



June 30, 2020

Via E-Mail

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

To whom it may concern:

I am writing on behalf of EDP Renewables North America LLC ("EDPR NA"), to inform you of a security incident potentially affecting 1 New Hampshire resident.

On April 13, 2020, EDPR NA's parent corporation experienced a ransomware attack on its information systems. The parent corporation immediately began investigating with the assistance of leading computer forensic experts. The parent corporation also promptly involved relevant law enforcement authorities. On May 8, 2020, EDPR NA determined that the attackers had gained unauthorized access to some personal information stored on the Company's own information systems. Since then, EDPR NA has worked diligently and on an expedited basis to identify the individuals potentially affected by this incident. EDPR's investigation has determined that as a result of this incident, it is possible that this unauthorized person gained access to the personal information of the New Hampshire resident, which may have included their Social Security number.

Please note that we have no information indicating that the personal information of the New Hampshire resident was actually accessed by an unauthorized third party. Out of an abundance of caution, EDPR NA will send security incident notifications to the potentially affected New Hampshire resident on or about June 30, 2020. EDPR NA is also offering one year of Experian's IdentityWorks identity theft protection product to these individuals at no cost to them. IdentityWorks includes credit monitoring, identity restoration services, credit monitoring alerts, and identity theft insurance. A template copy of the notification sent to the New Hampshire resident is attached to this letter.

If you have any questions concerning this matter, please do not hesitate to contact me at 713-265-0327 or Meredith.Chambers@edpr.com.

Very truly yours,

A handwritten signature in black ink that reads "Meredith Berger Chambers".

Meredith Chambers
General Counsel
EDP Renewables North America LLC
4848-9119-9937.1 062030.1115



Return mail will be processed by: IBC
PO Box 847 • Holbrook, NY 11741

[Name of Recipient]

[Street Address]

[City/State/Zip]

[Date]

Dear [NAME OF RECIPIENT]:

EDP Renewables North America LLC (“EDPR NA” or the “Company”) values its employees, both current and former, and is committed to protecting your personal information. Unfortunately, we recently learned that we were the victim of a cyber-attack. We are writing to inform you about this information security incident and to share with you the steps EDPR NA is taking to address it.

On April 13, 2020, EDPR NA’s parent corporation experienced a ransomware attack on its information systems. The parent corporation immediately began investigating with the assistance of leading computer forensic experts. The parent corporation also promptly involved relevant law enforcement authorities. On May 8, 2020, EDPR NA determined that the attackers had gained unauthorized access to some personal information stored on the Company’s own information systems. Since then, EDPR NA has worked diligently and on an expedited basis to identify the individuals potentially affected by this incident.

EDPR NA has no evidence that an unauthorized third party accessed your personal information. However, we are notifying you out of an abundance of caution because EDPR NA has in its information systems some of your personal information, including your name, and Social Security number. After careful analysis, we are confident that none of your other personal information, such as driver’s license number, health information, or credit or debit card information was exposed.

Nonetheless, as a proactive measure, EDPR NA is offering you one year of identity protection services at no cost to you through Experian, one of the three nationwide credit bureaus. Your one-year membership in Experian’s IdentityWorksSM product provides identity restoration services, fraud detection tools, and other benefits, which include monitoring your credit file at Experian. Starting today, you can call Experian’s identity restoration agents to assist you to investigate and resolve any incidents of fraud. You may take advantage of this benefit, at any time, until October 1, 2022, by calling Experian at 1-877-890-9332. No enrollment or activation is necessary. The terms and conditions for identity restoration are located at: www.ExperianIDWorks.com/restoration.

While identity restoration is immediately available to you, we also encourage you to activate fraud detection tools available through IdentityWorksSM. This product provides you with identity detection, credit monitoring, and resolution of identity theft. If you wish to enroll in IdentityWorksSM, you will need to do the following:

1. **Visit** the IdentityWorksSM web site: <https://www.experianidworks.com/credit> or call 1-877-890-9332 to enroll and provide Engagement Number **[Insert Engagement Number]**.
2. **PROVIDE** your Activation Code: **[Insert Activation Code]**.

Enrollment Deadline: **[Insert Date]** (your Activation Code will not work after this date).

If you have any questions concerning IdentityWorksSM or if you prefer to enroll over the phone for delivery of your membership via US mail, please call Experian at 1-877-890-9332. Be prepared to provide Engagement Number **[Engagement Number]** as proof of eligibility for the identity protection product by Experian.

In addition to the offer of IdentityWorksSM, we have included with this letter additional information on steps you can take to protect the security of your personal information. We urge you to review this information carefully.

EDPR NA takes seriously both the security of your personal information and this incident. In response to this incident, we have taken steps to enhance the security for your personal information, such as implementing new IT processes and login requirements, including multi-factor verification, to reduce the likelihood of a recurrence.

EDPR NA sincerely apologizes for this incident and regrets any inconvenience it may cause you. Should you have any questions or concerns regarding this incident, please do not hesitate to contact our call center at (866) 429-6851 between 8 A.M. and 6 P.M (CST), Monday through Friday.

Sincerely,

A handwritten signature in black ink, appearing to read 'Miguel Angel Prado'. The signature is fluid and cursive, with a prominent initial 'M' and a trailing flourish.

Miguel Angel Prado
Chief Executive Officer
EDP Renewables North America LLC

Steps To Protect The Security Of Your Personal Information

By taking the following steps, you can help reduce the risk that your personal information may be misused.

1. Enroll in IdentityWorksSM. You must personally activate identity monitoring for it to be effective. The notice letter contains instructions and information on how to activate your IdentityWorksSM membership. Experian's IdentityWorksSM product will provide the following:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.¹
- **Credit Monitoring:** Actively monitors your credit files at Experian for indicators of fraud.
- **Identity Restoration:** Identity restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorksSM ExtendCARE:** You will receive the same high level of identity restoration support even after your IdentityWorksSM membership expires.
- **\$1 Million Identity Theft Insurance²:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Please direct questions about the IdentityWorksSM product to Experian. A credit card is not required for enrollment in IdentityWorksSM. Enrollment in IdentityWorksSM will not affect your credit score. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

2. Review your credit reports. You can receive free credit reports by placing a fraud alert. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three national credit bureaus. To obtain a free annual credit report, go to www.annualcreditreport.com or call 1-877-322-8228. You may wish to stagger your requests so that you receive a free report from one of the three credit bureaus every four months.

3. Review your account statements. You should carefully review for suspicious activity the statements that you receive from credit card companies, banks, utilities, and other services.

4. Remain vigilant and respond to suspicious activity. If you receive an e-mail or mail alert from Experian, contact an IdentityWorksSM identity resolution agent toll-free at 1-877-890-9332 or visit www.ExperianIDWorks.com/restoration for additional information. You should consider changing your username, passwords, security questions, and security answers to your online accounts. If you notice suspicious activity on an account statement, report it to your credit card company or service provider and consider closing the account. You should also consider reporting such activity to your local police department, your state's attorney general, and the Federal Trade Commission.

5. You have the right to place a "security freeze" on your credit report. A security freeze will prohibit a consumer reporting agency from releasing information in your credit file without your express authorization. The security freeze is designed to prevent credit, loans, and

¹ Offline members will be eligible to call for additional reports quarterly after enrolling.

² Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.

services from being approved in your name without your consent. Please understand that placing a security freeze on your credit file may delay, interfere with, or prevent the timely approval of any subsequent request or application you make for a new loan, mortgage, or any other account involving the extension of credit.

A security freeze does not apply to a person or entity, or its affiliates, or collection agencies acting on behalf of the person or entity, with which you have an existing account that requests information in your credit report for the purposes of reviewing or collecting the account. Reviewing the account includes activities related to account maintenance, monitoring, credit line increases, and account upgrades and enhancements.

To place a security freeze on your credit file, contact the three nationwide credit bureaus, listed below. You will need to provide appropriate proof of your identity to the credit bureau, which will include your name, address, date of birth, Social Security number, and other personal information. After receiving your freeze request, each credit bureau will provide you with a unique PIN (personal identification number) or password. Keep the PIN or password in a safe place. You will need it if you choose to lift the freeze.

The contact information for all three credit bureaus is as follows:

Equifax
P.O. Box 105788
Atlanta, GA 30348
1-888-298-0045
www.equifax.com

Experian
P.O. Box 9554
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion
P.O. Box 160
Woodlyn, PA 19094
1-888-909-8872
www.transunion.com

6. Consider placing a fraud alert with one of the three nationwide credit bureaus. You can place an initial fraud alert by contacting one of the three nationwide credit bureaus listed above. A fraud alert can make it more difficult for someone to get credit in your name because it tells creditors to follow certain procedures to protect you. It also may delay your ability to obtain credit. You may place a fraud alert in your file by calling just one of the three nationwide credit bureaus listed above. As soon as that bureau processes your fraud alert, it will notify the other two, which then also must place fraud alerts in your file.

An initial fraud alert stays in your file for at least one year. To place this alert, a credit bureau will require you to provide appropriate proof of your identity, which may include your Social Security number. If you are the victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting 7 years.

An initial fraud alert entitles you to a copy of all the information in your file at each of the three nationwide credit bureaus listed above. These additional disclosures may help you detect signs of fraud, for example, whether fraudulent accounts have been opened in your name or whether someone has reported a change in your address.

7. Additional Information. You may obtain information about fraud alerts and security freezes and additional information about steps you can take to avoid identity theft from the following: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW, Washington, DC 20580; <http://www.ftc.gov/idtheft/>; (877) IDTHEFT (438-4338).