

Exhibit No. MGW-5
Docket UE-170717
Witness: Michael G. Wilding

**BEFORE THE
WASHINGTON UTILITIES AND TRANSPORTATION COMMISSION**

In the Matter of

PACIFIC POWER & LIGHT
COMPANY,

2016 Power Cost Adjustment Mechanism

Docket UE-170717

**PACIFIC POWER & LIGHT COMPANY
EXHIBIT OF MICHAEL G. WILDING
PACIFICORP RECORDS MANAGEMENT GUIDE**

March 2018



Records Management Guide Email

1 Policy Statement

Email is an electronic record and, as such, is subject to all of the records management requirements that apply to other electronic and physical records.

Like all records, email messages that are considered official company records must be indexed, filed, and maintained in a manner that allows for timely retrieval, provides for appropriate access, and meets preservation requirements.

2 Overview

The email system is a communication tool. It is not a recordkeeping system and is not considered an acceptable long-term storage location for official company records.

The company recognizes, however, that some email messages (whether official or unofficial company records) are needed actively for extended timeframes. To meet this need, you are allowed to maintain email in an active status for up to seven years. Email that is considered an official company record must be moved to an appropriate storage location prior to the end of this seven year period in the email system.

Please note that these instructions apply to messages that you send as well as to messages that you receive.

3 Employee Responsibilities

You are responsible for managing your email. This includes filing, storing, and deleting non-business or unofficial company email records appropriately as well as moving email that is considered an official company record to an appropriate location for long-term storage.

4 General Instructions for Processing Email

Follow the four steps below when processing your email. More specific information for each step can be found in Section 5, Detailed Instructions for Processing Email.

- 1) Immediately delete email that is not a company record.
- 2) Delete transitory and informational emails within 90 days.
- 3) File emails that are company records that you actively require in an appropriate Enterprise Vault folder. Email in your inbox and sent box is deleted automatically after 90 days and is not recoverable, so messages you will require for an extended timeframe must be moved to an Enterprise Vault folder within 90 days.
- 4) Determine if any of your filed emails are official company records; if they are, move them to the appropriate storage location and retain them for the applicable retention period.

5 Detailed Instructions for Processing Email

Step One: Immediately Delete Email That Is Not a Company Record

Many of the email messages you receive or send are not considered company records. These messages are not subject to company records retention requirements and should be deleted immediately.

Email that is not considered a company record includes the following:

- Junk mail
- Personal mail with no relevance to company business
- General messages sent by an employee of the company which are unrelated to work activities, such as notices of volunteer events, blood drives, department potluck lunches, etc.

Step Two: Delete Transitory and Informational Emails within 90 Days

Many of the emails you receive contain information related to company activities and might be categorized as company records, but they are transitory or informational in nature and have no long-term value.

These emails should be deleted within 90 days of receipt. They should not be moved to your Personal Vault or to a location outside of the email system.

Email that is transitory or informational only includes the following:

- Mail providing copies of or links to records stored elsewhere
- Routine notifications that require no action on your part
- Cc's of email someone else is responsible for
- Meeting notifications
- Reference material with no long-term value
- Company newsletters
- Personnel announcements
- Notifications of policy or procedure changes
- Voicemail notifications

Even if these emails contain copies of or links to official company records, the actual documents are considered the official record. Notification and reminder emails related to these documents are unofficial records of informational value only and should not be retained for longer than 90 days.

Step Three: File Emails That Are Active Company Records in an Appropriate Enterprise Vault Folder

Email that is not moved to an Enterprise Vault folder is deleted after 90 days and is not recoverable. If you have email that is a company record which you will need to reference regularly as part of an ongoing project or activity, it should be moved to an appropriate Enterprise Vault folder within 90 days. These messages can be stored within the email system for one, three, five, or seven years. The specific storage period will be determined by the folder in which you choose to place the email.

The Enterprise Vault folders appear in a subfolder under your inbox in both your mailbox and your Personal Vault. There are six managed folders that you can use:

- Audit & Compliance – messages stored in this folder will be kept for three years
- Construction & Engineering – messages stored in this folder will be kept for five years
- Contracts – messages stored in this folder will be kept for three years
- Human Resource – messages stored in this folder will be kept for seven years.
- Projects – messages stored in this folder will be kept for five years
- Regulatory Reporting – messages stored in this folder will be kept for five years.

These folders were created to cover general functions handled by most employees; they do not refer to your specific projects or activities. To specifically identify your projects or activities, create a subfolder

under the applicable Enterprise Vault managed folder; the folder you create will automatically inherit the storage period assigned to that Enterprise Vault folder.

The storage periods assigned to these folders are based on the time period during which emails related to these types of activities are generally in active use.

If you need to store messages that have reference value only, are not related to a function covered by an Enterprise Vault managed folder, or are being used for an activity you know will last less than one year, you may store them in your Personal Vault Inbox or within a folder you create in Enterprise Vault that is not a subfolder under one of the managed folders described above. Messages placed in one of these folders will be stored for one year.

Please note that the storage periods assigned to your email folders cover the maximum number of years a message may remain in the email system. If you discover that you no longer need a message before the end of the storage period assigned to it in Enterprise Vault and your email is not an official company record, you may delete it at any time. You are not required to keep the email for the entire storage period assigned to it in Enterprise Vault.

Step Four: Determine If Your Email is an Official Company Record and Process It Accordingly

Most of your email, even those saved in an Enterprise Vault folder as active company records, will be categorized as unofficial company records which can be deleted from the email system at any time. Occasionally, however, you might send or receive an email that is considered an official company record.

As mentioned earlier, the email system is an active communication tool which is not considered an acceptable long-term storage location for official company records. Emails that are determined to be official company records must be retained for the retention period shown on the PacifiCorp Records Retention Schedule for that type of record. In almost all cases, these retention periods will be longer than the maximum number of years a message can remain within the email system. You are responsible for ensuring that these messages are moved to an appropriate storage location before they are deleted.

You can determine whether your email is an official company record by considering the following questions:

- Would the email have been considered an official document prior to the advent of email? If the email is replacing an official document (whether written or electronic), it should be considered an official company record. This would include email messages that provide the only proof of approval for a contract or activity. Please keep in mind, however, that, in most cases, an email is not the official company record of a program, project, or policy decision.
- Is the email necessary to understanding actions taken or information provided in official documents? If the email is necessary for these reasons or is considered part of a project file, the message should be considered an official company record.
- Does the email provide evidence of an action taken? If the email provides evidence of an action taken and no other evidence exists elsewhere, then, the email should be considered an official company record.
- Is there a company or department policy or procedure that states that these types of emails are considered official company records, proof of an approval or action, or should be retained as part of a project file? If there is a policy or procedure that requires the creation or maintenance of the email, then, it should be considered an official company record.

If you answered no to all of the questions above, your email is not an official company record and can be deleted from the email system at any time.

If you answered yes to one of the questions above, you should answer the following question: Are you the designated person who is responsible for maintaining this type of record?

- If the answer is no, then, you do not have the official copy of the record and can delete your email at any time. For example, if you are part of a project team, you may receive messages that are sent to all members of the team. If you are not the team leader and have not been assigned the

task of retaining the emails related to the project, however, your copies are unofficial and may be deleted when you no longer need them.

- If the answer is yes, then, you do have the official copy of the record and need to retain the email according to the PacifiCorp Records Retention Schedule requirements that apply to that type of record. For example, if you are the designated timekeeper for your group and timesheets are submitted to you via email, you are responsible for retaining the official copies of the timesheets for their entire retention period while copies maintained by individual employees are unofficial and can be deleted at any time.
- If you are unsure of who is responsible for maintaining the official copy of this type of record, consult your supervisor.

If you determine that your email is an official company record, then, it is subject to all of the requirements for official company records described in the PacifiCorp Records Management Policy and must be classified and retained per the time periods documented on the PacifiCorp Records Retention Schedule.

6 Assistance & Other Resources

If you require technical assistance regarding using the company email system, please contact the Technical Resource Center.

For records management assistance related to categorizing, processing or storing your email, please email the Records Management inbox or contact Carole DuLong by email or by phone at 503-813-6296.

Company requirements regarding the proper use of email, including information related to distribution, privacy, and automatic destruction processes, can be found in the Electronic Communications and Computer Resources Policy available on the company intranet.