

Kamran Salour

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Direct: 949.622.2441

February 14, 2022

VIA EMAIL

Attorney General John M. Formella
Office of the Attorney General
Consumer Protection Bureau
33 Capitol Street
Concord, NH 03301
Email: DOJ-CPB@doj.nh.gov

Re: Notice of Data Security Incident

Dear Attorney General Formella:

We represent Center for Sustainable Energy ("CSE"), a San Diego based non-profit company whose mission is to provide clean energy program design, management, and technical advisory services, in a recent data security incident. This letter is sent on CSE's behalf because personal information belonging to New Hampshire residents may have been affected.

1. Nature of the Security Incident

On November 17, 2021, CSE discovered that cybercriminals claimed to have accessed certain systems in our environment. In response, CSE took immediate steps to secure its systems and engaged an independent digital forensics and incident response firm to determine what happened and if any personal information had been accessed or acquired without authorization because of the incident. On December 31, 2021, CSE learned that a file containing your personal information may have been acquired by the cybercriminals in connection with this incident. Following a review of that file, CSE determined on February 9, 2022, that your personal information was included in that file. The information that may have been accessed was the name, address and Social Security numbers of two New Hampshire residents. There is no evidence that any such information has been misused.

2. Number of New Hampshire Resident Affected

Approximately two (2) residents of New Hampshire may have been affected by this incident. CSE will notify the potentially affected New Hampshire residents on or about February 17, 2022, via U.S. mail. A sample copy of the notification letter is being provided with this correspondence.

3. Steps Taken Relating to the Incident

CSE has implemented additional safeguards to improve data security in its environment. CSE is also offering identity theft protection services for twelve (12) months through IDX to provide affected persons with complimentary credit monitoring. IDX also created a call center to answer any questions from affected persons regarding the incident.

4. Contact Information

CSE remains dedicated to protecting the personal information in its control. If you have any questions or need additional information, please do not hesitate to contact me at 949.622.2441 or by e-mail at kamran.salour@troutman.com.

Please let me know if you have any questions

Sincerely,



Kamran Salour
Partner



Center for
Sustainable Energy

Center of Sustainable Energy
10300 SW Greenburg Rd.
Suite 570
Portland, OR 97223

To Enroll, Please Call:

1-800-939-4170

Or Visit:

[https://app.idx.us/account-
creation/protect](https://app.idx.us/account-creation/protect)

Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>

<<Address1>> <<Address2>>

<<City>>, <<State>> <<Zip>>

February 17, 2022

Re: Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

The Center of Sustainable Energy takes the privacy and security of all information within its possession very seriously. As you may already know, CSE recently experienced a data security incident that may have impacted your personal information. Please read this letter carefully as it contains information regarding the incident and steps that you can take to help protect your personal information.

What Happened? On November 17, 2021, CSE discovered that cybercriminals claimed to have accessed certain systems in our environment. In response, we took immediate steps to secure our systems and engaged an independent digital forensics and incident response firm to determine what happened and if any personal information had been accessed or acquired without authorization because of the incident. On December 31, 2021, CSE learned that a file containing your personal information may have been acquired by the cybercriminals in connection with this incident. Following a review of that file, we determined on February 9, 2022, that your personal information was included in that file, which is the reason for this notification.

What Information Was Involved? The potentially impacted information included your first and last name and Social Security number.

What We Are Doing. As soon as CSE learned of the incident, we took the steps described above. In addition, we implemented measures to enhance the security of our digital environment to minimize the likelihood of a similar event occurring in the future. CSE is also providing you with information about steps that you can take to help protect your personal information and, as an added precaution, is offering complimentary identity protection services through IDX, a data breach and recovery services expert. These services include 12 months of credit monitoring¹ and dark web monitoring, a \$1,000,000 identity fraud loss reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you to resolve issues if your identity is compromised.

What You Can Do. CSE is not aware of any misuse of your information because of this incident. Nonetheless, we encourage you to follow the recommendations on the following page to help protect your information and encourage you to enroll in the complimentary services being offered through IDX by using the Enrollment Code provided above. The deadline to enroll is May 17, 2022.

¹ To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

For More Information. Please review the following page for information regarding steps that you can take to help protect your personal information. If you have any questions regarding the IDX services being offered to you, or if you would like assistance with enrollment, please contact IDX at 1-800-939-4170, Monday through Friday from 6:00 A.M. to 6:00 P.M. Pacific Time (excluding holidays).

The security of your personal information is a top priority for CSE. Please accept our sincere apologies and know that CSE deeply regrets any worry or inconvenience that this may cause you.

Sincerely,

Center for Sustainable Energy

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at www.annualcreditreport.com/cra/requestformfinal.pdf. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. In order to place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security Number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov and www.ftc.gov/idtheft
1-877-438-4338.

Obtaining an IRS IP PIN: An Identify Protection is a six-digit number provided by the IRS to prevent anyone else from filing a tax return using your Social Security number. Once you receive an PIN, you will need to use your PIN to file your taxes. To obtain a PIN, please visit the [IRS website](http://www.irs.gov).

A Summary of Your Rights Under the Fair Credit Reporting Act: The federal Fair Credit Reporting Act (FCRA) promotes the accuracy, fairness, and privacy of information in the files of consumer reporting agencies. There are many types of consumer reporting agencies, including credit bureaus and specialty agencies (such as agencies that sell information about check writing histories, medical records, and rental history records). Your major rights under the FCRA

are summarized below. For more information, including information about additional rights, go to www.consumerfinance.gov/learnmore or write to: Consumer Financial Protection Bureau, 1700 G Street NW, Washington, DC 20552.

- You must be told if information in your file has been used against you.
- You have the right to know what is in your file.
- You have the right to ask for a credit score.
- You have the right to dispute incomplete or inaccurate information.
- Consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information.
- Consumer reporting agencies may not report outdated negative information. • Access to your file is limited.
- You must give your consent for reports to be provided to employers.
- You may limit “prescreened” offers of credit and insurance you get based on information in your credit report.
- You have a right to place a “security freeze” on your credit report, which will prohibit a consumer reporting agency from releasing information in your credit report without your express authorization.
- You may seek damages from violators.
- Identity theft victims and active duty military personnel have additional rights.

Residents of Following States:

- Additional Information for residents of the following states: You can obtain information for the offices of the Attorney General and the Federal Trade Commission about fraud alerts, security freezes, and steps you can take to prevent identity theft.
- **Colorado:** You may contact and obtain information from your state attorney general at: Colorado Attorney General’s Office, Consumer Protection, 1300 Broadway, 9th Floor, Denver, CO 80203, 1-720-508-6000; www.coag.gov.
- **Illinois:** You may contact and obtain information from your state attorney general at: 100 West Randolph Street, Chicago, IL 60601; 1-866-999-5630; www.illinoisattorneygeneral.gov.
- **North Carolina:** You may contact and obtain information from your state attorney general at: North Carolina Attorney General’s Office, 9001 Mail Service Centre, Raleigh, NC 27699, 1-919-716-6000 / 1-877-566-7226, www.ncdoj.gov.
- **New York:** For more information about preventing identity theft, you can visit New York Department of State Division of Consumer Protection: <http://www.dos.ny.gov/consumerprotection> or at

New York State Division of Consumer Protection
123 William Street
New York, NY 10038-3804
1 (800) 697-1220

One Commerce Plaza
99 Washington Ave.
Albany, NY 12231-0001

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-653-4261.

Obtaining a Free Credit Report

You may obtain a free copy of your credit report once every 12 months by visiting www.annualcreditreport.com, calling toll-free 877-322-8228 or by completing an Annual Credit Request Form at: www.ftc.gov/bcp/menus/consumer/credit/rights.shtm and mailing to:

Annual Credit Report Request Service,
P.O. Box 1025281
Atlanta, GA 30348-5283