Organizational Placement  
**Agency:** Public Utility Commission  
**Program:** Administration

Program Description  
Administration provides support to the Director, policy and procedure creation and integration, legislative tracking and testimony, and assistance with special projects. In addition, Administration supports the Commission Office, Human Resources and Administrative Hearings.

Program Records

001 Miscellaneous Project Records  
Retain 10 years, destroy

State Agency General Records Retention Schedule Records  
*Includes but not limited to*
- Administrative Records – OAR 166-300-0015
- Calendar and Scheduling Records
- Correspondence
- Legislative Development Advisory Committee Records
- Legislative Tracking Records
- Policy Development and Planning Records
- Staff Meeting Records
- Visitor Logs
- Financial Records – OAR 166-300-0025
- Budget Preparation Records
- Legislatively Adopted Budget

Databases
- LINUS
- KEY PERFORMANCE MEASURES
- LIST SMART
- TIME CAPTURE
- I LEARN
**Organizational Placement**

Agency: Public Utility Commission  
Program: Administration  
Division: Commission Services

**Program Description**

The Public Utility Commission is charged with regulating investor owned electric, natural gas, telephone, wastewater and water utilities operating within Oregon. The Commission is responsible for setting policy and providing guidance to agency personnel and programs in fulfillment of the regulatory mandate set by ORS’s 756 through 772.

Commission Services staff provide direct support to the Commissioners ensuring compliance with Oregon’s public meetings statute, administrative rule and all applicable regulations, policies and procedures. In addition, Commission Services is responsible for conducting PUC’s community affairs efforts to increase citizen involvement in PUC activities.

**Program Records**

**002 Oregon Broadband Advisory Council Chair Records**  
Retain until chair passes from PUC, transfer records to new chair

**003 Public Utility Commission Executive Session Records**  
Retain 10 years, destroy

**004 Public Utility Commission Meeting Records includes minutes and staff reports 1911 – [ongoing] 5 c.f.**  
Retain permanently, transfer to State Archives after 10 years

**005 Public Utility Commission Administrative Correspondence 1911 – [ongoing] 2 c.f.**  
Retain permanently, transfer to State Archives after 10 years

**006 Public Utility Commission Member Records 1911 – [ongoing] 2 c.f.**  
Retain permanently, transfer to State Archives after commissioner term ends

**State Agency General Records Retention Schedule Records**

*Includes but not limited to*

**Administrative Records – OAR 166-300-0015**  
Calendar and Scheduling Records  
Contracts and Agreements  
Correspondence  
Press Release

**Financial Records – OAR 166-300-0025**  
Travel Expense Records

**Databases**

BIZAPPS
Organizational Placement

Agency: Public Utility Commission
Program: Policy and Administration
Division: Administrative Hearings

Program Description

The Administrative Hearings Division is responsible for making recommendations about legal issues to the Public Utility Commission. The Administrative Law Judges preside over cases involving utilities, industrial customers, and consumer groups. Subjects of the cases include rates and services, safety, and consumer complaints about telecommunications, electric, natural gas, and water utilities. The judges also mediate disputes between utilities or between utilities and consumers, and they arbitrate telecommunication interconnection agreement terms and conditions. The binding decisions issued by the Commission through the Hearings Division can have long-term legal and fiscal ramifications for the state, public utilities and citizens of Oregon. The Hearings Division also conducts hearings on administrative rulemakings for PUC and by contract for the Oregon Utility Notification Center, the Board of Maritime Pilots and occasionally other state agencies, boards, or commissions. The docketed case files document the legal proceedings and contain the legal and evidentiary records considered by the Commission in its decisions.

Program Records

007 AHD Work Files
Retain 90 days after case closed, destroy

008 AHD Administrative Correspondence
Retain 5 years, destroy

009 Competitive Application Dockets, Final (EA/ES/CP)
Retain 20 years, destroy

010 Commission Delegations (CD)
Retain 20 years, destroy

011 Complaint/Assessment Dockets, Final (FA/AP/TT/Uc/UCR/UCB/NC/SA)
Retain 10 years, destroy

Retain permanently, transfer to State Archives after 10 years

013 Federal Telecom Dockets, Final (ARB/IC)
Retain 20 years, destroy

014 Finance Class Dockets, Final (UI, UF, UP)
Retain 20 years, destroy

015 Formal Order Journals 1887 (Railroad Commission) – [ongoing] 45 c.f.
Retain permanently, transfer to State Archives after 50 years

016 Investigation Dockets, Final (UD/LC/UX/UM/WJ)
Retain 30 years, destroy

017 Non-Docket Actions, Final (Order Sheets/Utility Docket Sheets)
Retain 10 years, destroy

018 Rate Case Dockets, Final (UW/UE/UG/UT)
Retain 30 years, destroy
<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
<th>Retention</th>
</tr>
</thead>
<tbody>
<tr>
<td>019</td>
<td>Less Than Statutory Notice Log</td>
<td>Retain 20 years, destroy</td>
</tr>
<tr>
<td>020</td>
<td>Price Schedule Filing Records</td>
<td>Retain 20 years, destroy</td>
</tr>
<tr>
<td>021</td>
<td>Special Utility Contract Filing Records</td>
<td>Retain 20 years, destroy</td>
</tr>
<tr>
<td>022</td>
<td>Tariff Filing Records</td>
<td>Retain 20 years, destroy</td>
</tr>
<tr>
<td>023</td>
<td>Utility Company Territory Service Area Allocation Records (UA, WA), 1921 – [ongoing] 20 c.f. = PUC need</td>
<td>Retain permanently, transfer to state Archives after 50 years</td>
</tr>
<tr>
<td>024</td>
<td>Utility Tariff Books</td>
<td>Retain Tariff sheets 20 years after cancellation, destroy</td>
</tr>
</tbody>
</table>

**State Agency General Records Retention Schedule Records**

*Includes but not limited to*

**Administrative Records – OAR 166-300-0015**

- Administrative Rule Preparation Records
- AG Opinions
- Calendar and Scheduling Records
- Correspondence
- Policy and Procedure Guidelines and Manuals
- Public Records Disclosure Request Records
- Staff Meeting Records

**Databases Used**

- BIZAPPS
Organizational Placement
Agency: Public Utility Commission
Program: Policy and Administration
Division: Central Services

Program Description
The Central Services Division provides budget, accounting, and support services to agency programs and staff as well as staffing for consumer protection services to respond to customer concerns regarding regulated utilities.

Program Records
025 Utility Annual Fee Statement Records
Retain 10 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
Calendar and Scheduling Records
Correspondence
Staff Meeting Records

Databases
BIZ APPS
Organizational Placement
Agency: Public Utility Commission
Program: Policy and Administration
Division: Central Services
Section: Business Services

Program Description
The Business Services Section provides detailed budget, accounting, procurement and payroll services to the Public Utility Commission, Land Use Board of Appeals and Board of Maritime Pilots. In addition, the section operates the PUC mailroom and support functions. The section accounts for agency revenues, accounts receivable, and disbursements. It maintains agency financial reports with respect to statewide financial reporting, agency revenue and expenditure, balance sheet, agency budget preparation and budget related reports. The section is responsible for the centralized processing of agency-wide payroll information. The section also updates and maintains agency employee payroll files and provides technical assistance and training to staff concerning timesheet preparation, payroll rules and procedures, and deduction information in compliance with appropriate statutes, administrative rules, and policies/procedures.

Program Records
None

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
Contracts and Agreements
Correspondence
Postal Records
Financial Records – OAR 166-300-0025
Accounts Payable Reports
Accounts Receivable Reports
Budget Preparation Records
Competitive Bid Records
Credit Card Records
Deposit Slips
Financial Reports
Purchasing Records
Travel Expense Records
Payroll Records OAR 166-300-0035
Employee Payroll Records
Employee Time Records
Oregon State Payroll Application Reports
Unemployment Reports
Risk Management Records – OAR 166-300-0045
Safety Program Records

Databases
BIZ APPS
ORPIN
OSPS
PCS
SFMS
ORSTRS
WASP
Organizational Placement
Agency: Public Utility Commission
Program: Policy and Administration
Division: Human Resources

Program Description
The Human Resources Division is responsible for the centralized management of personnel within the PUC. The Division processes all personnel transactions including hires, terminations, promotions, training and development, and workers compensation cost control. The Division provides advice and assistance to agency staff about personnel policies and procedures, including Affirmative Action and Equal Employment Opportunities. Human Resource staff responds to issues, actions, complaints involving HR resources and their impact on agency staff and work place.

Program Records
026 Ergonomic Assessments
Retain 3 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records (OAR 166-300-0015)
Correspondence
Personnel Records (OAR 166-300-0040)
Employee Medical Records
Employee Personnel Records – includes ergonomic assessments
Recruitment and Selection Records
Risk Management Records (OAR 166-300-0045)
Safety Program Records

Databases
PPDB
Organizational Placement
Agency: Public Utility Commission
Division: Policy and Administration
Program: Information Systems

Program Description
The Information Systems program provides technical expertise and services to PUC programs and staff involving computer hardware and software configuration, installation and support, voice and data communications infrastructure support, Web and email service and support and internet access. Staff supports computer hardware, software, peripherals and servers. In addition, section staff assists in disaster recovery planning provides network security services and user/help desk support. Staff ensures access, service and provides support to PUC staff, commissioners, the Land Use Board of Appeals and the Board of Maritime Pilots.

Program Records
027 Business Continuity Final Plan Records
   Retain 6 years after superseded or obsolete, destroy
028 Business Continuity Plan Development Records
   Retain 1 year after plan approved, destroy
029 Disaster Recovery Plan
   Retain 6 years after superseded or obsolete, destroy
030 Disaster Recovery Plan Development Records
   Retain 1 year after plan approved, destroy
031 Annual Utility Statistics Records
   Retain 10 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
   Calendar and Scheduling Records
   Correspondence
Information and Records Management Records – OAR 166-300-0030
   Computer System Program Documentation
   Computer System Security Records
   Information System Planning and Development Records
   Records Management Records
   User Support Records

Databases
Section staff access and use all PUC, LUBA and BOMP data base applications
Organizational Placement

Agency: Public Utility Commission
Program: Policy and Administration
Division: Central Services
Program: Residential Service Protection Fund (RSPF)

Program Description

In 1987, the Oregon Legislature passed a law that supports the state’s public policy that adequate and affordable residential telephone service be available to all Oregonians. Based on that legislation, the Oregon Public Utility Commission (PUC) implemented three telephone assistance programs: Oregon Telephone Assistance Program (OTAP), Telecommunication Devices Access Program (TDAP), and Oregon Telecommunications Relay Service (OTRS).

Program Records

032 RSPF Surcharge Accounting and Collection Records
Retain 6 years, destroy

State Agency General Records Retention Schedule Records

Includes but not limited to

Administrative Records – OAR 166-300-0015
Contracts and Agreements
Correspondence
Legislative Tracking Records
Policy and Procedure Guidelines and Manuals
Staff Meeting Records

Financial Records – OAR 166-300-0025
Account Reconciliation
Budget Allocation Records
Budget Preparation Records
Invoices
Receipts

Databases

BIZAPPS
RSPF
Organizational Placement
Agency: Public Utility Commission
Program: Policy and Administration
Division: Central Services
Program: Residential Service Protection Fund (RSPF)
Sub-Program: Oregon Telephone Assistance Program (OTAP)

Program Description
The Oregon Telephone Assistance Program (OTAP) provides a subsidy to help qualified low-income recipients pay their phone bill. PUC receives money for the subsidy from a surcharge placed on the bills of telecommunications customers. The Federal Communications Commission and the state pay for the subsidy. The program verifies applicant qualifications based upon receipt of public assistance from the Department of Human Services. Applicant qualifications are verified monthly and telecommunication providers submit reimbursement reports which reconcile monetary output.

Program Records
033 Automatic Call Distribution Reports
Retain 1 year, destroy

034 Oregon Telephone Assistance Approved Application Records
Retain 6 years after rendered ineligible, destroy

035 Oregon Telephone Assistance Denied/Incomplete/Pending Application Records
Retain 3 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
Correspondence
Financial Records – OAR 166-300-0025
Account Reconciliation Records (Reimbursement Reports)
Invoices

Databases
BIZAPPS
View only to Department of Human Services DB
Organizational Placement
Agency: Public Utility Commission
Program: Policy and Administration
Division: Central Services
Program: Residential Service Protection Fund (RSPF)
Sub-Program: Oregon Telecommunications Relay Service (OTRS)

Program Description
Oregon Telecommunications Relay Service, which is required by the ADA, is a telephone service available to all Oregonians and provides telecommunications access to the disabled that is functionally equivalent to standard phone service. It operates 24/7, 365 days a year. OTRS offers a variety of services that promote equal access to telecommunications (i.e. captioned telephone relay, hearing carry over, Spanish relay, and Speech to Speech) for these diverse populations.

Program Records
036 OTRS Advisory Committee Records
Retain 3 years, destroy
037 OTRS Newsletter
Retain 3 years, destroy
038 OTRS Reports
Retain 3 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
Correspondence
Financial Records – OAR 166-300-0025
Invoices (Billing Records)

Databases
None
Organizational Placement
Schedule number: 2012-0008
Agency: Public Utility Commission
Program: Policy and Administration
Division: Central Services
Program: Residential Service Protection Fund (RSPF)
Sub-Program: Telecommunication Devices Access Program (TDAP)

Program Description
The Telecommunication Devices Access Program (TDAP) purchases and lends specialized telecommunication equipment to people with physical challenges to using standard telephone equipment. Physician verification of applicant need is submitted as part of the application. Program staff further verifies applicant qualifications of handicap or residency through DMV records. Applicants sign a contract with TDAP. Participants are not charged unless equipment issued to them is broken or lost. The TDAP committee consists of agency staff, disabled members of the community, telecommunications representatives, and professionals from the deaf community and deals with problems relating to access and equipment for disabled Oregonians. Costs for damaged or stolen equipment are collected by the Department of Revenue.

Program Records
039 Telecommunication Devices Access Program (TDAP) Advisory Committee Records
   Retain 3 years, destroy
040 TDAP Approved Applicant Records
   Retain 6 years after rendered inactive, destroy
041 TDAP Denied/Incomplete/Pending Applicant Records
   Retain 3 years, destroy
042 TDAP Equipment Distribution Records
   Retain 3 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
   Contracts and Agreements
   Correspondence
   Postal Records
Facilities and Property Records – OAR 166-300-0020
   Asset Inventory Reports
   Equipment Maintenance Records
   Equipment/Property Disposition Records
Financial Records OAR 166-300-0025
   Account Reconciliation Records
   Invoices
Databases
BIZAPPS
View only access to Division of Motor Vehicles DB
OJIN
Organizational Placement
Agency: Public Utility Commission
Program: Utility

Program Description
The Utility Program conducts research, analysis and is the technical arm of the agency. It supports the Commission in carrying out its responsibilities to ensure that private electricity, natural gas, telecommunications, and water utilities provide safe, reliable and high-quality service at reasonable rates, and promote effective competition in those industries.

The program’s five divisions are – Electric and Natural Gas; Telecommunications; Economic Research and Financial Analysis (ERFA); Utility Safety, Reliability and Security; and Regulatory Operations.

Program Records
043 Company Meter Testing Practices Reports
Retain 6 years, destroy
044 Cost and Revenue Interstate Allocation Records
Retain 10 years, destroy
045 Depreciation and Amortization Reports
Retain 10 years, destroy
046 Gross Revenue Fee Statements
Retain 10 years, destroy
047 Oregon Load Curtailment Final Plan Records
Retain 30 years, destroy
048 Oregon Load Curtailment Final Plan Work Records
Retain 1 year after final plan accepted, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
Contracts and Agreements
Correspondence

Databases
BizApps
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Program: Consumer Services

Program Description
The Consumer Services program is responsible for investigating and informally resolving consumer complaints concerning most utility types; natural gas, electricity, telecommunications, water, etc. Staff works with consumers and utility companies to facilitate a resolution to a consumer’s complaint without going to a formal proceeding with the Administrative Hearings Division (see separate description). Staff gathers information from the consumer and the utility company, determines if a complaint is valid, and then work with the involved parties to come to a resolution. In the event a resolution cannot be reached the complaint may then be sent to the Administrative Hearings Division to be filed as a docketed case.

Program Records
049  Automatic Call Distribution Reports
     Retain 1 year, destroy
050  Call Content Tallies
     Retain 10 years, destroy
051  Consumer Complaint Informal Case Records
     Retain 10 years after closure, destroy
052  Consumer Complaint Advisory Records
     Retain 10 years, destroy
053  Medical Certificates
     Retain 3 years, destroy
054  Utility Shut Off Notifications
     Retain 1 year, destroy
055  Utility Advisory Notifications
     Retain 1 year, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
Correspondence
Mailing List

Databases
BIZAPPS
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Division: Economic Research and Financial Analysis

Program Description
Economic Research and Financial Analysis provides research and analysis expertise and services to all PUC regulatory programs. Staff review and evaluate proposed mergers, evaluates utility to unregulated affiliate transactions, conducts analysis of utility capital costs, and reports on the state of competition within Oregon’s telecommunications industry. The Division audits the performance and financial transactions of all utilities. In addition, Division staff addresses regional power issues involving other states and the federal agencies.

Program Records
056 Docketed Case Work Paper Records (UM, UI, UF, UT, UE, UP, UX, DR, LC, UG, UA)
Retain 5 years after Commission decision or final order, destroy

057 Economic and Financial Depreciation and Amortization Models and Records
Retain 30 years, destroy

058 Economic and Financial Models
Retain 15 years, destroy

059 Gas Rate Case Work Paper Records
Retain 15 years after Commission decision or final order, destroy

060 Rate Case Supporting Records
Retain 5 years, destroy

061 Rate Case Work Paper Records
Retain 5 years after Commission decision or final order, destroy

062 Utility Annual Reports
Retain 10 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records (OAR 166-300-0015)
Correspondence
Financial Records (OAR 166-300-0025)
Audit Reports

Databases
BIZAPPS
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Division: Economic Research and Financial Analysis
Program: Corporate Analysis and Water Regulation

Program Description
The Corporate Analysis and Water Regulation program assist PUC decision makers by providing analysis in the context of PUC related projects, programs and hearings. Staff analyzes economic and public policies relating to corporations and utilities providing water which operate in Oregon. In addition, staff assists in the development of recommendations and written testimony on relevant issues. Staff negotiates with utilities and write/review briefs and stipulations.

Program Records
063 Ad Hoc Committee Final Reports
   Retain 5 years, destroy
064 Ad Hoc Committee All Other Records
   Retain 1 year after issuance of final report, destroy
065 Survey Records
   Retain 5 years, destroy
066 Rate Case Supporting Records
   Retain 5 years, destroy
067 Water Rate Case Work Paper Records (UW)
   Retain 15 years after Commission decision or final order, destroy
068 Quality of Service Survey Records
   Retain 5 years, destroy
069 Water Task Force Final Reports
   Retain 5 years, destroy
070 Water Task Force All Other Records
   Retain 1 year after final report issued, destroy
071 Utility Annual Reports
   Retain 10 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records (OAR 166-300-0015)
Attorney General Opinions
Calendar and scheduling Records
Correspondence
Staff Meeting Records
Financial Records (OAR 166-300-0025)
Audit Reports
Budget Preparation Materials
Emergency Board Request Records
Databases
BIZAPPS
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Division: Economic Research and Financial Analysis
Program: Economic and Policy Analysis

Program Description
The Economic and Policy Analysis program assist PUC decision makers by providing economic, statistical and financial analysis in the context of PUC related projects, programs and hearings. Staff analyzes economic and public policies as related to investor owned utilities which operate in Oregon. In addition, staff assists in the development of recommendations and written testimony on relevant economic and policy issues involving investor owned utilities. Staff negotiates with utilities and writes/reviews briefs and stipulations.

Program Records
072 Analysis Result Records
   Transfer to requesting program/unit
073 Analysis Source Records
   Retain 10 years after Transfer of findings to requesting program/unit, destroy
074 Rate Case Supporting Records
   Retain 5 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records (OAR 166-300-0015)
Correspondence
Legislative Tracking Records (Testimony)
Financial Records (OAR 166-300-0025)
Audit Reports

Databases
BIZAPPS
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Division: Electric and Natural Gas

Program Description
The Electric and Natural Gas Division is responsible for analysis of rate actions involving electric and natural gas utilities to ensure rates are fair, just and reasonable and to foster the use of competitive markets for utility services. In addition, the division prepares price regulations, proposes policies to induce utilities to secure low-cost energy supplies, and ensures that electric and natural gas utility infrastructures are safe and reliable. The division prepares analysis and argument for cases as a party in hearings conducted by the Administrative Hearings division.

Program Records
075 Public Meeting Supporting Records
Retain 5 years, destroy

076 Rate Case Supporting Records
Retain 5 years after Commission decision or final order, destroy

077 Territorial Allocation Records
Retain 25 years, destroy

078 Territorial Allocation Filing Work Paper Records
Retain 5 years after Commission decision or final order, destroy

079 Tariff Work Paper Records
Retain 5 years, destroy

080 Territorial Allocation GIS Records
Retain 15 years after superseded, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
Correspondence
Scheduling Records

Databases
BIZAPPS
Organizational Placement

Agency: Public Utility Commission
Program: Utility
Division: Electric and Natural Gas
Program: Electric Rates and Planning

Program Description
The Electric Rates and Planning program is responsible for reviewing rates and rate change requests submitted by electric utilities. Staff reviews filings to ensure their reasonableness and compliance with statute and PUC rulings.

Program Records

081 Rate Case Work/Source Records
Retain 5 years after commission decision, destroy

082 Public Meeting Supporting Records
Retain 5 years, destroy

083 Staff Report Work Papers
Retain 1 year after superseded or obsolete, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
Correspondence
Scheduling Records

Databases
BIZAPPS
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Division: Electric and Natural Gas
Program: Natural Gas Rates and Planning

Program Description
The Natural Gas Rates and Planning program is responsible for reviewing rates and rate change requests submitted by natural gas utilities. Staff reviews company policy and strategy to assess if costs and fees should be charged or refunded to customers. Staff reviews tariff filings to ensure their reasonableness and their compliance with statute and PUC rulings.

Program Records
084 Rate Case Work/Source Records
   Retain 5 years after Commission decision or final order, destroy
085 Public Meeting Supporting Records
   Retain 5 years, destroy
086 Staff Report Work Papers
   Retain 5 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
Calendar and Scheduling Records
Correspondence

Databases Used
BIZAPPS
Organizational Placement

Agency: Public Utility Commission
Program: Utility
Division: Electric and Natural Gas
Section: Revenue Requirements

Program Description
The Revenue Requirements section provides expertise and assistance on rate cases, deferred accounting, mapping of allocated territories and renewable resource adjustment clause cases. Staff reviews applications and prepares memorandums for the Commission on deferred accounting by utilities; analyzes, reviews and prepares documentation on rate cases and works on utility settlement filings in preparation for a ruling by the Administrative Hearings Division.

Program Records
087  Testimony/Docket Supporting Records (UM, UG, UE)
     Retain 5 years after Commission decision or final order, destroy
088  Testimony/Docket Supporting Records (UA)
     Retain 5 years after Commission decision or final order, destroy
089  Renewable Resource Adjustment Clause Work Paper Records
     Retain 5 years after Commission decision or final order, destroy
090  Testimony/Docket Work Paper Records
     Retain 5 years after Commission decision or final order, destroy
091  Renewable Resource Adjustment Clause Supporting Records
     Retain 5 years after Commission decision or final order, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records – OAR 166-300-0015
Calendar and Scheduling Records
Correspondence

Databases Used
BIZAPPS
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Section: Regulatory Operations

Program Description
Regulatory Operations ceased to exist 4/1/2012. Its staff and information resources were dispersed to other PUC programs.

Program Records
None
Organizational Placement

Agency: Public Utility Commission
Program: Utility
Section: Support Services

Program Description
Support Services staff provides support and assistance to Utility Program units and staff. Staff provides clerical services including drafting and proofing documents, updating and maintaining financial documentation, employee time sheets and maintaining Utilities central files.

Program Records

092 Travel Log
Retain 4 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to

Administrative Records - OAR 166-300-0015
Calendar and Scheduling Records
Correspondence
Information and Records Management Records (OAR 166-300-0030)
Legislative Tracking Records
Mailing Lists – Employee Phone Number and Address List
Policy and Procedure Guidelines and Manuals – Desk Reference Guides

Financial Records – OAR 166-300-0025
Travel Records

Information and Records Management Records – OAR 166-300-0030
Forms Development Records (Boiler Plates)
Personnel Records – OAR 166-300-0040
Employee Personnel Records

Databases
BIZ APPS
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Division: Utility Safety, Reliability and Security

Program Description
The Utility Safety, Reliability and Security Division staff provide technical expertise, oversight, response and mitigation on safety, reliability and security issues and responses involving utilities. Staff provides support to PUC programs and other State agencies on matters involving utility technical matters. Staff conducts incident monitoring, investigations, audits, disaster response and education and outreach. Division staff conducts inspections and audits of operators of electric, communication and gas lines, performs incident investigations, supports the Oregon Utility Notification Center call before you dig program and reviews gas pipeline and facility operators’ emergency and operational plans. In addition, the Division provides training to operators through the Pipeline and Hazardous Materials Safety Administration. Division staff participates in and work with a number of organizations including NAPSR, OUCC and OUSC. Pipeline operators are required to self certify their compliance with federal/state pipeline safety standards. Finally, the Division acts as liaison between private sector operators and State government during emergency situations by participating in operations at the emergency Coordinating Center.

Program Records

093 Contact/Phone List
Retain until superseded or obsolete, destroy

094 Emergency Preparedness Records
Retain 20 years after superseded or obsolete

095 Facility Operator/Policy and Procedure Records
Retain for life of facility, destroy

096 Facility Inspection Records
Retain for life of facility, destroy

097 Incident Records
Retain for life of facility, destroy

098 Oregon Utility Notification Center Enforcement Records
Retain 5 years, destroy

099 Oregon Utility Notification Center Records
Retain 5 years, destroy

100 Oregon Utility Safety Committee Records
Retain 5 years, destroy

101 Safety Reports
Retain 10 years, destroy

102 Utility Audit Records
Retain 20 years, destroy
103  Accident Reports
    Retain 15 years, destroy

104  Data Requests/Responses
    Retain 1 year after case closed, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records - OAR 166-300-0015
Conference, Seminar and Training Program Records
Correspondence
Policy and Procedure Guidelines and Manuals
Financial Records – OAR 166-300-0025
Grant Records

Databases
BIZ APPS
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Division: Telecommunications – Policy, Plans, Legislation

Program Description
The Telecommunications Division is charged with promoting competition in local telecommunications markets while maintaining strong regulatory oversight where necessary to achieve the state goals for telecommunications service: high-quality service, universal access to basic service at reasonable rates, and continuing innovation in the services offered. The Division conducts cost analysis, rates and service quality monitoring, and investigates competitive market issues. In addition, the Division reviews carrier interconnection agreements, oversees service territory allocations and carrier certifications, and manages Federal Universal Service Fund eligibility. The Division coordinates the activities of the Oregon Universal Service Fund (OUSF) and collects quarterly contribution reports and payments as well as monthly access line counts for distributions from the OUSF. All sections within the division provide policy, legislation and plan support and documentation as necessary.

Program Records
105 Staff Reports on Public Policy
Retain 10 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records - OAR 166-300-0015
Calendar and Scheduling Records
Conference, Seminar, and Training Records
Contracts and Agreements (Memorandums of Understanding)
Correspondence
Legislative Review, Concepts, Testimony and Plans
Policies and Procedures Guidelines and Manuals
Financial Records - OAR 166-300-0025
Budget Preparation Records

Databases
BIZAPPS
OUSF Database
Revenue Fee DB
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Division: Telecommunications
Program: Competitive Issues

Program Description
The Competitive Issues program provides technical expertise and services overseeing telecommunications acquisitions and mergers in Oregon including acquisitions of territory by telecommunication providers already operating in Oregon. Staff researches companies and relevant issues and prepares documentation and makes recommendations for commission action. Staff reviews and makes recommendations on certifications of authority for providers which are ultimately accepted/denied by the Commission and reviews interconnection agreements between competitors. In addition, program staff reviews telecom provider eligibility for federal funds allocation. Per federal law states are empowered to make decisions allocating federal funds. Designated providers provide annual reports to the PUC which are reviewed as part of a recertification process.

Program Records
106  Negotiated Interconnection Agreement Records
     Retain until superseded, destroy
107  Territory Allocation Records
     Retain 5 years after Commission decision or final order, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records - OAR 166-300-0015
Correspondence

Databases Used
BIZAPPS
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Division: Telecommunications
Program: Cost Analysis

Program Description
The Cost Analysis program provides fiscal analysis regarding telecommunication providers to PUC programs. Staff review costs and compensation of telecommunication providers, does fee auditing, assists in tariff filings. In addition the program oversees the Oregon Universal Service Fund, funded by an assessment on all telecommunications providers used to promote affordable phone service throughout Oregon.

Program Records
108 Annual Report (Form O and Form I) Records
Retain 10 years, destroy

109 Cost Studies
Retain until obsolete, destroy

110 Oregon Universal Service Fund Advisory Board Records
Retain 6 years, destroy

111 Oregon Universal Service Fund Records
Retain 6 years, destroy

112 PUC Fee Statement (Audit) Records
Retain 6 years, destroy

113 Tariff Work Papers
Retain 5 years, destroy

114 Telecommunications Reports
Retain 10 years, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records - OAR 166-300-0015
Calendar and Scheduling Records
Correspondence
Legislative Tracking Records
Financial Records – OAR 166-300-0025
Audit Records

Databases Used
BIZAPPS
Organizational Placement
Agency: Public Utility Commission
Program: Utility
Division: Telecommunications
Section: Rates and Service Quality

Program Description
The Rates and Service Quality Section is responsible for ensuring telecommunications service quality meets established standards. Staff monitors service quality of telecommunication service providers conducting audits and doing comparative analysis and trending of service level and quality over time. In addition to audits conducted by section staff, information provided by telecommunication providers regarding service and facilities is used by section staff to ensure service quality.

Program Records
115 CLEC and Small ILECs (Less than 50,000 Lines) Service Quality Reports
Retain 5 years, destroy
116 Extended Area Service Records
Retain until superseded or obsolete, destroy
117 Large ILEC (Over 50,000 Lines) Service Quality Reports
Retain 20 years, destroy
118 Telecommunication Rate and Service Quality Audit Records
Retain 20 years, destroy
119 Network Configuration Records
Retain until superseded or obsolete, destroy

State Agency General Records Retention Schedule Records
Includes but not limited to
Administrative Records - OAR 166-300-0015
Calendar and Scheduling Records
Correspondence

Databases Used
BIZ APPS
Organizational Placement
Agency: Public Utility Commission
Board: Oregon Board of Maritime Pilots

Program Description
The Oregon Board of Maritime Pilots is responsible for promoting safety by ensuring competent ship pilotage service exists on the Columbia and Willamette Rivers, the Columbia River bar, and Coos and Yaquina bays. All foreign flagged vessels and vessels exceeding 100 feet and/or 250 gross tons are required to have pilot on board. The Board established and maintains the requirements for maritime pilots, administers pilot examinations, issues licenses, and provides industry regulation and disciplinary measures. In addition, the Board of Maritime Pilots sets pilotage fees through rate hearings. The Board of Maritime Pilots is organized under the Oregon Public Utility Commission and operates per ORS 776 and OAR 856. The Board is part/affiliate to investigations involving ship damage, collisions, grounding when ships are under the control of a pilot. The Board of Maritime Pilots relocated from the Department of Transportation, where it had been attached since 1987, to the Public Utility Commission in 2007. The PUC provides administrative services; fiscal, payroll, HR. PUC Administrative Law Judges conduct all rate hearings for the Board of Maritime Pilots per ORS 776.129.

Program Records
120 Board Member Records
   Retain 4 years, destroy
121 Board Meeting Minutes, 1849 – [ongoing] 10 c.f.
   Retain permanently, transfer to State Archives after 10 years
122 Complaint and Disciplinary Records, Individuals
   Retain 25 years, destroy
123 Complaint and Disciplinary Records, Establishments
   Retain 10 years after case closed, destroy
124 Examination and Administration Exam Roster Records
   Retain 75 years, destroy
125 Examination and Administration All Other Records
   Retain 10 years, destroy
126 Licensee Rosters
   Retain 5 years after superseded or obsolete, destroy
127 Serious/Historic Accident/Incident Records 1902 – [ongoing] 4 c.f.
   Retain permanently, transfer to State Archives after 50 years
128 All Other Accident/Incident Records
   Retain 20 years, destroy
129 Rate Hearing and Appeal Case File Records
   Retain 50 Years, destroy
130 Rate Hearing and Appeal Case File Draft/Working Records
   Retain until case closed, destroy
State Agency General Records Retention Schedule Records
Includes but not limited to

Administrative Records - OAR 166-300-0015
Administrative Rule Preparation Records
Calendar and scheduling Records
Contracts and Agreements
Correspondence
Mailing Lists
Policy and Procedure Guidelines and Manuals
Issue Papers (see Policy Development and Planning Records)
Scheduling Records

Databases
Active/Inactive Pilots
Incidents