



# DocuSign Retention & Purging at PJM

As of January 16, 2024

- PJM will be purging **copies** of older, completed documents from the DocuSign cloud. **The original documents will be retained in a PJM repository for the life of the document.**
- When purging takes place, all DocuSign account holders (including external stakeholders) will receive multiple email notifications from DocuSign for each envelope they have interacted with for the last 5 years.
- Notifications go to each DocuSign account holder who sent, received or was copied on a DocuSign envelope. Therefore, a single envelope will generate multiple notifications.



## Will I receive purge notifications from DocuSign?

- Notifications are only sent to people with DocuSign accounts. If you merely signed/were copied on a document and do not have an account with DocuSign – you will not receive notifications.
- DocuSign account holders are people who have a log in and password with DocuSign. You do not need a DocuSign account to sign a document.
- PJM will be notifying stakeholders via email if there is the possibility that they will receive purge notifications. These emails from PJM will provide you with instructions outlining how to switch off the notifications in your DocuSign application so your email inbox is not overwhelmed.

- Notifications are sent by DocuSign via email 14 days and 7 days before an envelope is deleted from the DocuSign cloud.
- Admins can't prevent notifications from being sent or make universal changes to recipient notification settings.
- DocuSign account holders **can** opt to turn off purge notifications for their individual DocuSign account, if they so choose.
- PJM can provide easy step-by-step instructions on how to turn off these notifications sent by DocuSign.



## For assistance or more information:

Purging of older, completed documents in the DocuSign cloud will occur in February 2024. If you have a DocuSign account we can assist you in making sure your inbox is not overwhelmed with notifications at that time.

For questions or assistance with turning off DocuSign notifications, please feel free to contact [DocuSign@pjm.com](mailto:DocuSign@pjm.com). We would be happy to assist!

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**DocuSign Retention & Purging at PJM**



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POWER GRID  
THINK BEFORE  
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Be alert to  
malicious  
phishing emails.

Report suspicious email activity to PJM.  
(610) 666-2244 / [it\\_ops\\_ctr\\_shift@pjm.com](mailto:it_ops_ctr_shift@pjm.com)

