Chapter 480-04 WAC

PUBLIC ACCESS TO INFORMATION AND RECORDS

Last Update: 8/14/06

WAC	
480-04-020	Definitions.
480-04-030	Organization of the Washington utilities and transportation commission.
480-04-035	Physical address—Telephone—Facsimile—E-mail—Internet.
480-04-050	Public information; public submissions or requests other than requests for public docu-
	ments.
480-04-060	Public records available; hours for inspection and copying.
480-04-065	Records index.
480-04-090	Requests for public records.
480-04-095	Disclosure procedure.
480-04-100	Copying and service charges.
480-04-120	Review of denials of public records requests.
480-04-130	Protection of public records.
WAC	480-04-010 Authority and purpose. The Public Records Act,

chapter 42.56 RCW, requires state agencies to make available for in-

spection and copying nonexempt public records in accordance with pub-

WAC (12/13/2017 9:09 AM) [1] NOT FOR FILING

lished rules. The rules in this chapter establish the procedures the
Washington utilities and transportation commission will follow to provide full access to public records.

WAC 480-04-020 Definitions. (1) <u>"Identifiable public record" is a</u> public record that exists at the time the commission receives the request for public records and that commission staff can reasonably locate.

(2) "Public record" includes any writing (defined in subsection (5) of this section) prepared, owned, used, or retained by the commission, thatwhich contains information relating to the conduct of government or the performance of any governmental or proprietary function as provided in RCW 42.56.010(3).

(2) "Public records officer" means the official responsible for the commission's compliance with the Public Records Act, chapter 42.<u>5617</u> RCW, and for the implementation of this chapter. The commission's secretary is designated as its public records officer. The secretary may designate one or more persons to assist in the implementaFormatted: Space Before: 0 pt

WAC (12/13/2017 9:09 AM)

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tion and application of this <u>chapterrule</u>, and "public records officer" as used in this chapter includes such persons.

(3) "Secretary," also referred to as "executive secretary," means the secretary of the commission appointed pursuant to RCW 80.01.030. Unless otherwise restricted, the term "secretary" also refers to the acting secretary and to the secretary's designee.

(4) "Washington utilities and transportation commission," <u>also</u> referred to in this chapter as "the commission," is the <u>agency estab-</u> <u>lished in Titles 80 and 81</u>commission appointed by the governor under RCW-80.01.010 to regulate in the public interest the rates, services, facilities, and practices of persons engaging in this state in the <u>business of supplying any utility service or commodity, or of the</u> <u>transportation of persons or property, to the public for compensation</u>. Where appropriate, the term "commission" also refers to the staff and employees of the Washington utilities and transportation commission.

(5) "Writing" <u>ismeans</u> any <u>means of recording any form of communi-</u> <u>cation or representation as provided information (e.g., words, num-</u> <u>bers, symbols, images, and sounds) recorded in any media (e.g., hand-</u> <u>written, typewritten, printed, electronic, photographic, and video and</u> <u>audio recording), as defined</u> in RCW 42.5617.0120(42).

WAC (12/13/2017 9:09 AM)

[3]

(6) The word "you," or "your," when used in this chapter, refers

to a person who requests access to public records.

WAC 480-04-030 Organization of the Washington utilities and transportation commission. (1) The Washington utilities and transportation commission consists of three members appointed by the governor under RCW 80.01.010. The governor designates one member as the commission chair.

(2) The commission is organized into the following principal sections and divisions: Regulatory services; safety and consumer protection; policy and public information; administrative law; knowledge management; financial and budget services; and employee services. The head of each section or division is directly responsible to the secretary, and through the secretary to the commissioners.

WAC 480-04-035 <u>Contact information</u>Physical address Telephone Facsimile E-mail Internet. Any person may obtain information about the commission or request access to its public records by contacting the commission using the contact information provided in WAC 480-07-

WAC (12/13/2017 9:09 AM) [4]

125. Thate information included in this section is current at the time of rule adoption, but may change. Current information and additional contact information are available on the commission's <u>webinternet</u> site, in person at the commission's offices, or by <u>telephone</u> call<u>ing</u> te the commission's main public telephone number.

	Washington Utilities and
Physical address; address for U.S.	Transportation Commission
mail or hand-	1300 S. Evergreen Park Drive S.W. P.O. Box 47250
delivery	Olympia, WA 98504-7250
Telephone (general)	360-664-1160
Telephone (records center)	360-664-123 4
Telefacsimile (records center)	360-586-1150
Electronic mail (records center)	records@wutc.wa.gov
Internet	www.wutc.wa.gov

WAC 480-04-050 Public information available without making a; public submissions or requests other than requests for public recordsdocuments. Many of Anyone who wishes to obtain general information concerning topics within the commission's public records are publicly accessible jurisdiction may find such information on the commission's internet web site. Such documents include, but are not limited to, commission orders and notices, party filings in commission adjudications, regulated company filings, and documents containing general information about the commission, the industries and companies the com-

WAC (12/13/2017 9:09 AM) [5] NOT FOR FILING

mission regulates, and consumer assistance. Persons seeking commission documents should view the documents available on the commission's web site prior to submitting a public records request. Persons who need help finding such information or may contact the commission by letter, telephone, or email, as described in this section. The commission will route all inquiries to staff who can best respond to the inquiry.

(1) Written requests for information should be sent to the com-

(2) Electronic mail and telefacsimile requests for information should be sent to the commission's records center.

(3) Telephone requests for information may be made by contacting the commission's records center, or by call<u>ing to</u> the commission's general telephone number or sending an email to records@utc.wa.gov.

WAC 480-04-060 Public records available; hours for inspection and copying. (1) All of the commission's public records are available for inspection and copying unless the public record is exempt from disclosure under chapter 42.5617 RCW (the Public Records Act)₇ or protected

WAC (12/13/2017 9:09 AM) [6]

NOT FOR FILING

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from disclosure under RCW 80.04.095 or 81.77.210 (records that contain valuable commercial information), WAC 480-07-160 (Confidential information), <u>a protective order the commission enters pursuant to</u> WAC 480-07-420 (Discovery—Protective orders), or <u>under</u> other provision of law. Except as provided in RCW 42.<u>56.070(8)</u><u>17.260(6)</u>, the commission will not give, sell, or provide access to lists of individuals if the information is requested for commercial purposes.

(2) The commission will promptly respond to requests for inspection and copying of public records as provided in this chapter.

(3) Public records are available for inspection and copying during the commission's customary office hours which are specified in WAC <u>480-07-120</u>from 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding official state holidays as defined in RCW 1.16.050 (legal holidays and legislatively recognized days).

WAC 480-04-065 Records iIndex of significant decisions. The commission will publish and index its significant adjudicative decisions; declaratory orders; interpretive statements; and policy statements.

<u>Content.</u> The commission will <u>maintainpublish</u> and make available to the public <u>an index of the following:</u>

WAC (12/13/2017 9:09 AM) [7] NOT FOR FILING

(a) Final orders the commission has entered after June 30, 1990, inits adjudicative proceedings that contain an analysis or decision of substantial importance to the agency in carrying out its duties;

(b) orders that resolve contested issues or which it believes will be of interest or significance, its dDeclaratory orders the commission has entered after June 30, 1990, that contain an analysis or decision of substantial importance to the agency in carrying out its duties; and

(c) , its iInterpretive and policy statements the commission has issued since June 30, 1990, and its policy statements.

(2) Availability. The commission will publish the indexthese doc-uments by the means it deems best suited to achieve broad availability, consistent with staff resources and technology. The documents contained in the index will also be included in the searchable document library on the commission's public web site, including distribution of paper copies, electronic mail, and internet web site posting. The commission will contemporaneously publish a summary of the deciions, orders, and statements.

(2) The commission will annually publish indices of the principles that are applied in the text of published decisions, orders, and tatements.

WAC (12/13/2017 9:09 AM) [8]

(3) The commission will make paper copies of its indices available for sale at the commission's estimated actual cost of reproduction and distribution.

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WAC 480-04-090 Requests for public records. (1) <u>Definition. Ex-</u> cept for requests for assistance to review or obtain documents on the commission's web site, any request for identifiable public records is <u>a request for public records to which the commission must respond in</u> compliance with the Public Records Act. Requests for public records do *not* include:

(a) requests for general information about a subject or company
that the commission regulates;

(b) standing or ongoing requests for records that do not exist at the time the commission receives the request;

(c) requests that the commission create a new document that compiles, organizes, collates, analyzes, summarizes, or is otherwise derived from existing commission records; or

(d) requests for all or substantially all records prepared, owned, used, or retained by the commission. Many requests for public records can be handled quickly and informally without the need for a

WAC (12/13/2017 9:09 AM) [9] NOT FOR FILING

formal written request. You may ask orally, in person, or by telephone look at a document, or get a copy of a document. You may also ask informally in writing, by letter or electronic mail. Requests may be made by electronic mail to the commission records center. Commission staff will advise you if a formal written request, as described in subsection (4) of this section, is required.

(2) The commission may require any person who seeks access to public records to present a formal written request. The commission may require a formal written request, for example, if you ask for large quantities of information or make an unusual request. The formal written request helps the commission make sure that you get all the inforon you have requested and that any charges for copies are proper.

(3) The commission may require a formal written request if the information you ask for might be within one of the exceptions to the law requiring disclosure. In this situation, your formal written request helps the commission make sure that its decision to disclose or withhold the information is made properly and that you get the public ecords you are entitled to receive. Examples of information that might be exempt from disclosure include documents that have been designated "confidential" by the person providing them to the commission,

WAC (12/13/2017 9:09 AM) [10]

documents containing private or personal information, and documents that may be involved in litigation or hearings.

(24) Form of request.

(a) Public records request form. Any person making a request for public records should complete the commission's Online If you need to make a formal written request for information, you may use a "public #Records #Request" #Form. Persons can access this form on the commission's web site and may contact the records center for assistance. provided by the commission

(b) Other writing. A person who is unable to use the commission's Online Records Request Form or you may submitwrite a letter or email to the records center that contains the information listed in subsection (3) below.

(c) Telephone or in person requests. The commission will honor requests for public records made in person or by telephone to the public records officer during the commission's customary business hours if the requester provides the information listed in subsection (3) below. The public records officer will subsequently confirm receipt of this information and the substance of the request in a written communication to the requester. If you want to use the form, you can get a

WAC (12/13/2017 9:09 AM) [11] NOT FO

copy at the commission's internet site or office, or you can ask to have it sent to you.

(35) Required information. Any Formal written requests for public records must include the following information:

(a) The requester's Your name, physical address, email address,

and telephone number;-

(b) The date on which the requester you submits the your request;-

(c) The identity of any individual, business, or other organization for whom the requester is you are making the request, if not only for the requesteryourself personally; -

(d) A clear statementindication, such as a document heading or title that the requester is you are requesting public records; τ to help make sure that the request is handled properly.

(e) An election of ₩whether the requesteryou wants to inspect the public records, or obtainget copies, or both; -

(f) A clear description of the identifiable public records the requesteryou is requesting; and want so that commission staff can find the records. If you know how the public records are described in the ndex maintained by the commission, provide that description to assist the commission to identify the public records you want to review.

WAC (12/13/2017 9:09 AM) [12]

(g) A statement of whether the requester is you are making the requesting in order to obtain a list of individuals to be used for any commercial purposes.

(6) Commission staff will make a reasonable effort to assist in identifying and providing all public records that you request.

(7) The commission may waive the need for a completed form when doing so supports the commission's administrative convenience and is not inconsistent with legal requirements or public policies.

(4) Requester's failure or refusal to provide information. The public records officer will identify any required information that a requester has not included in a request for public records and will work with the requester to provide that information. If a requester refuses to provide his or her identity or sufficient contact information, the commission will respond to the request to the extent feasible and consistent with applicable law.

WAC 480-04-095 Disclosure Responding to requests for public recordsprocedure. The commission will provide the fullest assistance to requesters and the most timely possible action in response to requests for public records consistent with the intent of the Public Records

WAC (12/13/2017 9:09 AM) [13]

Act to provide full public access to public records, to protect public records from damage or disorganization, and to prevent excessive in-terference with other essential commission functions.

(1) **Tracking**. Upon receiving a request for public records, t^{The} public records officer will assign it a tracking number and log it into the commission's public records request tracking systempromptly no- tify you if your request is found to be incomplete, and will tell you what the problem is.

(2) Task assignment. Unless the request clearly seeks only documents that are contained in the commission's records center, tThe public records officer will assign the request as a task to commission management personnel

(a) to assess whether the request is sufficiently clear in identifying the records the requester seeks;

(b) to determine whether the commission has or may have documents that are responsive to the assist you to complete or correct your request;

(c) to develop a reasonable estimate of the time required to search for any responsive documents; and

(d) to provide any responsive documents to the public records officer for processing. Notifying you of a deficiency is not a denial of

WAC (12/13/2017 9:09 AM) [14] NOT FOR FILING

your request. The public records officer may act on a deficient request to the extent that doing so is reasonable.

(3) Initial response. Within five business days of receiving a request for public records, the public records officer will take one or more of the following actions:

(a) Inform the requester that the commission has no public records that are responsive to the request;

(b) Make the requested records available to the requester for inspection and copying, either via a link to the document(s) on the commission's web site, or by providing a paper or electronic copy of the document(s);

(c) Acknowledge receipt of the request and provide the requester with a reasonable estimate of the date by which the commission will make the records, or an installment of the records, available for inspection and copying;

(d) Acknowledge receipt of the request, ask the requester to clarify any portion of the request that is unclear, and to the extent possible, provide a reasonable estimate of when the commission will make the requested records, or an installment of the records, available for inspection and copying if the request is not clarified; or

WAC (12/13/2017 9:09 AM) [15]

(e) Deny the request. If the public records officer denies the public records request in whole or in part, the public records officer will provide the requester with a written explanation of the basis for the denial. The requester may contest the denial by requesting commission review as provided in WAC 480-04-120.

(4) Additional time to respond. The commission may extend an estimated date by which it will make the requested records, or an installment of the records, available for inspection and copying based on the need to clarify the request, to locate and assemble the records requested, to notify third persons or agencies affected by the request, to determine whether any of the records are exempt or otherwise protected from public disclosure, or other good cause. The public records officer will promptly notify the requester in writing of any revised estimate and will explain the reason for the revised estimate.

(52) Exempt or protected information. Upon receiving a complete request, the public records officer will review the requested records to determine whether anythe record, in whole or in part, or a portion of it includes information that is exempt from disclosure under the Public Records Act, chapter 42.5617 RCW, or protected from disclosure under RCW 80.04.095 or 81.77.210 (records that contain valuable commercial information), WAC 480-07-160 (Confidential information), a

WAC (12/13/2017 9:09 AM) [16]

protective order the commission enters pursuant to WAC 480-07-420 (Discovery-Protective orders), or under-another provision of law.

(a3) Exempt information. The commission will redactdelete identifying details from thea public records it makes available for inspection and copying any information that is exempt from disclosure under the Public Records Act or any other applicableto protect the personal privacy interests as provided by law when it makes the record available or publishes it. The public records officer will provide the requester with a withholding log that identifies the specific exemption applicable to each redaction and briefly explains how the exemption applies commission will explain the reasons for any such deletion. Except as otherwise provided in this rule, the public records officer will make available for inspection and copying all records and portions of records that are not exempt from public disclosure. (4) Only the public records officer is authorized to deny requests for public records. Any action other than granting access to public

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WAC (12/13/2017 9:09 AM) [17]

cecords, when taken by a person other than the public records officer,

aff member who does not grant access to a public record when a

plete written request is made must immediately take or send the re-

deferral of action and not a denial of a request.

NOT FOR FILING

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quested document, together with the written request, to the public records officer for a prompt decision granting or denying the request. (5) If the public records officer does not grant access to all or of a requested public record, the public records officer will give you a written statement identifying the exemption authorizing the action and how it applies to the requested record. Any portion of the record that is not subject to exemption shall be promptly disclosed.

(b6) Information designated as confidential. The following process will apply if the requester If you requests a public record that contains information that has been designated as confidential under RCW 80.04.095, RCW 81.77.210, or WAC 480-07-160., or a protective order, and you have not specifically asked to be provided with confide tial information,

(i) tThe public records officer will inform the requestertell you that information in one or more public records that are responsive to the request $\frac{1}{\tau}$ and we been designated as confidential τ and will ask if the requester whether you wants the confidential information, before processing your request. If the requester agrees that the commission can satisfy the request without disclosing that information, the public records officer will provide or make available for inspection

WAC (12/13/2017 9:09 AM) [18]

the public records that are responsive to the request and from which the information designated as confidential has been redacted.

(ii) If the requester informs the public records officer that the request necessarily includes information designated as confidential, the commission will follow the procedure set forth in RCW 80.04.095 or 81.77.210, whichever is applicable, as set forth below.

(A) The public records officer will send a written notice of the request to the provider of the confidential information, as well as to any other person who has been identified as being directly affected by any public disclosure of the information, and will send a copy of the notice to the requester. The notice will state that the commission will disclose the requested confidential information to the requester unless within 10 days the commission is served with a court order prohibiting that disclosure. The commission will issue that notice not more than two business days after receiving confirmation that the requester wants the confidential information.

(B) Ten days from the date of the commission's notice, if the commission has not been served with a court order prohibiting disclosure or has not received notification from the requester that the commission can satisfy the request without disclosing confidential information, the public records officer will make the entirety of the pub-

WAC (12/13/2017 9:09 AM) [19]

lic records that are responsive to the request available for inspection and copying, including all information that had been designated as confidential. The public records officer will also remove the confidential designations from the records, and the commission will maintain those records as publicly available in their entirety.

(c) Information subject to protective order. The following process will apply if a requester requests a public record that contains information that is protected from public disclosure pursuant to a protective order the commission enters.

(i) The public records officer will inform the requester that information in one or more public records that are responsive to the request is protected from disclosure pursuant to a protective order and will ask whether the requester wants the protected information. If the requester agrees that the commission can satisfy the request without disclosing that information, the public records officer will provide or make available for inspection the public records that are responsive to the request and from which the information protected by the protective order has been redacted.

(ii) If the requester informs the public records officer that the request necessarily includes information that is protected by a pro-

WAC (12/13/2017 9:09 AM) [20]

tective order, the commission will follow one of the following processes:

(A) If the adjudication in which the commission entered the protective order has concluded, the procedure in subsection (5)(b)(ii) of this rule will apply.

(B) If the adjudication has not concluded, the public records officer will notify the presiding officer in the adjudication of the reguest. The presiding officer will establish by notice or order the process the commission will use to receive written or oral comments or argument on the request from the requester and the parties and will enter an order determining whether the commission will make any information subject to the protective order available for inspection and copying.

(d) Information affecting rights of others. If the requested records contain information that may affect rights of others and may be exempt from disclosure, the public records officer may notify those persons of the request prior to making the records available for inspection and copying. If the public records officer elects to provide such notice, the process in subsection (5)(b)(ii) of this rule shall apply.

(6) **Providing responsive records.**

WAC (12/13/2017 9:09 AM) [21]

(a) Inspection. Consistent with other demands on the agency's resources, the commission will promptly provide space for requesters to inspect the public records they have requested.

(b) Copies. Upon request, the commission will provide copies of responsive documents to the requester, subject to the requester paying any copying charges the commission assesses as provided in WAC 480-04-100. The commission will provide copies of documents in the same form in which the agency retains the record (i.e., the commission will provide paper copies of paper records and electronic copies of electronic records in the same format or program). The public records officer may, but is not required to, provide copies of records in a different form or format (e.g., making .pdf electronic copies of paper records) if such copying is technically feasible using existing commission resources and does not result in the creation of a new public record.

(7) Time to inspect or claim records. The public records officer will notify the requester in writing when the requested public records are available for inspection and copying and that the requester should make arrangements to inspect or claim any requested copies of those records. The requester must inspect the records or claim any copies within 30 days of the commission's notice. If the requester does not

WAC (12/13/2017 9:09 AM) [22]

do so or make other arrangements within that 30 days, the commission may close the request.

(8) Providing records in installments. If a requester requests a large number of records, the public records officer may provide access to responsive records in installments. The public records officer will notify the requester in writing when each installment of the requested records is available for inspection and copying and that the requester should make arrangements to inspect or claim any requested copies of those records. The requester must inspect the records or claim any copies in each installment within 30 days of the commission's notice. If the requester does not do so or make other arrangements within that 30 days, the commission may stop searching for the remaining records and close the request.

(9) Closing request. The public records officer will close the request and notify the requester in writing of that closure under any one of the following circumstances:

(a) The commission has completed a reasonable search for the requested public records, and either (i) the commission has located no responsive documents; or (ii) the commission has located responsive documents, the requester has inspected those records, and the commission has provided any requested copies of the records;

WAC (12/13/2017 9:09 AM) [23]

(b) The requester withdraws the request;

(c) The requester does not clarify an entirely unclear request within 30 days from the date of the public records officer's written request for clarification;

(d) The requester does not timely inspect or make arrangements to inspect or request copies of responsive records as provided in this rule; or

(e) The requester does not timely submit any deposit, pay fees for an installment, or make a final payment the commission has assessed for requested copies of public records as required under WAC 480-04-100.

(10) Subsequently discovered records. The public records officer will promptly inform the requester if, after the commission has notified the requester that the commission has provided all available records, the commission becomes aware of additional responsive documents that existed at the time the requester made the request. The commission will make the additional documents available for inspection and copying on an expedited basis.

(11) Log of requests. The commission will maintain a log of the public records requests it receives, which will include (a) the identity of the requester if provided by the requester; (b) the date the

WAC (12/13/2017 9:09 AM) [24] NOT FOR FILING

commission received the request; (c) the text of the original request; (d) a description of the responsive records that were redacted or withheld and the reasons therefor; and (e) the date of the final disposition of the request.

The commission will process any request for a record designated as confidential under RCW 80.04.095 or WAC 480-07-160 in accordance with those provisions of law.

(7) If the public records officer denies your public records request in whole or in part, the public records officer will provide you a ritten explanation of the basis for the denial. If you want to conthe denial, you may request a review under WAC 480-04-120.

WAC 480-04-100 Copying and service charges. The commission will charge to provide copies of public records as provided in this ruleupon request.

(1) Adoption of statutory copying charges. The commission has not calculated the actual costs for copying its records because to do so would be unduly burdensome for the following reasons:

WAC (12/13/2017 9:09 AM) [25]

NOT FOR FILING

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(a) The commission has insufficient resources to conduct a comprehensive study to determine the actual costs of copying its records;

(b) To conduct a study of the commission's actual copying costs would interfere with other essential agency functions; and

(c) The legislature has established reasonable fees and costs in RCW 42.56.120 after the public and requesters have commented on, and been informed of, such fees and costs. To timely implement a fee schedule consistent with the Public Records Act, it is more cost efficient and expeditious and in the public interest for the commission to adopt the legislature's approved fees and costs for most of the commission's records, as authorized in RCW 42.56.120 and as published in the commission's fee schedule The co sion may charge a published fee for copying public records, if you request copies. The commission may, by order, within the requirements of RCW 42.17.300, establish and change prices and establish the maximum

charge.

(2) Fee schedule. The commission publishes it +s schedule of copying charges for copies, except as provided in WAC 480-07-145 (3)(b), is published in Administrative Policy 5.1c, which is available onfrom the commission's web site or by contacting the commission's records

number of various kinds of copies that will be provided without

WAC (12/13/2017 9:09 AM) [26]

center. Out-of-state customers and governmental agencies are not charged The commission does not charge sales tax on copies it makes at its own facilities.

(3) Cost estimates. Upon request, the commission will provide a requester with a summary of the applicable charges before the commission makes copies of the requested records. The requester may revise the request to reduce the requested number of copies and correspondingly reduce the copying charges.

(4) **Deposits and prepayment.** Before beginning to make copies, the public records officer may require a requester to pay a deposit of up to ten percent of the estimated costs of copying all the requested records. The public records officer may also require the requester to pay the remainder of the copying costs before providing all the records, or to pay the costs of copying an installment before providing that installmentWAC 480-07-145 (3) (b) fixes the charge for copies when party to an adjudicative proceeding fails to file the number of cop ies required to meet the commission's internal distribution needs.

(5) Waiver or other fee arrangements. The commission may waive copying charges as provided in Administrative Policy 5.1c. The commission also may enter into a contract, memorandum of understanding, or other agreement with a requester that provides an alternative fee ar-

WAC (12/13/2017 9:09 AM) [27]

rangement to the charges or in response to voluminous or frequently occurring requests.

(6) Mailing and delivery costs. The commission may charge the actual costs it incurs to mail or use a commercial carrier to deliver copies of the requested public records, including the cost of any digital storage medium or device on which the commission copies the records (such as a disc or flash drive), the shipping container or envelope, and the postage or delivery charge.

WAC 480-04-120 Review of denials of public records requests. (1) If the commission <u>denies a request fordees not disclose</u> a public record that you have requested and the requesteryou disagrees with the denial, <u>the requesteryou</u> may ask the public records officer, in writing, for a review of the denial. <u>TheYour</u> written request for review must describe or enclose the public records officer's written statement that explains the reasons for the denial, <u>as provided in WAC 480-04-095(5)</u>.

(2) <u>The requester</u> way hand deliver, or have a courier deliver, the your written request for review in person at the commission's ad-

WAC (12/13/2017 9:09 AM) [28] NOT FOR FILING

ministrative office or <u>the requesteryou</u> may send it by mail or elec- tronic mail.

(3) The <u>commission</u>public records officer will promptly <u>con</u><u>sider</u><u>review your</u> <u>the</u><u>written</u> request<u>for review</u>. The <u>public records</u> officer may personally reconsider the denial decision, or may refer the request to the commission for review.

(4) The public records officer's <u>initial</u> denial becomes final unless the commission modifies the decision within two <u>business</u> days after the commission receives <u>theyour</u> request for review <u>unless the re-</u> <u>quester and the commission agree to a longer commission review period</u>. The commission, however, still may modify a denial decision at a later time. Once the public records officer's initial denial decision becomes final or is modified by the commission, <u>the requesteryou</u> may seek judicial review under RCW 42.56.55017.340, or the requester may request that the Washington attorney general review any claims of exemptions pursuant to RCW 42.56.530.

WAC 480-04-130 Protection of public records. (1) Only commission staff may copy public documents unless the public records officer decides that copying by others will not disrupt commission business op-

WAC (12/13/2017 9:09 AM) [29] NOT FOR FILING

erations or pose any risk to the integrity and safety of the documents.

(2) No person may take any public record from the area the public records officer designates for public inspection of public records unless expressly authorized to do so by the public records officer. No person may disassemble or alter any document the commission allows that person to inspect.

(3) When a member of the public asks to examine an entire file or group of public records, as distinguished from specific public records that can be individually identified and made available, the commission take a reasonable time to inspect the file or group of public recremove any material designated as confidential and any information protected from disclosure by chapter 42.17 RCW, or other proviion of law.

WAC (12/13/2017 9:09 AM) [30]