

October 28, 2021

Dear Attorney General of New Hampshire,

I am an attorney at Reed Smith LLP writing to notify you of a data breach affecting New Hampshire residents that was experienced by my client, Duquesne Light Company ("DLC"), located at 411 Seventh Avenue, Pittsburgh, PA 15219. I have provided a summary of the data breach and the steps my client has taken and plans to take relating to the incident below.

On June 16th, 2021, DLC became aware of a data security incident wherein an external bad actor used phishing emails to compromise a small number of company email accounts, potentially allowing access to individual messages. Upon detecting the malicious activity, DLC immediately took action to contain and mitigate the event. In addition, on July 27th, 2021, DLC discovered that an external bad actor had regained access to one of the email accounts that were originally compromised. DLC likewise took immediate action to contain and mitigate the event. In addition, DLC also retained a third-party incident response team to perform a full forensic investigation.

Since the incident, DLC has undertaken a comprehensive review of the messaging data contained in the compromised email accounts to confirm exactly what types of sensitive personal information may have been exposed. Based on this review, DLC determined the compromised email accounts may have included sensitive personal information relating to employee or job applicant background checks, insurance claims, records requests, and certain other HR-related information, potentially including the following data fields:

- Employee / contractor / job applicant name,
- Social security number, or
- Driver's license or state ID number.

In investigating the incident, DLC determined that one (1) New Hampshire resident was affected by the incident. My client anticipates mailing the attached notification letter to the affected New Hampshire resident on November 1, 2021.

DLC is continuing to take steps to mitigate the risk, including the implementation of new security controls. Additionally, DLC is offering a complimentary 12-month membership of Experian's® IdentityWorks<sup>SM</sup> to provide identity theft protection and credit monitoring services.

DLC has retained Reed Smith LLP as its data security and privacy counsel with respect to this incident. Please do not hesitate to contact me if you have any additional questions or need additional information.

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Very truly yours,



Catherine R. Castaldo

CRC:vo

411 Seventh Avenue  
Pittsburgh, PA 15219

[Date]

[Insert Recipient's Name]  
[Insert Address]  
[Insert City, State, Zip]



***RE: Important Security Notification***  
***Please read this entire letter.***

Dear [Insert employee or job applicant name]:

We are contacting you regarding a data security incident that was discovered beginning June 16<sup>th</sup>, 2021, at Duquesne Light Company (DLC). This incident involved some information relating to insurance claims, background checks, and other information related to human resource ("HR") processes which may have been potentially exposed due to the incident. As a result, some personal information, including your name, social security number, or driver's license number, may have been potentially exposed to others. Please be assured that DLC has taken every step necessary to address the incident.

**The incident:**

On June 16<sup>th</sup>, 2021, DLC became aware of a data security incident wherein an external bad actor used phishing emails to compromise a small number of company email accounts, potentially allowing access to individual messages. Upon detecting the malicious activity, DLC immediately took action to contain and mitigate the event. In addition, on July 27<sup>th</sup>, 2021, DLC discovered that an external bad actor had regained access to one of the email accounts that were originally compromised. DLC likewise took immediate action to contain and mitigate the event. In addition, DLC also retained a third-party incident response team to perform a full forensic investigation.

Based on DLC's review, the compromised email accounts may have included sensitive personal information relating to employee or job applicant background checks, insurance claims, records requests, and certain other HR-related information, potentially including the following data fields: employee / job applicant name, social security number, or driver's license or state ID number.

**What we are doing to protect your information:**

We have taken efforts to address and contain this incident. In the course of the investigation, we have found no evidence of a mass download of personal information. However, out of an abundance of caution, we are notifying all active and former DLC, The Efficiency Network (TEN), and DQE Communications employees, contractors or job applicants who may be associated with sensitive personal information identified in the compromised email accounts. We are also continuing to take steps to mitigate the risk, including the implementation of new security controls.

In addition, while there is no evidence any user data has been misused, we understand you may have concerns. Because the security of your information and peace of mind are important to us, we are offering a complimentary 12-month membership of Experian's® IdentityWorks<sup>SM</sup>. This product provides you with superior identity detection and resolution of identity theft. To activate your membership and start monitoring your personal information please follow the steps below:

- Ensure that you **enroll by: January 31, 2022** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll: [\[URL\]](#)
- Provide your **activation code**: [\[code\]](#)

If you have questions about the product, need assistance with identity restoration or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at [\[customer service number\]](#) by **December 31, 2021**. Be prepared to provide the engagement number [\[engagement #\]](#) as proof of eligibility for the identity restoration services by Experian.

#### **ADDITIONAL DETAILS REGARDING YOUR 12-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP:**

A credit card is **not** required for enrollment in Experian IdentityWorks. You can contact Experian **immediately** regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.\*
- **Credit Monitoring:** Actively monitors Experian file for indicators of fraud.
- **Identity Restoration:** Identity Restoration agents are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **Up to \$1 Million Identity Theft Insurance\*\*:** Provides coverage for certain costs and unauthorized electronic fund transfers.

If you believe there was fraudulent use of your information and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent at [\[customer service number\]](#). If, after discussing your situation with an agent, it is determined that Identity Restoration support is needed, then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that this Identity Restoration support is available to you for 12 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at [www.ExperianIDWorks.com/restoration](http://www.ExperianIDWorks.com/restoration). You will also find self-help tips and information about identity protection at this site.

We sincerely apologize for this incident and regret any inconvenience it may cause you. Should you have questions or concerns regarding this matter, please do not hesitate to contact Experian at [\[customer service number\]](#).

Sincerely,



Todd Faulk  
Vice President, Human Resources

\* Offline members will be eligible to call for additional reports quarterly after enrolling

\*\* The Identity Theft Insurance is underwritten and administered by American Bankers Insurance Company of Florida, an Assurant company. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.