

Cynthia J. Larose
617 348 1732
cjarose@mintz.com



One Financial Center
Boston, MA 02111
617 542 6000
mintz.com

April 16, 2021

VIA EMAIL – DOJ-CPB@doj.nh.gov and Federal Express

The Honorable John Formella
Attorney General of the State of New Hampshire
Office of the Attorney General
33 Capitol Street
Concord, NH 03301

RE: Reporting of Security Incident Pursuant to N.H. Rev. Stat. § 359-C:20

Dear Attorney General Formella:

We are writing on behalf of NSTAR Electric Company dba Eversource Energy (the “Company”) to advise you of a data exposure involving the personal information of 128 New Hampshire residents. The personal information was provided by these residents to obtain utility service from the Company for Massachusetts service addresses and included: name, address, phone numbers, utility account information and Social Security numbers. The files did not contain any financial account information. Based on its investigation, the Company has no indication that the information has been accessed, acquired, or misused by any external party.

On March 16, 2021, the Company discovered that a Company Azure cloud storage folder had been misconfigured so that its files could have been publicly accessed. We immediately restricted access to the folder that same day. We then undertook a full investigation to understand what information was contained in the folder and the nature and scope of the incident.

On March 18, 2021, the Company discovered that four shared files in the affected Azure cloud storage folder contained some personal information of customers with utility service in Eastern Massachusetts dating back to August 2019. Given the age of the information, the Company proceeded to obtain updated resident addresses connected to the Social Security numbers in those files for customer notifications and received this information on April 7, 2021. The updated information received on April 7, 2021 indicates that the files included the personal information of 128 New Hampshire current residents.

The Company is taking this incident seriously and has taken immediate steps to strengthen the protection of customer information and reviewed and updated security controls for shared files, and related policies and procedures.

The Company is not aware of any access, acquisition, or misuse of the personal information of those New Hampshire residents at this time. However, the Company is sending the attached notices to affected New Hampshire residents on April 16, 2021, and the Company has arranged to make credit monitoring and identity protection services by CyberScout available to them at no cost for twenty-four (24) months from the customer’s date of enrollment. This includes access to assist individuals with credit restoration and credit monitoring services as described in the attached notice.

Please contact the undersigned at cjlarose@mintz.com or 617-348-1732 should you need further information or have any additional questions. By providing this notice, the Company does not waive any rights or defenses regarding the applicability of New Hampshire law or personal jurisdiction.

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia J. Larose'.

Cynthia J. Larose

Attachment

<Return Name>
<Return Address>
<City> <State> <Zip>



<FirstName> <LastName>
<Address1>
<Address2>
<City><State><Zip>

To Enroll, Visit:
<https://www.cs6protect.com>
Enrollment Code: [XXXXXXXX]

April 16, 2021

Notice of Security Incident

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

We are writing to inform you about the exposure of certain personal information you previously provided to Eversource Energy (Company) relating to utility service you obtained in Massachusetts. We want to explain the incident, what we have done, and what we are doing in response.

What Information Was Involved

The following personal information was involved in the incident: your name, address, phone number, social security number, utility account number and service address in Massachusetts and billing address.

What Happened

On March 16, 2021, we discovered that a Company cloud storage site had been misconfigured so that its files could have been publicly accessed. We immediately restricted access to the site and its files. We then undertook a full investigation to understand what information was contained in the files and the nature and scope of the incident.

We subsequently determined that files on the site contained some customer personal information. On April 7, 2021, we determined that your personal information was in the files that were impacted. However, based on our review, we have no indication that the file or your information was accessed or acquired by an unauthorized third party or otherwise used inappropriately.

What We Are Doing

We are taking this incident seriously. Upon discovery of the misconfiguration, the storage site was immediately secured and access restricted. Our Company made immediate enhancements to its system security and procedures. We have also conducted a review of our security practices and have taken additional steps to ensure that customer information is secured.

What We're Doing for You

At no charge to you, we are providing you with access to credit monitoring and fully managed identity theft recovery services through Cyberscout for twenty-four (24) months. These services provide you with alerts for twenty-four (24) months from the date of enrollment when changes occur to any of your Experian, Equifax or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau. We are offering these services in compliance with the law. In states that do not require that such services be provided, we are still providing these services to treat all our customers equally, regardless of state of residence.

To enroll in the Credit Monitoring services, please go to <https://www.cs6protect.com> or [cs6protect.com](https://www.cs6protect.com)

Click the "Sign Up" button and follow the instructions to create your account.

Enter your information and the following Access Code to complete your registration: <<Access Code>>

Next, click the "Use Now" link on the Monitoring Services tile to verify your identity and activate your monitoring services.

Please see the Additional Information document for detailed enrollment instructions.

To receive the monitoring services described, you must enroll by July 17, 2021.

You will need to reference the enrollment code when calling or enrolling online, so please do not discard this letter.

Additional Steps You Can Take

It is always a good practice to periodically review your account statements and credit reports for any unauthorized activity. Please see the Additional Information document for details about how to obtain a free credit report.

At Eversource, we take our responsibility to protect customer information seriously. While we do not believe that your information has been accessed, acquired or misused as a result of this incident, please review the attached "Additional Information" that may be helpful to you.

Thank you.

Sincerely,

Penni McClean-Conner
Senior Vice President and Chief Customer Officer
Eversource
(Enclosure)

Additional Information

1. **Website and Services Enrollment.** To obtain credit monitoring services, enrollment is required. You must have established credit and access to a computer and the Internet to use this service. Go to <https://www.cs6protect.com> or cs6protect.com, click the “Sign Up” button and follow the instructions to create your account. Enter your information and the following Access Code to complete your registration: <<Access Code>> Next, click the “Use Now” link on the Monitoring Services tile to verify your identity and activate your monitoring services. These services provide you with alerts for twenty-four (24) months from the date of enrollment when changes occur to any of one of your Experian, Equifax or TransUnion credit files. This notification is sent to you the same day that the change or update takes place with the bureau.
2. **Activate the Credit Monitoring** provided as part of your identity protection membership. The monitoring included in the membership must be activated to be effective. Once you are enrolled in the monitoring services then you are entitled to proactive fraud assistance and ID theft resolution services.
3. **Telephone.** Representatives are available for 90 days from the date of this letter, to assist you with enrollment and questions regarding this incident, between the hours of 8 a.m. to 8 p.m. Eastern time, Monday through Friday. Please call the help line at 1-800-405-6108 and supply the specialist with your unique code listed above.
4. **Report Suspicious Activity:** If you have enrolled in the credit monitoring services, for twenty-four (24) months from your enrollment date, Cyberscout will provide you with proactive assistance to help with any questions that you might have or in the event you become a victim of identity theft. The monitoring site has phone numbers and contact details for how to reach representatives during the enrollment period. If you discover any suspicious items, notify Cyberscout immediately using the contact information provided and a dedicated representative will be able to assist you with resolving the fraud/identity theft.

Under Massachusetts law, you have the right to obtain a police report (if any) filed in regard to this incident. You should also know that you have the right to file a police report if you ever experience identity fraud. Please note that in order to file a crime report or incident report with law enforcement for identity theft, you will likely need to provide some kind of proof that you have been a victim. A police report is often required to dispute fraudulent items. You can report suspected incidents of identity theft to local law enforcement or to the Attorney General.

5. **Free Credit Reports.** It is always a good practice to be vigilant for incidents of fraud or identity theft by reviewing your account statements and free credit reports for any unauthorized activity. Under federal law, you also are entitled every 12 months to one free copy of your credit report from each of the three major credit reporting companies. 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 by one of the three credit bureaus every four months.
6. **Place a Fraud Alert.** If you choose to place a fraud alert, we recommend you do this after activating your credit monitoring. You can place a fraud alert at one of the three major credit bureaus by phone and also via their websites. A fraud alert tells creditors to follow certain procedures, including contacting you, before they open any new accounts or change your existing accounts. For that reason, placing a fraud alert can protect you, but also may delay you when you seek to obtain credit. The contact information for all three bureaus is as follows:

Credit Bureaus

Equifax Fraud Reporting
1-866-349-5191
P.O. Box 105069 Atlanta, GA
30348-5069 www.equifax.com

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

TransUnion Fraud
Reporting
1-800-680-7289
P.O. Box 2000
Chester, PA 19022-2000
www.transunion.com

It is necessary to contact only ONE of these bureaus and use only ONE of these methods. As soon as one of the three bureaus confirms your fraud alert, the others are notified to place alerts on their records as well. You will receive confirmation letters in the mail and will then be able to order all three credit reports, free of charge, for your review. An initial fraud alert will last for one year.

Please Note: No one is allowed to place a fraud alert on your credit report except you.

7. **Place a Security Freeze.** You also have the option to place a security freeze on your credit report. If a security freeze is in place, someone who fraudulently acquires your personal identifying information will not be able to use that information to open new accounts or borrow money in your name. Keep in mind that when you place the freeze, you will not be able to borrow money, obtain instant credit, or get a new credit card until you temporarily lift or permanently remove the freeze. Federal and state laws prohibit charges for placing, temporarily lifting, or removing a security freeze. To place a security freeze on your credit report, you will need to contact **each** of the three major consumer reporting agencies by phone, online or via mail at the addresses below:

Equifax Security Freeze
1-800-685-1111
P.O. Box 105788
Atlanta, GA 30348
Equifax.com/personal/credit-report-services

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013
Experian.com/help

Trans Union Security Freeze
Fraud Victim Assistance Department
P.O. Box 2000
Chester, PA 19022-2000
Transunion.com/credit-help

In order to request a security freeze, you will need to provide the following information:

- Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
- Address
- Social Security Number;
- Date of birth;

If you submit a request for a security freeze via mail, you may be asked to provide the additional information:

- If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
- Proof of current address such as a current utility bill or telephone bill;
- A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
- If you are a victim of identity theft, include a copy of either the police report, investigative report, or

complaint to a law enforcement agency concerning identity theft;

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call, go online or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. If the request is made online or by phone, the credit reporting agency must lift a freeze within one hour. If the request is made by mail, the credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

To remove the security freeze, you must call, go online or send a written request by mail to each of the three credit bureaus and include proper identification (name, address, and social security number) **and** the PIN number or password provided to you when you placed the security freeze. If the request is made online or by phone, the credit reporting agency must lift a freeze within one hour. If the request is made by mail, the credit reporting agencies have three (3) business days after receiving your request to permanently lift the security freeze.

8. **You can obtain additional information** about the steps you can take to avoid identity theft from the following agencies. The Federal Trade Commission also encourages those who discover that their information has been misused to file a complaint with them.

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

Rhode Island Residents: Office of the Attorney General, 150 South Main Street, Providence, Rhode Island 02903, www.riag.ri.gov, Telephone: 401-274-4400

All US Residents: Identity Theft Clearinghouse, Federal Trade Commission, 600 Pennsylvania Avenue, NW Washington, DC 20580, www.consumer.gov/idtheft, 1-877-IDTHEFT (438-4338), TTY: 1-866-6534261.