



June 4, 2021

**Sent Via Email**

DOJ-CPB@doj.nh.gov  
Office of the New Hampshire Attorney General  
Attn: Security Breach Notification  
33 Capitol Street  
Concord, NH 03301

**RE: Notice of Possible Data Breach**

Dear Sir/Madam:

On behalf of AmeriGas Propane, L.P. (“AmeriGas”), I am writing to inform your office about a recent incident that may have affected one (1) New Hampshire resident. At the outset, please note that AmeriGas promptly investigated the incident and believe the matter to be resolved.

**WHAT HAPPENED**

On May 21, 2021, J. J. Keller & Associates, Inc. (“J. J. Keller”) notified AmeriGas of an incident that occurred on May 10<sup>th</sup>. J. J. Keller is a vendor used to assist AmeriGas with management of its employee-drivers’ DOT compliance, such as driving record review and drug and alcohol screening, which is required under federal DOT regulations.

On May 10<sup>th</sup> J.J. Keller became aware of unusual activity relating to its company email account. In response, it immediately began an investigation to determine what happened and what information may be affected. The investigation determined that one of J.J. Keller’s employees inadvertently allowed unauthorized access to a J. J. Keller email account, falling victim to a “phishing” scam. J. J. Keller reported to us that on May 10<sup>th</sup> for a very limited amount of time (approximately 8 seconds), the unauthorized individual was able to view certain files located within the account.

After being alerted to the suspicious logon by its third-party managed security service provider, J.J. Keller changed the user’s password and multifactor authentication credentials. They also engaged legal counsel and cyber forensics experts to investigate and contain the issue. J.J. Keller also reviewed the files to determine the nature and scope of the information they contained. It determined that information relating to certain AmeriGas employees were located on these files.

On May 27<sup>th</sup>, J.J. Keller confirmed that no other accounts were affected and believe the issue to be resolved. According to J.J. Keller, during the 8-second breach, the bad actor had access to an internal email with spreadsheet attachments containing 123 AmeriGas employees’ information, including Lab IDs, social security numbers, driver’s license numbers and dates of birth. To date, we are unaware of any actual or attempted misuse of this personal data as a result of this incident.

## PREVENTATIVE MEASURES

AmeriGas is committed to protecting the privacy of its employees. AmeriGas has robust privacy and data-security controls in place, include IT, Information Security, Legal, Fraud & Compliance teams dedicated to data security, fraud prevention and legal compliance.

While none of the employee information appears to have been copied or misused, we are notifying the (1) New Hampshire resident-employee of the incident. AmeriGas sent notices via email on June 3<sup>rd</sup> to impacted employees and also mailed notices by U.S. Mail on June 4<sup>th</sup>. A sample employee notification letter is attached. To protect this individual further, AmeriGas has engaged Experian to provide 12 months of free credit monitoring and identity theft protection services in the event that this individual's information may have been acquired by the unauthorized third party.

AmeriGas takes the protection of its customer and employee data seriously and regularly reviews its vendor relationships to ensure appropriate security measures are in place to protect its customer and employee data. As an added precaution, both AmeriGas and J.J. Keller are taking steps to help prevent incidents like this from happening again. J.J. Keller is retraining its employees on data security issues, and both companies are in the process of reviewing and enhancing existing policies and procedures to reduce the likelihood of a future similar event.

Please feel free to contact me if you have any additional questions or concerns. I can be reached at [Joshua.Romirowsky@amerigas.com](mailto:Joshua.Romirowsky@amerigas.com) or (610)-768-3810.

Sincerely,



Joshua Romirowsky  
Associate Counsel  
AmeriGas Propane, L.P.

Enclosure



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Joshua Romirowsky  
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