

**RECEIVED**

**FEB 21 2020**

**CONSUMER PROTECTION**

**Via Certified Mail**

February 19, 2020

Office of the New Hampshire Attorney General  
33 Capitol Street  
Concord, NH 03301

To Whom It May Concern:

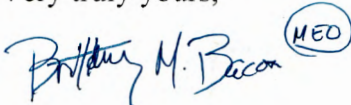
In accordance with N.H. Rev. Stat. Ann. § 359-C:20, I am writing on behalf of ENGIE North America Inc. ("ENGIE" or the "Company") to notify you regarding the nature and circumstances of a recent data security issue.

On or around February 3, 2020, ENGIE learned that, due to a mail merge error, certain Form 1099s pertaining to a limited number of individuals were inadvertently sent to incorrect recipients. The affected personal information included names and Social Security numbers.

ENGIE promptly identified the error and took steps to address it. The Company is notifying the individuals whose personal information was inadvertently disclosed to an incorrect recipient and has arranged to provide affected individuals with two years of identity protection and credit monitoring services at no cost to them. The Company also took steps to request the secure destruction or return of the misdirected tax forms. Based on its investigation, ENGIE has no evidence that the affected personal information has been misused as a result of this issue.

There are approximately 4 New Hampshire residents affected by this issue. Attached for your reference is a copy of the notice being sent to the affected individuals. Please do not hesitate to contact me if you have any questions.

Very truly yours,



Brittany M. Bacon

Enclosure



February 18, 2020

VIA US Mail

[FULL NAME]  
[ADDRESS]  
[CITY], [STATE] [ZIP CODE]

Dear [TITLE] [LAST NAME],

We are writing to notify you about an issue involving your 1099.

**What Happened?**

We learned on or around February 3, 2020, your 1099 was inadvertently sent to another individual.

In addition, due to this same error, that, due to a mail merge error, you were sent an incorrect 1099 which included information associated with another individual. Included herein is your correct 1099. We respectfully ask that you return the incorrect 1099 or securely destroy the form. If unopened, you may return the incorrect 1099 by writing on the envelope "Return to Sender" or if opened, you may mail back the incorrect 1099 to the attention of the Payor indicated in the Payor Box. We have included herein a prepaid addressed envelope to facilitate the return of the incorrect 1099.

**What Information Was Involved?**

As indicated above, this issue affected information found on your 1099, including your name and Social Security number.

**What We Are Doing**

This error was promptly identified, and we have been taking steps to address the issue. As part of the corrective action, we have notified the unintended recipient and instructed them to return or securely destroy the 1099.

**What You Can Do**

We take our obligation to safeguard personal information seriously and regret that this issue occurred. Steps you can take to help protect yourself include the following:

- **Register for Credit Monitoring Services.** We have arranged to offer identity protection and credit monitoring services to you for two years at no cost. See attached Reference Guide for Details.
- **Order a Credit Report.** You are entitled under U.S. law to one free credit report annually from each of the three nationwide consumer reporting agencies. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free at 1-877-322-8228. We encourage you to remain vigilant by reviewing your account statements and monitoring your free credit reports.
- **Review the Attached Reference Guide.** The attached Reference Guide provides information on registration and recommendations by the U.S. Federal Trade Commission on the protection of personal information.





**For More Information**

If you have any questions, please contact ENGIE North America Land Management Department at [easementsusa@engie.com](mailto:easementsusa@engie.com) or 713-636-1091.

Thank you for your prompt attention to this matter and we regret and apologize for any inconvenience this may have caused. We appreciate your cooperation in returning or destroying the incorrect 1099 as indicated above.

Best regards,

ENGIE North America Inc.



## Reference Guide

We encourage affected individuals to take the following steps:

**Register for Identity Protection and Credit Monitoring Services.** We have arranged with Experian (Engagement #: DB18069) to help you protect your identity and your credit information for **two years** at no cost to you. Experian's® IdentityWorks<sup>SM</sup> 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 **May 31, 2020** (Your code will not work after this date.)
- Visit the Experian IdentityWorks website to enroll at <https://www.experianidworks.com/3bcredit>
- 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 **877.890.9332** by **May 31, 2020**. Be prepared to provide engagement number DB18069 as proof of eligibility for the identity restoration services by Experian.

**Order Your Free Credit Report.** To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com), call toll-free at 1-877-322-8228, or complete the Annual Credit Report Request Form on the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov) and mail it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281. The three consumer reporting agencies provide free annual credit reports only through the website, toll-free number or request form.

When you receive your credit report, review it carefully. Look for accounts you did not open. Look in the "inquiries" section for names of creditors from whom you haven't requested credit. Some companies bill under names other than their store or commercial names. The consumer reporting agency will be able to tell you when that is the case. Look in the "personal information" section for any inaccuracies in your information (such as home address and Social Security number). If you see anything you do not understand, call the consumer reporting agency at the telephone number on the report. Errors in this information may be a warning sign of possible identity theft. You should notify the consumer reporting agencies of any inaccuracies in your report, whether due to error or fraud, as soon as possible so the information can be investigated and, if found to be in error, corrected. If there are accounts or charges you did not authorize, immediately notify the appropriate consumer reporting agency by telephone and in writing. Consumer reporting agency staff will review your report with you. If the information cannot be explained, then you will need to call the creditors involved. Information that can't be explained also should be reported to your local police or sheriff's office because it may signal criminal activity.

**Report Incidents.** If you detect any unauthorized transactions in a financial account, promptly notify your payment card company or financial institution. If you detect any incident of identity theft or fraud, promptly report the incident to law enforcement, the FTC and your state Attorney General. If you believe your identity has been stolen, the FTC recommends that you take these steps:

- Close the accounts that you have confirmed or believe have been tampered with or opened fraudulently. For streamlined checklists and sample letters to help guide you through the recovery process, please visit <https://www.identitytheft.gov/>.
- File a local police report. Obtain a copy of the police report and submit it to your creditors and any others that may require proof of the identity theft crime.

You can contact the FTC to learn more about how to protect yourself from becoming a victim of identity theft and how to repair identity theft:

Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
1-877-IDTHEFT (438-4338)  
[www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/)

**Consider Placing a Fraud Alert on Your Credit File.** To protect yourself from possible identity theft, consider placing a fraud alert on your credit file. A fraud alert helps protect you against the possibility of an identity thief opening new credit accounts in your name. When a merchant checks the credit history of someone applying for credit, the merchant gets a notice that the applicant may be the victim of identity theft. The alert notifies the merchant to take steps to verify the identity of the applicant. You can place a fraud alert on your credit report by calling any one of the toll-free numbers provided below. You will reach an automated telephone system that allows you to flag your file with a fraud alert at all three consumer reporting agencies. For more information on fraud alerts, you also may contact the FTC as described above.

Equifax	Equifax Information Services LLC P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19022-2000	1-800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

**Consider Placing a Security Freeze on Your Credit File.** You may wish to place a “security freeze” (also known as a “credit freeze”) on your credit file. A security freeze is designed to prevent potential creditors from accessing your credit file at the consumer reporting agencies without your consent. *Unlike a fraud alert, you must place a security freeze on your credit file at each consumer reporting agency individually.* There is no charge to place or lift a security freeze. For more information on security freezes, you may contact the three nationwide consumer reporting agencies or the FTC as described above. As the instructions for establishing a security freeze differ from state to state, please contact the three nationwide consumer reporting agencies to find out more information.

The consumer reporting agencies may require proper identification prior to honoring your request. For example, you may be asked to provide:

- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver’s license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

**For Iowa Residents.** You may contact law enforcement or the Iowa Attorney General’s Office to report suspected incidents of identity theft. This office can be reached at:

Office of the Attorney General of Iowa  
Hoover State Office Building  
1305 E. Walnut Street

Des Moines, IA 50319  
(515) 281-5164  
[www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov)

**For Massachusetts Residents.** You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request to place a security freeze on your account.

**For New Mexico Residents.** You have rights under the federal Fair Credit Reporting Act ("FCRA"). These include, among others, the right to know what is in your file; to dispute incomplete or inaccurate information; and to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information. For more information about the FCRA, please visit <https://www.consumer.ftc.gov/articles/pdf-0096-fair-credit-reporting-act.pdf> or [www.ftc.gov](http://www.ftc.gov).

**For New York Residents.** You can obtain information from the New York State Office of the Attorney General about how to protect yourself from identity theft and tips on how to protect your privacy online. You can contact the New York State Office of the Attorney General at:

Office of the Attorney General  
The Capitol  
Albany, NY 12224-0341  
1-800-771-7755 (toll-free)  
1-800-788-9898 (TDD/TTY toll-free line)  
<https://ag.ny.gov/>

Bureau of Internet and Technology (BIT)  
28 Liberty Street  
New York, NY 10005  
Phone: (212) 416-8433  
<https://ag.ny.gov/internet/resource-center>

**For North Carolina Residents.** You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(877) 566-7226 (toll-free in North Carolina)  
(919) 716-6400  
[www.ncdoj.gov](http://www.ncdoj.gov)



February 18, 2020

**VIA US Mail**

[FULL NAME]  
[ADDRESS]  
[CITY], [STATE] [ZIP CODE]

Dear [TITLE] [LAST NAME],

We are writing to notify you about an issue involving your 1099.

**What Happened?**

We learned on or around February 3, 2020, that, due to a mail merge error, your 1099 was inadvertently sent to another individual.

**What Information Was Involved?**

This issue affected information found on your 1099, including your name and Social Security number.

**What We Are Doing**

This error was promptly identified, and we have been taking steps to address the issue. As part of the corrective action, we have notified the unintended recipient and instructed them to return or securely destroy the 1099.

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Federal Trade Commission  
Consumer Response Center  
600 Pennsylvania Avenue, NW  
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[www.ftc.gov/idtheft/](http://www.ftc.gov/idtheft/)

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Equifax	Equifax Information Services LLC P.O. Box 740241 Atlanta, GA 30374	1-800-525-6285	<a href="http://www.equifax.com">www.equifax.com</a>
Experian	Experian Inc. P.O. Box 9554 Allen, TX 75013	1-888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
TransUnion	TransUnion LLC P.O. Box 2000 Chester, PA 19022-2000	1-800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

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- Your full name with middle initial and generation (such as Jr., Sr., II, III)
- Your Social Security number
- Your date of birth
- Addresses where you have lived over the past five years
- A legible copy of a government-issued identification card (such as a state driver's license or military ID card)
- Proof of your current residential address (such as a current utility bill or account statement)

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Office of the Attorney General of Iowa  
Hoover State Office Building  
1305 E. Walnut Street  
Des Moines, IA 50319  
(515) 281-5164  
[www.iowaattorneygeneral.gov](http://www.iowaattorneygeneral.gov)

**For Massachusetts Residents.** You have the right to obtain a police report and request a security freeze as described above. The consumer reporting agencies may require that you provide certain personal information (such as your name, Social Security number, date of birth, and address) and proper identification (such as a copy of a government-issued ID card and a bill or statement) prior to honoring your request to place a security freeze on your account.

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**For New York Residents.** You can obtain information from the New York State Office of the Attorney General about how to protect yourself from identity theft and tips on how to protect your privacy online. You can contact the New York State Office of the Attorney General at:

Office of the Attorney General  
The Capitol  
Albany, NY 12224-0341  
1-800-771-7755 (toll-free)  
1-800-788-9898 (TDD/TTY toll-free line)  
<https://ag.ny.gov/>

Bureau of Internet and Technology (BIT)  
28 Liberty Street  
New York, NY 10005  
Phone: (212) 416-8433  
<https://ag.ny.gov/internet/resource-center>

**For North Carolina Residents.** You can obtain information from the North Carolina Attorney General's Office about preventing identity theft. You can contact the North Carolina Attorney General at:

North Carolina Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
(877) 566-7226 (toll-free in North Carolina)  
(919) 716-6400  
[www.ncdoj.gov](http://www.ncdoj.gov)

Hunton Andrews Kurth LLP  
Brittany Bacon  
200 Park Ave 52nd Floor

New York NY 10166

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Office of the New Hampshire Attorney General  
Office of the New Hampshire Attorney General  
33 Capitol Street

Concord NH 03301-6310