

From: Karlstad, Heather
Sent: 2/14/2014 3:24:46 PM
To: abb@eslawfirm.com (abb@eslawfirm.com); AEG@cpuc.ca.gov (AEG@cpuc.ca.gov); alex.kang@itron.com (alex.kang@itron.com); andy.vanhorn@vhcenergy.com (andy.vanhorn@vhcenergy.com); anginc@goldrush.com (anginc@goldrush.com); amber@ethree.com (amber@ethree.com); akbar.jazayeri@sce.com (akbar.jazayeri@sce.com); ahaubenstock@brightsourceenergy.com (ahaubenstock@brightsourceenergy.com); agrimaldi@mckennalong.com (agrimaldi@mckennalong.com); ahl@cpuc.ca.gov (ahl@cpuc.ca.gov); bernardo@braunlegal.com (bernardo@braunlegal.com); bcragg@goodinmacbride.com (bcragg@goodinmacbride.com); BJeider@ci.burbank.ca.us (BJeider@ci.burbank.ca.us); atrowbridge@daycartermurphy.com (atrowbridge@daycartermurphy.com); beth@beth411.com (beth@beth411.com); bbc@cpuc.ca.gov (bbc@cpuc.ca.gov); bdicapo@caiso.com (bdicapo@caiso.com); ATrial@SempraUtilities.com (ATrial@SempraUtilities.com); annabelle.malins@britishconsulatesf.gov.uk (annabelle.malins@britishconsulatesf.gov.uk); APak@sempraglobal.com (APak@sempraglobal.com); bill.schrand@swgas.com (bill.schrand@swgas.com); bjl@bry.com (bjl@bry.com); BDombrowski@calretailers.com (BDombrowski@calretailers.com); anita.hart@swgas.com (anita.hart@swgas.com); bbeebe@smud.org (bbeebe@smud.org); Betty.Seto@kema.com (Betty.Seto@kema.com); Cherry, Brian K (/O=PG&E/OU=CORPORATE/CN=RECIPIENTS/CN=BKC7); Cynthiakmitchell@gmail.com (Cynthiakmitchell@gmail.com); brbarkovich@earthlink.net (brbarkovich@earthlink.net); cassandra.sweet@dowjones.com (cassandra.sweet@dowjones.com); cem@newsdata.com (cem@newsdata.com); cbarry@iwpnews.com (cbarry@iwpnews.com); case.admin@sce.com (case.admin@sce.com); Warner, Christopher (Law) (/O=PG&E/OU=Corporate/cn=Recipients/cn=CJW5); clyde.murley@comcast.net (clyde.murley@comcast.net); cathy.karlstad@sce.com (cathy.karlstad@sce.com); cmkehrlein@ems-ca.com (cmkehrlein@ems-ca.com); bsb@eslawfirm.com (bsb@eslawfirm.com); cswoollums@midamerican.com (cswoollums@midamerican.com); cpucdockets@keyesandfox.com (cpucdockets@keyesandfox.com); chilen@NVEnergy.com (chilen@NVEnergy.com); bmcc@mccarthy.com (bmcc@mccarthy.com); christy.berger@swgas.com (christy.berger@swgas.com); cpe@cpuc.ca.gov (cpe@cpuc.ca.gov); CCE@cpuc.ca.gov (CCE@cpuc.ca.gov); cathie.allen@pacificorp.com (cathie.allen@pacificorp.com); bwallerstein@aqmd.gov (bwallerstein@aqmd.gov); carla.peterman@gmail.com (carla.peterman@gmail.com); bjones@mjbradley.com (bjones@mjbradley.com); cynthia.schultz@pacificorp.com (cynthia.schultz@pacificorp.com); clarence.binninger@doj.ca.gov (clarence.binninger@doj.ca.gov); bpotts@foley.com (bpotts@foley.com); cbaskette@enemoc.com (cbaskette@enemoc.com); bpurewal@water.ca.gov (bpurewal@water.ca.gov); C_Marnay@lbl.gov (C_Marnay@lbl.gov); cfl@cpuc.ca.gov (cfl@cpuc.ca.gov); brabe@umich.edu

(brabe@umich.edu); Bob.lucas@calobby.com (Bob.lucas@calobby.com); david@nemtzw.com (david@nemtzw.com); filings@a-klaw.com (filings@a-klaw.com); dwood8@cox.net (dwood8@cox.net); david.reynolds@ncpa.com (david.reynolds@ncpa.com); glw@eslawfirm.com (glw@eslawfirm.com); emello@sppc.com (emello@sppc.com); elvine@lbl.gov (elvine@lbl.gov); dhuard@manatt.com (dhuard@manatt.com); e-recipient@caiso.com (e-recipient@caiso.com); ej_wright@oxy.com (ej_wright@oxy.com); DAKing@SempraGeneration.com (DAKing@SempraGeneration.com); gmorris@emf.net (gmorris@emf.net); douglass@energyattorney.com (douglass@energyattorney.com); GloriaB@anzaelectric.org (GloriaB@anzaelectric.org); dkk@eslawfirm.com (dkk@eslawfirm.com); gbass@noblesolutions.com (gbass@noblesolutions.com); Dan.adler@calcef.org (Dan.adler@calcef.org); Lucha, Ed (/O=PG&E/OU=Corporate/cn=Recipients/cn=ELL5); DNiehaus@SempraUtilities.com (DNiehaus@SempraUtilities.com); dgrandy@caonsitegen.com (dgrandy@caonsitegen.com); Diane.Fellman@nrgenergy.com (Diane.Fellman@nrgenergy.com); dws@r-c-s-inc.com (dws@r-c-s-inc.com); ek@a-klaw.com (ek@a-klaw.com); gohara@calplg.com (gohara@calplg.com); ehadley@reupower.com (ehadley@reupower.com); echiang@elementmarkets.com (echiang@elementmarkets.com); dcarroll@downeybrand.com (dcarroll@downeybrand.com); DNg@semprautilities.com (DNg@semprautilities.com); dbp@cpuc.ca.gov (dbp@cpuc.ca.gov); francesca.ciliberti@elpaso.com (francesca.ciliberti@elpaso.com); dansvec@hdo.net (dansvec@hdo.net); dil@cpuc.ca.gov (dil@cpuc.ca.gov); ekgrubaugh@iid.com (ekgrubaugh@iid.com); fred.wellington@navigantconsulting.com (fred.wellington@navigantconsulting.com); david@branchcomb.com (david@branchcomb.com); dmetz@energy.state.ca.us (dmetz@energy.state.ca.us); edm@cpuc.ca.gov (edm@cpuc.ca.gov); egw@a-klaw.com (egw@a-klaw.com); dschwyze@energy.state.ca.us (dschwyze@energy.state.ca.us); deborah.slon@doj.ca.gov (deborah.slon@doj.ca.gov); dseperas@calpine.com (dseperas@calpine.com); dbrooks@nvenergy.com (dbrooks@nvenergy.com); dsoyars@sppc.com (dsoyars@sppc.com); djw@eslawfirm.com (djw@eslawfirm.com); dmacmull@water.ca.gov (dmacmull@water.ca.gov); dehling@kln.com (dehling@kln.com); DHecht@sempratrading.com (DHecht@sempratrading.com); david.zonana@doj.ca.gov (david.zonana@doj.ca.gov); dbwalker@edf.org (dbwalker@edf.org); dtibbs@aes4u.com (dtibbs@aes4u.com); dave@ppallc.com (dave@ppallc.com); garson_knapp@fpl.com (garson_knapp@fpl.com); etiedemann@kmtg.com (etiedemann@kmtg.com); erik.colville@state.or.us (erik.colville@state.or.us); ewolfe@resero.com (ewolfe@resero.com); eric.chung@pacificorp.com (eric.chung@pacificorp.com); fiji.george@elpaso.com (fiji.george@elpaso.com); gperidas@nrdc.org (gperidas@nrdc.org); fwmonier@tid.org (fwmonier@tid.org); epoelsterl@sunpowercorp.com (epoelsterl@sunpowercorp.com); gcollord@arb.ca.gov (gcollord@arb.ca.gov); Francisco_Tarin@kindermorgan.com (Francisco_Tarin@kindermorgan.com); Dennis.Walls@ladwp.com

(Dennis.Walls@ladwp.com); ERasmussen@MarinEnergy.com
(ERasmussen@MarinEnergy.com); kmills@cbbf.com (kmills@cbbf.com);
mclaughlin@braunlegal.com (mclaughlin@braunlegal.com); lmh@eslawfirm.com
(lmh@eslawfirm.com); joyw@mid.org (joyw@mid.org); jerryl@abag.ca.gov
(jerryl@abag.ca.gov); HYao@SempraUtilities.com (HYao@SempraUtilities.com);
nes@a-klaw.com (nes@a-klaw.com); jeanne.sole@sfgov.org
(jeanne.sole@sfgov.org); marcel@turn.org (marcel@turn.org); nlong@nrdc.org
(nlong@nrdc.org); mpa@a-klaw.com (mpa@a-klaw.com);
jody_london_consulting@earthlink.net (jody_london_consulting@earthlink.net);
jimross@r-c-s-inc.com (jimross@r-c-s-inc.com); norman.furuta@navy.mil
(norman.furuta@navy.mil); Jennifer.Barnes@Navigantconsulting.com
(Jennifer.Barnes@Navigantconsulting.com); hayley@turn.org (hayley@turn.org);
mtierney-lloyd@enernoc.com (mtierney-lloyd@enernoc.com);
kenneth.swain@navigantconsulting.com (kenneth.swain@navigantconsulting.com);
liddell@energyattorney.com (liddell@energyattorney.com);
lisa_weinzimer@platts.com (lisa_weinzimer@platts.com); mrw@mrwassoc.com
(mrw@mrwassoc.com); mgillette@enernoc.com (mgillette@enernoc.com);
keith.mccrea@sablaw.com (keith.mccrea@sablaw.com);
jarmstrong@goodinmacbride.com (jarmstrong@goodinmacbride.com);
johnredding@earthlink.net (johnredding@earthlink.net); jnelson@psrec.coop
(jnelson@psrec.coop); info@calseia.org (info@calseia.org);
mmazur@3PhasesRenewables.com (mmazur@3PhasesRenewables.com);
kb@EnerCalUSA.com (kb@EnerCalUSA.com); mdjoseph@adamsbroadwell.com
(mdjoseph@adamsbroadwell.com); jsanders@caiso.com (jsanders@caiso.com);
lwisland@ucsusa.org (lwisland@ucsusa.org); jkarp@winston.com
(jkarp@winston.com); npedersen@hanmor.com (npedersen@hanmor.com);
klatt@energyattorney.com (klatt@energyattorney.com); kowalewskia@calpine.com
(kowalewskia@calpine.com); JanMcFar@sonic.net (JanMcFar@sonic.net);
nrader@calwea.org (nrader@calwea.org); mpryor@energy.state.ca.us
(mpryor@energy.state.ca.us); leilani.johnson@ladwp.com
(leilani.johnson@ladwp.com); lcottle@winston.com (lcottle@winston.com);
kdw@woodruff-expert-services.com (kdw@woodruff-expert-services.com);
Monica.Schwebs@bingham.com (Monica.Schwebs@bingham.com); jgreco@terra-
genpower.com (jgreco@terra-genpower.com); lwhouse@innercite.com
(lwhouse@innercite.com); marcie.milner@shell.com (marcie.milner@shell.com);
hurlock@water.ca.gov (hurlock@water.ca.gov); karen@klindh.com
(karen@klindh.com); jscancarelli@crowell.com (jscancarelli@crowell.com);
mcox@calplg.com (mcox@calplg.com); mday@goodinmacbride.com
(mday@goodinmacbride.com); jluckhardt@downeybrand.com
(jluckhardt@downeybrand.com); mary.wiencke@pacificorp.com
(mary.wiencke@pacificorp.com); jason.dubchak@niskags.com
(jason.dubchak@niskags.com); karla.Dailey@CityofPaloAlto.org
(karla.Dailey@CityofPaloAlto.org); janill.richards@doj.ca.gov
(janill.richards@doj.ca.gov); mmattes@nossaman.com (mmattes@nossaman.com);
hym@cpuc.ca.gov (hym@cpuc.ca.gov); jzr@cpuc.ca.gov (jzr@cpuc.ca.gov);
jdh@eslawfirm.com (jdh@eslawfirm.com); nsuetake@turn.org

(nsuetake@turn.org); KMelville@SempraUtilities.com
(KMelville@SempraUtilities.com); jeffreygray@dwt.com (jeffreygray@dwt.com);
michael.yuffee@hoganlovells.com (michael.yuffee@hoganlovells.com);
ldecarlo@energy.state.ca.us (ldecarlo@energy.state.ca.us); mdorn@mwe.com
(mdorn@mwe.com); jose@ceert.org (jose@ceert.org); mike.montoya@sce.com
(mike.montoya@sce.com); jf2@cpuc.ca.gov (jf2@cpuc.ca.gov); ltt@cpuc.ca.gov
(ltt@cpuc.ca.gov); kerry.hattevik@nee.com (kerry.hattevik@nee.com);
kellie.smith@sen.ca.gov (kellie.smith@sen.ca.gov); julie.martin@bp.com
(julie.martin@bp.com); hgolub@nixonpeabody.com (hgolub@nixonpeabody.com);
jpacheco@water.ca.gov (jpacheco@water.ca.gov);
jwmctarnaghan@duanemorris.com (jwmctarnaghan@duanemorris.com);
lschavrien@semprautilities.com (lschavrien@semprautilities.com);
jp6@cpuc.ca.gov (jp6@cpuc.ca.gov); grosenblum@caiso.com
(grosenblum@caiso.com); Nancy.Allred@sce.com (Nancy.Allred@sce.com);
jtp@cpuc.ca.gov (jtp@cpuc.ca.gov); mc3@cpuc.ca.gov (mc3@cpuc.ca.gov);
mhyams@sfgwater.org (mhyams@sfgwater.org); jaclyn.marks@cpuc.ca.gov
(jaclyn.marks@cpuc.ca.gov); jst@cpuc.ca.gov (jst@cpuc.ca.gov);
hoerner@redefiningprogress.org (hoerner@redefiningprogress.org);
jci@cpuc.ca.gov (jci@cpuc.ca.gov); jskromer@gmail.com (jskromer@gmail.com);
Harry.Singh@RBSSempra.com (Harry.Singh@RBSSempra.com);
Kathryn.Wig@nrgenergy.com (Kathryn.Wig@nrgenergy.com); jsqueri@gmssr.com
(jsqueri@gmssr.com); kgriffin@energy.state.ca.us (kgriffin@energy.state.ca.us);
jesus.arredondo@nrgenergy.com (jesus.arredondo@nrgenergy.com);
Jairam.gopal@sce.com (Jairam.gopal@sce.com); keith.layton@swgas.com
(keith.layton@swgas.com); jnm@cpuc.ca.gov (jnm@cpuc.ca.gov);
mcmahon@solarcentury.com (mcmahon@solarcentury.com);
james.keating@bp.com (james.keating@bp.com); jholtkamp@hollandhart.com
(jholtkamp@hollandhart.com); kjinnovation@earthlink.net
(kjinnovation@earthlink.net); kldavis@midamerican.com
(kldavis@midamerican.com); jedwards@smartpower.org
(jedwards@smartpower.org); ltenhope@energy.state.ca.us
(ltenhope@energy.state.ca.us); lmiles@adamsbroadwell.com
(lmiles@adamsbroadwell.com); LeeWallach@SolelUS.com
(LeeWallach@SolelUS.com); gpickering@navigantconsulting.com
(gpickering@navigantconsulting.com); jbw@slwplc.com (jbw@slwplc.com);
kcolburn@symbioticstrategies.com (kcolburn@symbioticstrategies.com);
JDF1@PGE.COM (JDF1@PGE.COM); kyle_boudreaux@fpl.com
(kyle_boudreaux@fpl.com); ksmith@sunpowercorp.com
(ksmith@sunpowercorp.com); josephhenri@hotmail.com
(josephhenri@hotmail.com); jen@cnt.org (jen@cnt.org); kelly.barr@srpnet.com
(kelly.barr@srpnet.com); jdoll@arb.ca.gov (jdoll@arb.ca.gov);
kgough@calpine.com (kgough@calpine.com); nenbar@energy-insights.com
(nenbar@energy-insights.com); gsmith@adamsbroadwell.com
(gsmith@adamsbroadwell.com); jhahn@covantaenergy.com
(jhahn@covantaenergy.com); michael.backstrom@sce.com
(michael.backstrom@sce.com); ken.alex@doj.ca.gov (ken.alex@doj.ca.gov);

jj.prucnal@swgas.com (jj.prucnal@swgas.com); jrathke@capstoneturbine.com (jrathke@capstoneturbine.com); mscheibl@arb.ca.gov (mscheibl@arb.ca.gov); jennifer.green@energycenter.org (jennifer.green@energycenter.org); krd@cpuc.ca.gov (krd@cpuc.ca.gov); Leslie, John (JLeslie@mckennalong.com); matt.hale@odoe.state.or.us (matt.hale@odoe.state.or.us); RegRelCPUCCases (/O=PG&E/OU=Corporate/cn=Recipients/cn=RegRelCPUCCases); rmccann@umich.edu (rmccann@umich.edu); ssmyers@att.net (ssmyers@att.net); sdhilton@stoel.com (sdhilton@stoel.com); sls@a-klaw.com (sls@a-klaw.com); pstoner@lgc.org (pstoner@lgc.org); tam@communityrenewables.biz (tam@communityrenewables.biz); sephra.ninow@energycenter.org (sephra.ninow@energycenter.org); scott.tomashefsky@ncpa.com (scott.tomashefsky@ncpa.com); rita@ritanortonconsulting.com (rita@ritanortonconsulting.com); wynne@braunlegal.com (wynne@braunlegal.com); whb@a-klaw.com (whb@a-klaw.com); wwester@smud.org (wwester@smud.org); tdarton@pilotpowergroup.com (tdarton@pilotpowergroup.com); rick_noger@praxair.com (rick_noger@praxair.com); pssed@adelphia.net (pssed@adelphia.net); tomb@crossborderenergy.com (tomb@crossborderenergy.com); rschmidt@bartlewells.com (rschmidt@bartlewells.com); steven@lipmanconsulting.com (steven@lipmanconsulting.com); steven@iepa.com (steven@iepa.com); spauker@wsgr.com (spauker@wsgr.com); saeed.farrokhpay@ferc.gov (saeed.farrokhpay@ferc.gov); regulatory_affairs@recurrentenergy.com (regulatory_affairs@recurrentenergy.com); ttutt@smud.org (ttutt@smud.org); obartho@smud.org (obartho@smud.org); tdillard@sppc.com (tdillard@sppc.com); r.raushenbush@comcast.net (r.raushenbush@comcast.net); tburke@sfwater.org (tburke@sfwater.org); rkeen@manatt.com (rkeen@manatt.com); sberlin@mccarthylaw.com (sberlin@mccarthylaw.com); Halverson, Shaun E (/O=PG&E/OU=Corporate/cn=Recipients/cn=SEHc); pmaxwell@navigantconsulting.com (pmaxwell@navigantconsulting.com); rmiller@energy.state.ca.us (rmiller@energy.state.ca.us); rkmoore@gswater.com (rkmoore@gswater.com); Randy.Howard@ladwp.com (Randy.Howard@ladwp.com); tkaushik@manatt.com (tkaushik@manatt.com); rvn@a-klaw.com (rvn@a-klaw.com); phanschen@mofo.com (phanschen@mofo.com); wmc@a-klaw.com (wmc@a-klaw.com); ray.welch@navigantconsulting.com (ray.welch@navigantconsulting.com); westgas@aol.com (westgas@aol.com); rmorillo@ci.burbank.ca.us (rmorillo@ci.burbank.ca.us); RPrince@SempraUtilities.com (RPrince@SempraUtilities.com); robert.pettinato@ladwp.com (robert.pettinato@ladwp.com); slins@ci.glendale.ca.us (slins@ci.glendale.ca.us); ram@cpuc.ca.gov (ram@cpuc.ca.gov); pzs@cpuc.ca.gov (pzs@cpuc.ca.gov); Sean.Beatty@mirant.com (Sean.Beatty@mirant.com); steven.huhman@morganstanley.com (steven.huhman@morganstanley.com); philm@scdenergy.com (philm@scdenergy.com); robertgex@dwt.com (robertgex@dwt.com); svn@cpuc.ca.gov (svn@cpuc.ca.gov); SMK@cpuc.ca.gov (SMK@cpuc.ca.gov); TCorr@SempraUtilities.com (TCorr@SempraUtilities.com);

scr@cpuc.ca.gov (scr@cpuc.ca.gov); SGM@cpuc.ca.gov (SGM@cpuc.ca.gov);
SNewsom@SempraUtilities.com (SNewsom@SempraUtilities.com);
sachu.constantine@energycenter.org (sachu.constantine@energycenter.org);
scarter@nrdc.org (scarter@nrdc.org); wtr@cpuc.ca.gov (wtr@cpuc.ca.gov);
rogerv@mid.org (rogerv@mid.org); nwhang@manatt.com (nwhang@manatt.com);
toconnor@edf.org (toconnor@edf.org); tciardella@nvenergy.com
(tciardella@nvenergy.com); rmm@cpuc.ca.gov (rmm@cpuc.ca.gov);
ppettingill@caiso.com (ppettingill@caiso.com); paul.ackerman@constellation.com
(paul.ackerman@constellation.com); tomk@mid.org (tomk@mid.org);
steven@sfpower.org (steven@sfpower.org); rsa@a-klaw.com (rsa@a-klaw.com);
rhwisner@lbl.gov (rhwisner@lbl.gov); todil@mckennalong.com
(todil@mckennalong.com); tim.hemig@nrgenergy.com
(tim.hemig@nrgenergy.com); pduvair@energy.state.ca.us
(pduvair@energy.state.ca.us); pepper@cleanpowermarkets.com
(pepper@cleanpowermarkets.com); trdill@westernhubs.com
(trdill@westernhubs.com); rrtaylor@srpnet.com (rrtaylor@srpnet.com);
sgillette@capstoneturbine.com (sgillette@capstoneturbine.com);
smichel@westernresources.org (smichel@westernresources.org);
svolker@volkerlaw.com (svolker@volkerlaw.com); pperez@energy.state.ca.us
(pperez@energy.state.ca.us); Philip.H.Carver@state.or.us
(Philip.H.Carver@state.or.us); tiffany.rau@hydrogenenergycalifornia.com
(tiffany.rau@hydrogenenergycalifornia.com); smalllecs@cwclaw.com
(smalllecs@cwclaw.com); vb@pointcarbon.com (vb@pointcarbon.com);
sasteriadis@apx.com (sasteriadis@apx.com); Tom.Elgie@powerex.com
(Tom.Elgie@powerex.com); vwelch@arb.ca.gov (vwelch@arb.ca.gov);
wtasat@arb.ca.gov (wtasat@arb.ca.gov); UHelman@caiso.com
(UHelman@caiso.com); richards@mid.org (richards@mid.org); zaiontj@bp.com
(zaiontj@bp.com); rapcowart@aol.com (rapcowart@aol.com);
Sandra.ely@state.nm.us (Sandra.ely@state.nm.us); vity.lee@aes.com
(vity.lee@aes.com); rhelgeson@scppa.org (rhelgeson@scppa.org);
steve@schiller.com (steve@schiller.com); tdelfino@earthlink.net
(tdelfino@earthlink.net); xjv@cpuc.ca.gov (xjv@cpuc.ca.gov)

Cc:

Bcc:

Subject: R.06-04-009 Shell Energy North America (US), L.P. Annual EPS Compliance Filing
GHG Attestation Due February 15, 2014

To: Energy Division and all parties on the service list in R.06-04-009:

Attached is the annual Attestation Letter submitted by Shell Energy North America (US), L.P. in accordance with Ordering Paragraph No. 4 of D.07-01-039 (January 25, 2007). The original of this submission is being served today by overnight delivery on the Energy Division. A copy of this submission is being served on all parties on the

service list in R.06-04-009.

If you have any questions regarding the attached submission, please do not hesitate to contact the undersigned.

John W. Leslie

Attorney for Shell Energy North America (US), L.P.

John W. Leslie

Partner

McKenna Long & Aldridge LLP

600 West Broadway, Suite 2600

San Diego, CA 92101-3391

Direct: (619) 699-2536

Facsimile: (619) 699-2536

Email: jleslie@mckennalong.com

CONFIDENTIALITY NOTICE: This e-mail and any attachments contain information from the law firm of McKenna Long & Aldridge LLP, and are intended solely for the use of the named recipient or recipients. This e-mail may contain privileged attorney/client communications or work product. Any dissemination of this e-mail by anyone other than an intended recipient is strictly prohibited. If you are not a named recipient, you are prohibited from any further viewing of the e-mail or any attachments or from making any use of the e-mail or attachments. If you believe you have received this e-mail in error, notify the sender immediately and permanently delete the e-mail, any attachments, and all copies thereof from any drives or storage media and destroy any printouts of the e-mail or attachments.