C.F.R. § 1767 and FERC's regulations at 18 C.F.R. § 125. As noted in the sample policy, RUS issued records preservation rules in May 2008 that codify the FERC requirements and RUS Bulletin 180.2. The retention periods specified here are largely based on FERC's retention schedule for basic books of account found at 18 C.F.R. § 125.3, with deviations and suggested additions noted in Arial font and italicized. RUS regulations note that RUS reserves "the right to add records, or lengthen retention periods upon finding that retention periods may be insufficient for its purposes." 7 C.F.R. § 1767.69(a). Also, please note that the RUS regulatory text states that: "Records of [] a kind not listed in the FERC regulations should be governed by those applicable to the closest similar records." § 1767.71(a).)

Record Description (Include any identification numbers, etc.)	Retention Period
Corporate & General: 1. Reports to stockholders: Annual reports or statements to stockholders.	6 years [State enabling statutes that track the Model Business Corporation Act or Model Nonprofit Corporation Act would likely have a requirement to maintain copies of all communications to shareholders or members for 3 years.]
2. Organizational documents: (a) Minute books of member, board, and board committee meetings; Record of all actions taken by the shareholders or board without a meeting; all actions taken by a committee of the board in place of the board on behalf of the corporation (b) (1) Titles, (2) franchises, and (3) licenses: (4) Copies of formal orders of regulatory commissions served upon the utility, if applicable. (c) Articles and amendments in effect; Bylaws and amendments in effect; Board resolutions regarding member classes or rights	(a) Permanently [Many states require minutes to be preserved permanently. FERC: 5 years or termination of the corporation's existence, whichever occurs first] (b)(1) 6 years after disposal of property (b)(2) Permanently (b)(3) 10 years after plant is retired or expiration of license, whichever is shorter (b)(4) 6 years after final non-appealable order (c) Indefinitely
3. Contracts, including amendments and agreements (except contracts provided for elsewhere): (a) Service contracts, such as for management, accounting, and financial services. (All contracts, related memoranda, and revisions.) (b) Contracts with others for transmission or the purchase, sale or interchange of product. (All contracts, related memoranda, and revisions) (c) Memoranda essential to clarifying or explaining provisions of contracts listed above, including requests for discounts. (d) Card or book records of contracts, leases, and agreements made, showing dates of expirations and of renewals, memoranda of receipts, and payments under such contracts.	(a) 6 years (b) 6 years (c) & (d) 6 years

4. Accountants' and auditors' reports:(a) Reports of examinations and audits by accountants and auditors not in the regular employ of the utility.(b) Internal audit reports and working papers	(a) & (b) 6 years after the date of the report
Information Technology Management: 5. Automatic data processing records (retain original source data used as input for data processing and data processing report printouts for the applicable periods prescribed elsewhere in the schedule): Software program documentation and revisions thereto.	Retain as long as it represents an active viable program or for periods prescribed for related output data, whichever is shorter.
General Accounting Records: 6. General and subsidiary ledgers: (a) Ledgers: (1) General ledgers (2) Ledgers subsidiary or auxiliary to general ledgers except ledgers provided for elsewhere. (b) Indexes: (1) Indexes to general ledgers (2) Indexes to subsidiary ledgers except	(a)(1) & (2) 6 years (b)(1) & (2) 6 years
ledgers provided for elsewhere. (c) Trial balance sheets of general and subsidiary ledgers	(c) 6 years
7. Journals: General and subsidiary	6 years
8. Journal vouchers and journal entries including supporting detail: (a) Journal vouchers and journal entries (b) Analyses, summarization, distributions, and other computations which support journal vouchers and journal entries:	(a) 6 years
(1) Charging plant accounts (2) Charging all other accounts	(b)(1) 6 years
9. Cash books: General and subsidiary or auxiliary books	6 years after close of fiscal year.
10. Voucher registers: Voucher registers or similar records when used as a source document.	5 years.

11. Vouchers:	(a), (b) & (d) 6 years
(a) Paid and canceled vouchers (one copy-	(c) 6 years.
analysis sheets showing detailed distribution of	(e) 6 years
charges on individual vouchers and other	
supporting papers).	(f) 6 years
(b) Original bills and invoices for materials,	
services, etc., paid by vouchers.	
(c) Paid checks and receipts for payments of	
specific vouchers.	
(d) Authorization for the payment of specific	
vouchers	
(e) Lists of unaudited bills (accounts payable),	
list of vouchers transmitted, and memoranda	
regarding changes in audited bills.	
(f) Voucher indexes	
(1) Voucher mackets	
11a. Financial requirement and expenditure	1 year after the "as of date" of RUS loan fund and
statements, which are not otherwise reflected in	accounting review [RUS rule. Typically, RUS field
this schedule	accountants audit a borrower every 2 or 3 years, in
	tandem with a review of financed construction. So, 1
	year after the audit is completed and accepted.]
Insurance:	
12. Insurance records:	(a) Destroy 6 years after expiration of such policies
(a) Records of insurance policies in force,	[Before destroying any policy, KIUC should determine
showing coverage, premiums paid, and	whether the policy is a "claims made" or "occurrence"
expiration dates.	policy. Under the latter, the policy that is in force on the date of the event that caused the loss is the policy that
(b) Records of amounts recovered from	will cover that loss. Because claims can arise years
insurance companies in connection with losses	after a policy has expired, expiration may not always be
and of claims against insurance companies,	the appropriate time to destroy.]
including reports of losses, and supporting	(b) 6 (
papers.	
(c) Applications for insurance policies in force.	
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Operations and Maintenance: 13.1. Production (less Nuclear):	
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(a) Boiler-tube failure report	(a) & (b) 6 years.
(b) Generation and output logs with supporting	
data	
(c) Station and system generation reports and	
clearance logs:	
(1) Hydro-electric	
(2) Steam and others	(d) & (e) 6 years.
(d) Generating high-tension and low-tension	
load records	(f) 6 years, except river flow data collected in
(e) Load curves, temperature logs, coal, and	connection with hydro operation must be retained for
water logs	life of corporation.
(f) Gauge-reading reports	(g) 6 years, except where the basic chart information is
(g) Recording instrumentation charts	transferred to another record, the charts need only be
	retained 6 months provided the record containing the
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13.2. Production – Nuclear	
For informational purposes, refer to the	
document retention requirements of the Nuclear	
Regulatory commission.	

14. Transmission and distribution: (a) Substation and transmission line logs (b) System operator's daily logs and reports of operation (c) Transformer history records (d) Records of transformer inspections, oil tests, etc. (e) Records of other inspections, assessments, tests of component parts of the utility system, and Emergency Restoration Plan exercises	(a) & (b) 6 years (c) Life of transformer (d) Life of corporation (e) At least until the next applicable inspection, test, etc. is conducted [This is a suggested addition for RUS borrowers pursuant to 7 C.F.R. Part 1730.] but no less than 6 years
15. Maintenance work orders and job orders: (a) Authorizations for expenditures for maintenance work to be covered by work orders, including memoranda showing the estimates of costs to be incurred. (b) Work order sheets to which are posted in detail the entries for labor, material, and other charges in connection with maintenance, and other work pertaining to utility operations. (c) Summaries of expenditures on maintenance and job orders and clearances to operating other accounts (exclusive of plant accounts).	(a) – (c) 6 years
Plant and Depreciation: 16. Plant ledgers: (a) Ledgers of utility plant accounts including land and other detailed ledgers showing the cost of utility plant by classes. (b) Continuing plant inventory ledger, book or card records showing description, location, quantities, cost, etc., of physical units (or items) of utility plants owned. (c) Life & mortality study data for depreciation purposes	6 years

17. Construction work in progress ledgers, work orders, and supplemental records:(a) Construction work in progress ledgers(b) Work orders sheets to which are posted in summary form or in detail the entries for labor,	(a) & (b) 6 years after clearance to plant account,
materials, and other charges for utility plant additions and the entries closing the work orders to utility plant in service at completion. (c) Authorizations for expenditures for additions	(c) – (f) 6 years after clearance to plant account except where there are ongoing regulatory commission proceedings
to utility plant, including memoranda showing the detailed estimates of cost, and the bases therefor (including original and revised or subsequent authorizations). (d) Requisitions and registers of authorizations for utility plant expenditures. (e) Completion or performance reports showing comparison between authorized estimates and actual expenditures for utility plant additions. (f) Analysis or cost reports showing quantities of materials used, unit costs, number of manhours etc., in connection with completed construction project. (g) Records and reports pertaining to progress of construction work, the order in which jobs are to be completed, and similar records which do not form a basis of entries to the accounts.	(g) Destroy at option
18. Retirement work in progress ledgers, work orders, and supplemental records: (a) Work order sheets to which are posted the entries for removal costs, materials recovered, and credits to utility plant accounts for cost of plant retirement.	(a) & (b) 6 years
(b) Authorizations for retirement of utility plant, including memoranda showing the basis for determination to be retired and estimates of salvage and removal costs. (c) Registers of retirement work	(c) 6 years
19. Summary sheets, distribution sheets, reports, statements, and papers directly supporting debits and credits to utility plant accounts not covered by construction or retirement work orders and their supporting records.	6 years [Per RUS rule, records supporting construction financed by RUS "shall be retained until audited and approved" by RUS.]

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20. Appraisals and valuations: (a) Appraisals and valuations made by the company of its properties or investments or of the properties or investments of any associated companies. (Includes all records essential thereto.). (b) Determinations of amounts by which properties or investments of the company or any of its associated companies will be either written up or written down as a result of: (1) Mergers or acquisitions (2) Asset impairments (3) Other bases	(a) 3 years after disposal of property (b)(1) 10 years after completion of transaction or as ordered by regulatory commission, if applicable (b)(2) 10 years after recognition of asset impairment. (b)(3) 10 years after the asset was written up or down
21. The original or reproduction of engineering records, drawings, and other supporting data for proposed or as-constructed utility facilities: Maps, diagrams, profiles, photographs, field survey notes, plot plan, detail drawings, records of engineering studies, and similar records showing the location of proposed or as-constructed facilities.	Retain until 6 years after retired or sold.
22. Contracts relating to utility plant: (a) Contracts relating to acquisition or sale of plant (b) Contracts and other agreements relating to services performed in connection with construction of utility plant (including contracts for the construction of plant by others for the utility and for supervision and engineering relating to construction work).	(a) & (b) 6 years
23. Records pertaining to reclassification of utility plant accounts to conform to prescribed systems of accounts including supporting papers showing the bases for such reclassifications.	6 years
24. Records of accumulated provisions for depreciation and depletion of utility plant and supporting computation of expense: (a) Detailed records or analysis sheets segregating the accumulated depreciation according to functional classification of plant. (b) Records reflecting the service life of property and the percentage of salvage and cost of removal for property retired from each account for depreciable utility plant.	(a) & (b) 6 years

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Purchase and Stores: 25. Procurement: (a) Agreements entered for the acquisition of goods or the performance of services. Includes all forms of agreements not specifically set forth in Subsection 7 such as but not limited to: Letters of intent, exchange of correspondence, master agreements, term contracts, rental agreements, and the various types of purchase orders: (1) For goods or services relating to plant construction (2) For other goods or services (b) Supporting documents including accepted and unaccepted bids or proposals (summaries of unaccepted bids or proposals may be kept in lieu of originals) evidencing all relevant elements of the procurement.	(a)(1) 6 years (a)(2) 6 years (b) 6 years.
26. Material ledgers: Ledger sheets of materials and supplies received, issued, and on hand	6 years after the date the records/ledgers were created
27. Materials and supplies received and issued: Records showing the detailed distribution of materials and supplies issued during accounting periods	6 years
28. Records of sales of scrap and materials and supplies: (a) Authorization for sale of scrap and materials and supplies. (b) Contracts for sale of scrap materials and supplies	(a) & (b) permanently
Revenue Accounting and Collecting: 29. Customers' service applications and contracts: Contracts, including amendments for extensions of service, for which contributions are made by customers and others	6 years after expiration
30. Rate schedules: General files of <i>[FERC: published]</i> rate sheets and schedules of utility service. Including schedules suspended or superseded.	permanently
31. Maximum demand, and demand meter record cards	21 years, except where the basic chart information is transferred to another record the charts need only be retained 6 months, provided the basic data is retained 2 years.

32. Miscellaneous billing data: Billing department's copies of contracts with customers (other than contracts in general files)

(a) "Consumer accounts' records"

Destroy at option.

- (a) "Kept for those years for which patronage capital has not been allocated" [This is language in RUS' new rule. Typically, such allocations are done annually. It probably makes sense to retain records indicating the last known address for members and patrons with their annual patronage totals for at least as long as KIUC's capital credit rotation cycle or preferably permanently. Permanent retention is probably needed for a few reasons. One reason is that if KIUC is making early capital credit retirements at a discount, then the co-op will need to keep such records permanently or until after liquidation of KIUC. Further, see Rev. Ruling 72-36, which requires the allocation of the appreciated value of real property to patrons. See also, applicable state dissolution statutes that may require allocation at dissolution based on historical patronage.]
- 33. Revenue summaries: Summaries of monthly operating revenues according to classes of service. Including summaries of forfeited discounts and penalties

6 years

Tax:

34. Tax records:

- (a) Copies of tax returns and supporting schedules filed with taxing authorities, supporting working papers, records of appeals of tax bills, and receipts for payment. See Subsection 11(b) for vouchers evidencing disbursements:
- (1) Income tax returns (e.g. IRS Form 990s, including amended returns)
 - (2) Property tax returns
 - (3) Sales and other use taxes.
 - (4) Other taxes
- (5) Agreements between associate companies as to allocation of consolidated income taxes.
- (6) Schedule of allocation of consolidated Federal income taxes among associate companies.
- (b) Filings with taxing authorities to qualify employee benefit plans.
- (c) Information returns and reports to taxing authorities.
- (d) Tax exemption application and determination letter (e.g. currently, Form 1024, and all accompanying documentation) and any IRS rulings (e.g. private letter ruling)

(a)(1), (5) - (6) 6 years after settlement. [Forms 990 should be retained for at least 3 years after the due date or filing date of the return, whichever is later to meet public inspection requirements. See I.R.C. § 301.6104(d)-1.]

- (a)(2) & (4) 2 years after final tax liability is determined.
- (a)(3) 2 years
- (b) 5 years after discontinuance of plan.
- (c) 3 years after final tax liability is determined
- (d) Permanently

Treasury: 35. Statements of funds and deposits (a) Statements of periodic deposits with fund administrators or trustees. (b) Statements of periodic withdrawals from fund (c) Statements prepared by fund administrator or trustees of fund activity including: (1) Beginning of the year balance of fund. (2) Deposits with the fund. (3) Acquisition of investments held by the fund. (4) Disposition of investments held by the fund. (5) Disbursements from the fund, including party to whom disbursement was made. (6) End of year balance of fund.	(a) & (b) Retain records for the most recent 3 years (c) Retain records until the fund is dissolved or terminated
 36. Records of deposits with banks and others: (a) Statements from depositories showing the details of funds received, disbursed, transferred, and balances on deposit. (b) Check stubs, registers, or other records of checks issued. 	(a) 2 years or after completion of audit by independent accountants, whichever is longer.(b) 6 years
36A. Records of financial commitments with lenders (a) loan applications, approval letters & loan contracts (b) mortgages, other security instruments associated with loans (c) release of lien (d) notification from lender to borrower of satisfaction of financial commitment	(a) & (b) Once a loan or mortgage has been fully paid, these documents, along with receipts or other proof of payment, may be destroyed at a borrower's option. However, retained copies of the executed loan contract and mortgage would be helpful evidence of the requirements to which the borrower was subject during the loan period. (c) Permanently (d) Permanently
Miscellaneous: 37. [FERC: Reserved]	
38. Statistics: Financial, operating, and statistical reports used for internal administrative or operating purposes.	6 years
39. Budgets and other forecasts (prepared for internal administrative or operating purposes) of estimated future income, receipts, and expenditures in connection with financing, construction and operations, including acquisitions and disposals of properties or investments.	3 years
40. Records of predecessor companies	Retain consistent with the requirements for the same types of records of the utility

41. Reports to Federal and State regulatory commissions including annual financial, operating, and statistical reports. [Form EIA-861"Annual Electric Power Industry Report", RUS Form 7, etc.]	15 years
42. Advertising: Copies of advertisements by or for the company on behalf of itself or any associate company in newspapers, magazines, and other publications, including costs and other records relevant thereto (excluding advertising of appliances, employment opportunities, routine notices, and invitations for bids all of which may be destroyed at option).	3 years
Employment Related: 43. Safety (a) Motor vehicle inspection, repair & maintenance records (b) CDL driver qualification files (c) CDL driver drug & alcohol tests & results (d) OSHA 300 Log & OSHA 301 incident reports (e) Workers' compensation records	(a) 1 year and for 6 months after the motor vehicle leaves the motor carrier's control [See 49 C.F.R. § 396.3(c)] (b) for 3 years after termination of employment [See 49 C.F.R. § 391.51 (c) 5 years [See 49 C.F.R. § 382.401] (d) 5 years [See 29 C.F.R. § 1904.33 &37] (f) 12 years after injury or death or date last compensation paid.
44. Personnel (a) Payroll records, collective bargaining agreements (b) Performance reviews & other documentation about treatment on the job, job applications and resumes, etc. (c) Benefits plan information (ERISA) (d) I-9 Forms for all employees hired after 11/6/1986 (e) Payroll & unemployment taxes (f) Wage/earnings records (e.g. timecards, wage rate tables, etc.) (g) Dates of FMLA leave, notices to or from employees re FMLA, records of any disputes, etc.	(a) 6 years [See 29 C.F.R. § 516.5] (b) 3 years (c) At least 6 years after the filing date of the documents [See 29 U.S.C. § 1027] (d) for 3 years after the date of hire or 1 year after the date employment is terminated, whichever is later [See 8 C.F.R. § 274a.2] (e) 4 years [See IRS Publication 15, Employer's Tax Guide] (f) 2 years [See 29 C.F.R. § 516.6] (g) 3 years [See 29 C.F.R. § 825.500]

Environmental:

- 45. Hazardous Waste/Toxic Chemicals (reports, inspection logs, training records, waste shipment manifests or records, sampling and monitoring data)
- (a) Community Right to Know/TRI reports & supporting documentation
- (b) PCB equipment inspection and maintenance history
- (c) PCB spills
- (d) Used Oil: Spill Prevention Protection & Control plans, procedures and record of tests & inspections
- (e) Haz mat incident reports
- (f) Employee exposures to certain substances (e.g. asbestos, benzene, etc.), including medical evaluations
- (g) Hazardous waste records (shipping manifests, filed reports, test results, etc.)
- (h) Records related to underground storage tanks for fuel (tests results, monitoring, calibration, maintenance or repair records, spills)

- (a) 3 years from submission of the report [See 40 C.F.R. § 372.10]
- (b) 3 years after disposal [See 40 C.F.R. § 761.30]
- (c) 5 years after clean-up [See 40 C.F.R. § 761.125(a)]
- (d) 3 years [See 40 C.F.R. § 112.7(e)]
- (e) 2 years [See 40 C.F.R. § 171.16]
- (f) 30 years [See, e.g., 29 C.F.R.§§ 1910.1001(m), 1910.20,1910.1028(k)] or life of the corporation whichever is longer.
- (g) 3 years [See 40 C.F.R. § 262.40]
- (h) 1 year or for another reasonable time period determined by State EPA [See 40 C.F.R. §§ 280.34 &.45]

46. Water

- (a) NPDES Permits & related documentation (including storm water prevention plans, reports, certifications, data used for the notice of intent, etc.)
- (b) Section 404 wetlands permits & related documentation (e.g. related to dredge & fill activities during utility line construction)
- (a) at least 3 years from the date the permit expires or is terminated [See 40 C.F.R. §122.41(j)(2)]
- (b) varies by state [For example, Virginia requires 3 years from permit expiration. 9 Va. Admin. Code 25-220-80.]

<u>Miscellaneous Licenses, Permits & Other</u> Requirements:

- 47. FCC -
- (a) radio frequency spectrum licenses
- (b) private land mobile radio and microwave station records
- (c) correspondence with the FCC
- (a) permanently, or until KIUC no longer holds an FCC license
- (b) 1 year [See 47 C.F.R. §§ 90.437 90.447 for Private Land Mobile Radio & § 101.217 for Microwave]
- (c) permanently, or until KIUC no longer holds an FCC license
- 48. NERC Reliability Standards (can include audit records, system testing, personnel training, etc.)

[Varies. Most common is 3 years. But some are less and others are longer. Other standards have no specified retention period but should be maintained to demonstrate compliance in the event of an audit or investigation.]

- Service Related:
 49. Records kept in relation to service-related events
- (including Consumer complaints (a) correspondence, voice recordings, investigation reports, etc.)
- (b) Outages (investigation reports, operational records, etc.)
- Accidents (investigation reports, photographs, operational records, etc.)

(a) - (c) Until the applicable statute of limitations has passed or litigation is finally decided or settled but no less than 6 years