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COUGHLIN<sub>LLC</sub>  
ATTORNEYS AT LAW

RECEIVED

SEP 20 2021

CONSUMER PROTECTION

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426 W. Lancaster Avenue, Suite 200  
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September 14, 2021

**VIA U.S. MAIL**

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

**Re: Notice of Data Event**

Dear Sir or Madam:

We represent Massachusetts Clean Energy Technology Center (“MassCEC”) located at 63 Franklin Street, 3<sup>rd</sup> Floor, Boston, MA 02110, and are writing to notify your office of an incident that may affect the security of some personal information relating to eight (8) New Hampshire residents. By providing this notice, MassCEC does not waive any rights or defenses regarding the applicability of New Hampshire law, the applicability of the New Hampshire data event notification statute, or personal jurisdiction.

**Nature of the Data Event**

On or about July 28, 2021 MassCEC discovered that there had been an attempt to deploy ransomware on MassCEC’s servers. MassCEC immediately launched an investigation to determine the nature and scope of the activity, which included working with third-party computer forensic specialists. MassCEC reported the activity to the Federal Bureau of Investigation as well as the Boston Police Department and the state police cyber unit.

MassCEC learned that an unauthorized actor accessed its network, encrypted certain files, and took some data from its network. MassCEC restored its systems from backup and undertook a comprehensive and time-intensive review of the documents that may have been impacted. This review was recently completed and it was confirmed on August 27, 2021 that information relating to certain individuals was present in the potentially impacted documents.

Office of the New Hampshire Attorney General

September 14, 2021

Page 2

The information for New Hampshire residents that could have been subject to unauthorized access includes name and one or more of the following: social security number.

### **Notice to New Hampshire Residents**

On or about September 13, 2021, MassCEC began mailing written notice of this incident to all affected individuals, which includes eight (8) New Hampshire residents. Written notice is being provided in substantially the same form as the letter attached here as *Exhibit A*.

### **Other Steps Taken and To Be Taken**

Upon discovering the event, MassCEC moved quickly to investigate and respond to the incident, assess the security of MassCEC systems, and notify potentially affected individuals. MassCEC is also working to implement additional safeguards. MassCEC is providing access to credit monitoring services for two (2) years, through IDX to individuals whose personal information was potentially affected by this incident, at no cost to these individuals.

Additionally, MassCEC is providing impacted individuals with guidance on how to better protect against identity theft and fraud, including advising individuals to report any suspected incidents of identity theft or fraud to their credit card company and/or bank. MassCEC is providing individuals with information on how to place a fraud alert and security freeze on one's credit file, the contact details for the national consumer reporting agencies, information on how to obtain a free credit report, a reminder to remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring free credit reports, and encouragement to contact the Federal Trade Commission, their state Attorney General, and law enforcement to report attempted or actual identity theft and fraud.

### **Contact Information**

Should you have any questions regarding this notification or other aspects of the data security event, please contact us at (267) 930-4776.

Very truly yours,



Edward J. Finn of  
MULLEN COUGHLIN LLC

EJF/ams

# EXHIBIT A

Massachusetts Clean Energy Technology Center

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>

Enrollment Code: <<XXXXXXXXXX>>

<<First Name>> <<Last Name>>  
<<Address1>> <<Address2>>  
<<City>>, <<State>> <<Zip>>

September 13, 2021

<<Variable CA Heading>>

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

Massachusetts Clean Energy Technology Center ("MassCEC") is writing to notify you of a recent incident that may have impacted some of your information. While we have no indication to date that your information has been used to commit identity theft or fraud, we are providing you information about the event, our response, and steps you may take to protect against the possibility of identity theft and fraud, should you feel it is necessary to do so.

**What Happened?** On July 28, 2021 MassCEC noticed some unusual activity on our servers and systems that impacted operability. We immediately launched an investigation and began working with subject matter specialists. We determined that we were the victim of a cyber-attack that encrypted certain MassCEC systems. As the investigation progressed, on or around August 27, 2021, we learned that some of your information may have been viewed and/or taken by the unauthorized actor. To date, we have no reason to believe that this information will be used to commit identity theft or fraud.

**What Information Was Involved?** The investigation determined that the following types of information related to you were involved: name, <<DATA ELEMENTS>>.

**What We Are Doing.** Upon discovering this incident, we moved quickly to investigate and respond, assess the security of MassCEC's systems, and identify any impacted data. We also worked with third-party computer forensic specialists to determine the information potentially impacted by the event and the identities of the individuals whose information was possibly viewed or accessed, and to assess the security of our network. We also notified federal law enforcement and the Boston Police Department about this event. As part of our ongoing commitment to the security of information, we are also reviewing existing policies and procedures.

Although we do not have any indication to date of identity theft or fraud as a result of this incident, we are offering complimentary credit monitoring and identity restoration services through IDX for 24 months as an added precaution.

**What You Can Do.** We encourage you to remain vigilant against incidents of identity theft and fraud, and to review your account statements and credit reports for suspicious activity. You may also review the information contained in the attached *Steps You Can Take To Protect Personal Information* for additional information on protecting your personal information.

**For More Information.** We understand that you may have questions about this incident that are not addressed in this letter. If you have additional questions, please call us at 1-800-939-4170 between the hours of 9 a.m. and 9 p.m. ET Monday - Friday.

We sincerely regret any inconvenience or concern this incident may have caused.

Sincerely,

A handwritten signature in black ink, appearing to read "JDW", with a horizontal line extending to the right.

Jennifer Daloisio  
Interim CEO  
Massachusetts Clean Energy Technology Center

## STEPS YOU CAN TAKE TO PROTECT PERSONAL INFORMATION

### Enroll in Credit Monitoring

We encourage you to contact IDX with any questions and to enroll in free identity protection services by calling 1-800-939-4170 or going to <https://app.idx.us/account-creation/protect> and using the Enrollment Code provided above. IDX representatives are available Monday through Friday from 9 am - 9 pm Eastern Time. Please note the deadline to enroll is December 13, 2021.

Again, at this time, there is no evidence that your information has been misused. However, we encourage you to take full advantage of this service offering. IDX representatives have been fully versed on the incident and can answer questions or concerns you may have regarding protection of your personal information.

### Monitor Your Accounts

Under U.S. law, a consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call, toll-free, 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free copy of your credit report.

Consumers have the right to place an initial or extended “fraud alert” on a credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a consumer’s credit file. Upon seeing a fraud alert display on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. If you are a victim of identity theft, you are entitled to an extended fraud alert, which is a fraud alert lasting seven years. Should you wish to place a fraud alert, please contact any one of the three major credit reporting bureaus listed below.

As an alternative to a fraud alert, consumers have the right to place a “credit freeze” on a credit report, which will prohibit a credit bureau from releasing information in the credit report without the consumer’s express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent. However, you should be aware that using a credit freeze to take control over who gets access to the personal and financial information in your credit report may delay, interfere with, or prohibit the timely approval of any subsequent request or application you make regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze on your credit report. To request a security freeze, you will need to provide the following information:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning the identity theft.

Should you wish to place a credit freeze, please contact the three major credit reporting bureaus listed below:

<b>Equifax</b>	<b>Experian</b>	<b>TransUnion</b>
<a href="https://www.equifax.com/personal/credit-report-services/">https://www.equifax.com/personal/credit-report-services/</a>	<a href="https://www.experian.com/help/">https://www.experian.com/help/</a>	<a href="https://www.transunion.com/credit-help">https://www.transunion.com/credit-help</a>
888-298-0045	1-888-397-3742	833-395-6938
Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069	Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013	TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016
Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

## **Additional Information**

You may further educate yourself regarding identity theft, fraud alerts, credit freezes, and the steps you can take to protect your personal information by contacting the consumer reporting bureaus, the Federal Trade Commission, or your state Attorney General. The Federal Trade Commission may be reached at: 600 Pennsylvania Avenue NW, Washington, DC 20580; [www.identitytheft.gov](http://www.identitytheft.gov); 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

You can obtain further information on how to file such a complaint by way of the contact information listed above. You have the right to file a police report if you ever experience identity theft or fraud. Please note that in order to file a report with law enforcement for identity theft, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to law enforcement and your state Attorney General. This notice has not been delayed by law enforcement.

*For District of Columbia residents*, the District of Columbia Attorney General may be contacted at: 400 6th Street, NW, Washington, DC 20001; 202-727-3400; and [oag@dc.gov](mailto:oag@dc.gov).

*For Maryland residents*, the Maryland Attorney General may be contacted at: 200 St. Paul Place, 16th Floor, Baltimore, MD 21202; 1-410-528-8662 or 1-888-743-0023; and [www.oag.state.md.us](http://www.oag.state.md.us). Massachusetts Clean Energy Technology Center is located at 63 Franklin Street, 3<sup>rd</sup> Floor, Boston, MA 02110.

*For New Mexico residents*, you have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting bureaus 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 credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. We encourage you to review your rights pursuant to the Fair Credit Reporting Act by visiting [www.consumerfinance.gov/f/201504\\_cfpb\\_summary\\_your-rights-under-fcra.pdf](http://www.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf), or by writing Consumer Response Center, Room 130-A, Federal Trade Commission, 600 Pennsylvania Ave. N.W., Washington, D.C. 20580.

*For New York residents*, the New York Attorney General may be contacted at: Office of the Attorney General, The Capitol, Albany, NY 12224-0341; 1-800-771-7755; or <https://ag.ny.gov/>.

*For North Carolina residents*, the North Carolina Attorney General may be contacted at: 9001 Mail Service Center, Raleigh, NC 27699-9001; 1-877-566-7226 or 1-919-716-6000; and [www.ncdoj.gov](http://www.ncdoj.gov).

*For Rhode Island residents*, the Rhode Island Attorney General may be reached at: 150 South Main Street, Providence, RI 02903; [www.riag.ri.gov](http://www.riag.ri.gov); and 1-401-274-4400. Under Rhode Island law, you have the right to obtain any police report filed in regard to this incident. There are 6 Rhode Island residents impacted by this incident.