**Section 460.470 Retention of Related Records**

a) This Section applies to all books of account and other records prepared by or on behalf of the MSP.

b) This Section shall not be construed as excusing compliance with any other lawful requirements for the preservation of records for periods longer than those prescribed in this Section.

c) Each MSP subject to this Part shall designate one or more persons with official responsibility to supervise the MSP's program for the preservation and the authorized destruction of its records.

d) All records that are required by this Section to be preserved shall be so arranged, filed and currently indexed by the MSP that they may be identified and made available upon request to representatives of the Commission.

e) The destruction of the records permitted to be destroyed under the provisions of this Section may be performed in any manner elected by the MSP concerned. The MSP shall destroy the legibility of records that contain confidential customer information before or during disposal to prevent unauthorized persons from obtaining such information.

f) When any records are destroyed before the expiration of the prescribed retention period, the MSP shall file a verified statement within 90 days after the date of discovery of such destruction with the Chief Clerk of the Commission describing the records destroyed and the circumstances of the accidental or other premature destruction. Discovery of loss of records shall be treated in the same manner as in the case of premature destruction.

g) Each MSP shall retain all meter usage data collected from each meter for at least three years.

h) Each MSP shall keep all service requests from customers for at least one year.

i) Each MSP shall keep all connection and disconnection orders from DSPs for at least one year.

j) Each MSP shall keep a copy of any contract with each customer for at least one year after service is discontinued with that customer.

k) Each MSP shall keep a record of each customer's bill as issued for at least one year.

l) Each MSP shall keep a record of all adjustments to meter usage data and customer bills for at least three years, with an explanation for the adjustment.

m) Each MSP shall keep a record of all high-bill complaints, whether or not such complaint results in an adjustment to the customer's account, for at least one year.

n) Each MSP shall keep a record of all training for each employee used to satisfy the technical requirements of this Part until at least one year after that employee is no longer employed by the MSP.