



POLICY

SUBJECT: Records Management, Retention, and Public Access

POLICY:

The purpose of this policy is to ensure a responsible treatment of all records created by or under the control of the Cooperative. The policy shall establish procedures that will be followed by the Cooperative relating to the maintenance, storage, and destruction of, and access to, records and related information. This policy also ensures that the Cooperative will use due care and consideration in the collection, use and maintenance of personal information ("Information") to keep it confidential in nature and protect it from release to unauthorized third-parties.

PROCEDURE:

The General Manager shall be the Records Custodian responsible for supervising all of the Cooperative's retention practices and procedures and ensuring that appropriate internal controls are implemented. This includes responsibility for assuring that the Cooperative maintains and protects membership records, accounting records, corporate records, insurance records, employee records, and tax records in accordance with all laws, regulations and generally accepted practices and be stored in locations to ensure safe and long-term security of such records.

Records of the Cooperative, which may be in electronic or paper form, shall be retained in accordance with these guidelines. Records shall be destroyed after the requisite retention period, if any, has passed. Records stored electronically by the Cooperative's iVue suite of software applications may be stored longer than the required retention period at the discretion of the General Manager. 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 the General Manager.

Retention of Records: Records shall be maintained for as long as the period stated in the schedule appended to this policy. The retention schedule will be reviewed periodically and amended as needed to reflect changing legal requirements, business needs or evolving practices. Paper and electronic records and other information shall be maintained in the formats and/or media that ensure a life expectancy that, at a minimum, preserves the records for as long as specified in the schedule.



Destruction of Records & Other Information: Unless a legal hold is in effect, destruction of records shall occur within six 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 Records:

- Recycling or trash if no sensitive, personally identifiable or confidential information is included.
- Shredding, burning, or pulverizing if sensitive, personally identifiable or confidential information is included

b) Electronic Records:

- Deletion of records and data on shared network files, computer desktop and laptop hard drives, including personal copies.
- Deletion of distributed data and records on peripheral devices and portable storage media (e.g. PDAs, memory sticks, CDs, floppy disks, etc.)
- Erasing or recycling of magnetic tapes

Suspension of Destruction or "Legal Hold": A legal hold is the process for suspending the destruction of records and other information that becomes necessary for the Cooperative to preserve for various reasons, such as:

- A complaint is filed against the Cooperative
- A credible threat of litigation has been received by the Cooperative
- A discovery request is received
- A records preservation order has been issued
- A subpoena has been served on the Cooperative
- A governmental, regulatory or law enforcement agency has instituted an investigation
- An event has occurred that resulted in substantial damage to property or death or serious bodily injury to a person
- A circumstance has arisen that is likely to cause the Cooperative to file a lawsuit against someone or some entity
- An employee has made a complaint, allegation, or report regarding a violation of law, Cooperative policy, or other improper conduct prompting an internal investigation

If a staff member of the Cooperative receives any such complaint, request, subpoena or inquiry, he or she should immediately submit it to the General Manager. Following consultation with legal counsel, a determination will be made regarding the need to



preserve records. If such a need is determined to exist, then the CEO or General Manager will issue a legal hold notification.

The legal hold requires the preservation of all records and other information detailed in the legal hold notice. With regard to electronic records and information, all such active, distributed and archived materials must be preserved. Back-up tapes that only contain records or other information redundant to that which is being maintained as active or archived data, will be recycled or destroyed in accordance with the Cooperative's regular back-up tape practice.

If a computer or peripheral device (e.g. smart phone, tablet,, external disk drive, etc.) has records or other information stored on it which are subject to the legal hold, then any scheduled replacement of that computer or device must be suspended until the stored materials on such computer or device are copied to a secure medium before the computer or device is taken out of service.

Members' Personal Information

- 1) Member-consumers shall, upon request by the member, be provided access to service, billing, capital credit and other related account information about themselves and may correct any inaccurate, incomplete, or untimely information.
- 2) The Cooperative shall use Information about member-consumers in a responsible way for the purpose of carrying out its operations and to the benefit of member-consumers. The Cooperative may not disclose such Information to affiliates, partners and other third-parties unless specifically permitted to do so by the member. Member-consumers may request that their information not be shared with affiliates for the offering of new products and services. The Cooperative will not sell, rent, loan, exchange, or otherwise release mailing lists or telephone lists of member-consumers for marketing purposes, nor to non-affiliated third parties without the prior written consent of the member-consumer.

Public Access to Records

It is recognized that the Cooperative must protect certain business information and membership data. This policy outlines the practices and procedures for dealing with requests for information, including access to minutes of Board meetings, by 3rd-parties. All requests for information must be in writing and addressed to the General Manager. In the event the Cooperative receives such a request for information, the following procedure shall be followed:



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- 1) The office employee receiving the request shall determine that the following information has been provided by the individual making the request:
 - a. Name and address of requester
 - b. Company or professional affiliation (if any)
 - c. Account #
 - d. Purpose or reason for the request
 - 2) Upon receipt of the information, office personnel shall advise the individual in writing that the request will be referred to the General Manager and that a response will be provided within 5 business days.
 - 3) The General Manager shall review the request and, at his discretion, determine whether to grant access to the individual. Access shall be granted in response to all requests for the Cooperative's audited financial statements and for any Cooperative policy.
 - 4) Written notification back to the requester will then be made.
 - 5) If access is granted to certain information, such as meeting minutes, the information will be available as "view only" and not available to be copied.

In no way does this policy permit access to meeting minutes of Executive Sessions of the Board or to other privileged Cooperative information (e.g. member information, payroll, etc.). Further, employees shall not divulge, disclose or provide business-related information or membership information (e.g. membership lists, address information, etc.) without prior approval by the General Manager or Assistant General Manager. Employees may never access customer records for non-business purposes.

Compliance & Questions: Every employee, director, and agent of the Cooperative is required to comply with this policy. Training will be provided as needed to ensure that everyone subject to the policy is familiar with its provisions and understands the specific responsibilities and tasks associated with carrying out the policy. Periodic compliance audits and testing of retention, legal hold, and destruction procedures may be undertaken at the direction and supervision of the General Manager. The General Manager shall make periodic reports to the Board of Directors regarding overall compliance.

Questions about this policy should be directed to the General Manager.

Reporting of Suspected Noncompliance: Should any employee, director or agent of the Cooperative become aware of information indicating that a person responsible for the



retention or destruction of records is not in compliance with this policy, such information shall be promptly reported to the General Manager.

RESPONSIBILITY: General Manager

DELAWARE COUNTY ELECTRIC COOPERATIVE, INC.

Approved by Board of Directors December 18, 2013

Reviewed by Board of Directors November 24, 2015

This policy combined former policies "Records Management & Retention," "Protection of Consumer Personal Information," "Membership Records," "Public Accessibility," and "Records, Maintenance & Public Access" effective December 18, 2013.



Retention Schedule

Record Description	Minimum Retention Period
Annual reports	Life of corporation
Organizational documents	Permanently
Deeds, Mortgages, and the like	Permanently
Board meeting Minutes and Resolutions	Permanently
Contracts	7 years beyond contract life
General Ledger	Permanently
Bank Statements	7 years
Accountants' and auditors' reports	7 years
General Accounting Records	7 years
Journals	50 years
Daily Cash sheets	2 years
Insurance Records	7 years
Transformer history records	Life of transformer
Construction, Retirement & Maintenance work orders (closed)	7 years
Staking Sheets	Permanently
Plant ledgers/Continuing Property Records	Permanently
Construction work in progress ledgers	Until WO closed, then part of WO record
Retirement work in progress ledgers	Until WO closed, then part of WO record
Procurement/Purchase Orders	7 years
Records of sales of scrap	7 years
Rate schedules/Sales Records	7 years
Tax records	7 years after settlement
Statements of funds and deposits	7 years
Budgets	7 years
Safety, motor vehicle and driver license records	7 years
Payroll records and Timecards	7 years
Personnel files	Permanently [Medicals must be in separate file]
Environmental records	7 years
Licenses and Permits	Permanently or until no long hold license
Meter history	Life of meter