

Department Series Report

65: Public Utilities Commission

Description	Media	Last Updated	In Agency Retention	Rec Center Retention	Disposition	Status
407#:Public Utilities Commission						
Schedule #: 284 1#:Annual Reports						
Financial reports of Water, Electric, Gas and Telephone Utilities for the use of PUC and the general public. Financial Reports of the Utility Companies pertaining to investments and earnings statistics. Financial Reports of construction expenditures of land, buildings and equipment. Also included are railroad reports from when the PUC had oversight of the railroads.	Digital File	9/24/2020	Permanent or Indefinite	0	No Retention	See Description Current
A digital record is kept permanently in the agency for business purposes. A copy shall be sent to the Maine State Library to meet the statutory requirements of Title 1, Chapter 13, Section 501-A.						
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Schedule #: 284 2#:Official PUC Case Files (Non-Current)						
Legal and non-legal documents such as decrees, transcripts, evidence, utility data, exhibits and testimonies.	Digital File	1/27/2026	Years	1	0	Archives Current
Archival digital records will be retained by the agency until records are considered closed and have fulfilled their In Agency retention time. After the In Agency retention time is met, records will be transferred at the start of each calendar year to LibSafe, the Maine State Archives digital preservation system.						
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Schedule #: 284 3#:Consumer Complaints						
Memos of consumer complaints against utility companies. (Unofficial.)	Digital File	10/28/2020	Years	1	No Retention	Destroy Current
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Schedule #: 284 9#:Cancelled Tariffs						
Reports pertaining to utility rate increases and rate design. Historical - how a rate evolved.	Digital File	1/27/2026	Years	1	0	Archives Current
Archival digital records will be retained by the agency until records are considered closed and have fulfilled their In Agency retention time. After the In Agency retention time is met, records will be transferred at the start of each calendar year to LibSafe, the Maine State Archives digital preservation system.						
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Schedule #: 618 20#:Topographical Maps and Copies of Utility Plans						

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Maps show different areas of State, and are used in conjunction with Utility Plans (which are engineering plans for reconstruction/upgrading of utility plants).	Digital File	5/5/2020	Years	5	No Retention	Destroy Current
Schedule #: 938 21#:PUC Index						
Cross reference cards for PUC case files by docket number and file number. These cards are used to locate closed cases when docket numbers are not known. This is the only way available to find an unknown docket number and thus be able to locate the file.	Digital File	5/27/2020	Permanent or Indefinite	0	No Retention	See Description Current
Schedule #: 1261 23#:Deliberations of the Public Utilities Commission						
Deliberations of the Public Utilities Commission.	Digital File	1/27/2026	Years	1	0	Archives Current
Archival digital records will be retained by the agency until records are considered closed and have fulfilled their In Agency retention time. After the In Agency retention time is met, records will be transferred at the start of each calendar year to LibSafe, the Maine State Archives digital preservation system.						
Schedule #: 1276 24#:Commissioner's Correspondence						
Correspondence and agendas of the Commissioner of Public Utilities.	Digital File	1/27/2026	Years	1	0	Archives Current
Archival digital records will be retained by the agency until records are considered closed and have fulfilled their In Agency retention time. After the In Agency retention time is met, records will be transferred at the start of each calendar year to LibSafe, the Maine State Archives digital preservation system.						
Schedule #: 1337 26#:Utility Accident Reports						
Utilities are required to file a report to the PUC when an accident occurs involving a utility. These reports are reviewed by the Electric and Gas Division to determine if an investigation is needed. If a determination is made that a full investigation by the Commission is called for, the accident then becomes a docketed case and therefore a permanent record. The permanent record will then be managed under schedule 284 series 2# Official PUC Case Files (Non-Current) having an archival retention.	Digital File	5/5/2020	Years	7	No Retention	Destroy Current
Schedule #: 1340 27:Auditor's Reports - Water Utilities						

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Description	Media	Last Updated	In Agency Retention	Rec Center Retention	Disposition	Status
This series is required to compare with the annual reports filed by the water utilities. They are used by the financial analysts and are required by PUC rules.	Digital File	11/3/2020	Years 5	No Retention	0 Destroy	Current

Schedule #: 1729 #28:E911 Town Addressing Files

In 1993 the Maine Legislature enacted a statute, MRS title 25, Chapter 352: Emergency Services Communication that required the Emergency Services Communication Bureau to standardize municipal physical addressing. These files show how Maine implemented a state wide addressing program for each town beginning in 1994. The Database Manager uses these files to track the addressing progress.

Digital File	1/27/2026	Years	1	0	Archives	Current
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Each file contains: Addressing Officer authorization forms that identify who the Addressing Officer for each town is; Master Street Addressing Guide forms that describe street numbering ranges, creation of new street names, changing street names, street range extensions, and deletion of closed roads; Correspondence between the town and the Bureau about individual address changes; Coordination correspondence between the United Postal Service, the town and the Bureau about addressing issues, and Emergency Service Zone reports that depict which emergency service will respond to an emergency in each town.

Archival digital records will be retained by the agency until records are considered closed and have fulfilled their In Agency retention time. After the In Agency retention time is met, records will be transferred at the start of each calendar year to LibSafe, the Maine State Archives digital preservation system.

Schedule #: 1730 #30: E911 Public Safety Answering Points (PSAP)

Pursuant to 25 M.R.S.A § 2926, The E911 Emergency Services Communications Bureau is authorized to develop, establish and manage the statewide Enhanced 9-1-1 system in Maine. Public Service Answering Points (PSAPs) is the facility where a 911 call is answered. The E911 Public Safety Answering Point records contain the technical information about how a PSAP is designed and operated. The Bureau uses these files to answer questions about space, desk equipment, dispatch positions; electronics, computer and telecommunications equipment and software. These files are also used to keep track of computer, phone and radio upgrades and back up equipment at a PSAP.

Digital File	5/5/2020	Years	3	No Retention	0 Destroy	Current
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A typical PSAP record includes: computer equipment schematic drawings, and system configurations, technical requirement surveys and need assessments, correspondence between PSAP personnel and the Bureau about operating decisions

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<p>Schedule #: 1731 #29: E911 WIRELESS Telephone Company Files</p> <p>The E911 WIRELESS Telephone Company files contain confidential technical information about the wireless telephone operating systems of the company. The Bureau maintains these records for operational purposes. The Bureau uses and refers to these records for review and to answer questions about implementation, operation and maintenance of wireless service providers. Files are used regularly to maintain cell tower information by the E911 Database Manager. As telecommunications system technology advances, old technical information becomes inactive but remains in the file.</p> <p>A typical file includes: Schematic drawings, technical cellular call flows and trunk routing information, extensive cell tower location and sector radius information, emergency service range keys or pseudo automatic location identification (P-ANI) ranges, correspondence between wireless service providers and the Bureau about system upgrades and operating decisions.</p>	Digital File	5/5/2020 Years	3	No Retention	0 Destroy	Current
<p>Schedule #: 1732 #31: E911 Telephone Company Land Line Files</p> <p>The Emergency Services Communication Bureau regulates how a phone company will ensure that a 911 telephone call gets to the correct Public Safety Answering Point. The purpose of the E911 Telephone file is to organize and track critical telephone system operations information. The Bureau database management staff uses these files daily to investigate and resolve E911 database problems. These files are updated annually. The E911 Bureau Telephone Company files include: Phone company contact information, Phone System Network information, schematics and outage reports, No Record Found (NRF) reports and resolution process, Incorrect Automatic Location Identification (ALI) reports.</p>	Digital File	5/5/2020 Years	3	No Retention	0 Destroy	Current
<p>Schedule #: 1733 #32:E911 County Files - Unorganized Territories</p>						

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<p>In 1993 the Maine Legislature enacted a statute, MRS title 25 Chapter 352: Emergency Services Communication that required the Emergency Services Communication Bureau to standardize municipal physical addressing. The E911 County Files show the original E911 addressing implementation process for unorganized territories in the State of Maine beginning in 1994. These files were used by the E911 Database Manager to track the addressing progress of each Unorganized Territory by County.</p> <p>Each file contains: Addressing Officer authorization forms that identify the Addressing Officer for each unorganized territory; Master Street Addressing Guide forms that define street numbering ranges, creation of new street names, street range extensions, and deletion of closed streets; Correspondence between the County and the Bureau; Coordination correspondence between the Unites States Postal Service, the County and the Bureau; Emergency Service Zones reports that show which emergency service will respond to an emergency in each area of each county.</p> <p>Archival digital records will be retained by the agency until records are considered closed and have fulfilled their In Agency retention time. After the In Agency retention time is met, records will be transferred at the start of each calendar year to LibSafe, the Maine State Archives digital preservation system.</p>	Digital File	1/27/2026	Years 1	0	Archives	Current

Schedule #: 1750 #33: Jurisdictional Propane Facility Inspection Reports

<p>Responsibility for pipeline safety in the United States is delegated to the Pipeline and Hazardous Materials Safety Administration (PHMSA). Chapter 601 of Title 49 of the U.S. Code of Federal Regulations (C.F.R.) allows Federal Authority for promoting pipeline safety to be delegated to the States via an annual certification or agreement. The state of Maine has delegated this responsibility to the Public Utilities Commission (PUC). The Gas Safety Program at the PUC ensures compliance with the federal and state regulations through operator inspections, enforcement actions, and accident investigations. Facilities that fall under our jurisdiction are to be inspected at least every three years. We may refer to historical inspection documents to determine patterns of non-compliance and/or determine appropriate fines. The Gas Safety Program Manager, Program inspector and other PUC staff access these records.</p> <p>A typical file may contain: Operator Inspection Forms, Operator Qualification Inspection Forms, Facility Inspection Forms, Inspector's notes, photographs from inspections, Facility Operator response to Inspection results.</p>	Digital File	5/5/2020	Years 15	No Retention	0	Destroy	Current
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Schedule #: 2098 46:ESCB 911 System Recordings Voice Communication of 911 Calls Between Caller and Public Safety Answering Points

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Description	Media	Last Updated	In Agency Retention	Rec Center Retention	Disposition	Status
<p>The ESCB will retain the recordings for its own purpose of quality control and 911 contract enforcement. The content of these recordings is limited to just the parties that participated in the call itself such as the caller and the 911 call taker. It does not include dispatch radio traffic between the dispatcher and the emergency responder. Audio recordings of calls made to the E911 system are confidential (MRS Title 25 §2929 4.) The Bureau director may disclose these audio recordings to designees of the bureau director for the purpose of system maintenance and quality control. Typical examples are reviewing complaints of voice quality or call routing errors.</p>	Digital File	3/28/2018	Days 14	No Retention 0	Destroy	Current
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<p>Schedule #: 2196 49:PUC Annual Legislative Report</p> <p>These reports provide an overview of the work conducted by the Maine Public Utilities Commission administering the laws concerning public utilities in Maine. These annual reports are sent to the Legislature.</p> <p>The paper record is kept permanently in the agency for business purposes. A copy is sent to the Maine State Library to meet the statutory requirements of Title 1, Chapter 13, Section 501-A. Records are also scanned and stored on the PUC website which are used for research by external users.</p>	Paper	9/25/2020	Permanent or Indefinite	0	No Retention 0	See Description Current
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	Digital File	9/25/2020	Permanent or Indefinite	0	No Retention 0	See Description Current
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