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August 17, 2020

**Via E-mail and Certified Mail**

Attorney General Gordon J. MacDonald  
33 Capitol Street  
Concord, NH 03301

RE: Voluntary Notice of Data Security Incident

Dear Attorney General MacDonald:

Our law firm, Nelson Mullins Riley & Scarborough LLP, 215 South Monroe Street, Ste. 400, Tallahassee, FL 32301, represents Santa Energy Corporation (“Santa Energy”), 154 Admiral Street, Bridgeport, CT 06605-1807, a diversified energy company primarily serving New England. Santa Energy recently experienced a ransomware data event and will be sending the attached voluntary notice to one (1) resident with an offer of twenty-four (24) months of identity monitoring without cost.

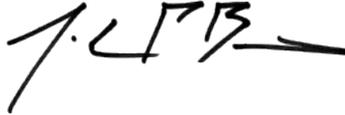
The circumstances of the data event are that on June 22, 2020, Santa Energy’s information technology staff became aware that some electronic files within the company’s network environment were encrypted without authorization, which were restored from network backups. Because of this incident, Santa Energy engaged an industry-leading forensic investigation firm and tasked them to determine the nature and scope of the data event. The investigation revealed that some network files containing personal information were vulnerable to potential access or acquisition between June 16, 2020, and June 22, 2020, notwithstanding there was no network evidence to confirm the information was accessed or acquired.

While Santa Energy has no knowledge that any personal information was accessed or acquired by an unauthorized individual, and no knowledge of any resulting identity theft, fraud, or financial losses to the resident, it has decided to provide written notice and twenty-four (24) months of identity monitoring without cost proactively to ensure the resident can take protective measures, if desired. With respect to the one (1) resident, the personal information consisted of first and last name, account number without any required security codes, access codes, or passwords that would permit access to the account, driver’s license or state identification number, and Social Security number. The potentially impacted resident was notified by the enclosed letter post-marked August 14, 2020.

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Please let me know if you have any questions regarding this notification.

Very truly yours,

A handwritten signature in black ink, appearing to read 'J. P. Brian', with a horizontal line extending to the right.

Joshua P. Brian

Enclosure: Notice to New Hampshire Resident



Return Mail Processing Center  
P.O. Box 6336  
Portland, OR 97228-6336

<<Name 1>>

<<Name 2>>

<<Address 1>>

<<Address 2>>

<<Address 3>>

<<Address 4>>

<<Address 5>>

<<City>><<State>><<Zip>>

<<Country>>

<<Date>>

## VOLUNTARY NOTICE OF DATA SECURITY INCIDENT

Dear <<Name 1>>:

Santa Energy Corporation was the subject of a data security incident that conceivably could have exposed some of your personal information. Because we take the protection and proper use of your personal information very seriously, we are contacting you to explain the circumstances of the data event and provide an offer of identity monitoring without cost.

### What Happened

On June 22, 2020, our information technology staff became aware that some electronic files within our network environment were encrypted without authorization, which we restored from our network backups. Because of this incident, we engaged an industry-leading forensic investigation firm and tasked them to determine the nature and scope of the data event. The investigation revealed that some network files containing your personal information were vulnerable to potential access or acquisition between June 16, 2020, and June 22, 2020, notwithstanding there was no network evidence to confirm your information was accessed or acquired.

Although we are unaware of any actual access to or acquisition of your personal information and uncovered no evidence of any attempted or actual misuse of your information, we decided to proactively provide notice to you and offer two (2) years of identity monitoring without cost to ensure you can protect yourself, should you feel it is appropriate.

### What Information Was Involved

As a result of this data security incident, it is possible that some of your personal information may have been accessed or acquired without authorization. This information may have included your first and last name, <<Breached Elements>>.

We are notifying you so you can take appropriate steps to protect yourself against and from misuse of your personal information.

## What We Are Doing

To help relieve concerns following this incident, we secured TransUnion to provide identity monitoring at no cost to you for two (2) years. TransUnion is an industry leader and functions as a first point of contact for credit-related issues, which allows it to efficiently furnish timely notification about credit-related issues to individuals enrolled in its identity monitoring service.

Visit **www.MyTrueIdentity.com** to activate and take advantage of your identity monitoring service.

You have until <<Enrollment Deadline>> to activate your identity monitoring service.

myTrueIdentity Credit Monitoring Service Activation Code: <<ACTIVATION CODE>>

Additional information describing this service is included with this letter. We encourage you to review the description and to enroll in this service.

Rest assured that we are committed to keeping the data we maintain as secure as possible. To further protect your information from unauthorized access, we implemented additional technical security measures designed to prevent similar incidents from occurring in the future.

## What You Can Do

Please review the enclosed “**Additional Resources**” information included with this letter, which describes additional steps you can take to help protect yourself, including recommendations by the Federal Trade Commission regarding identity theft protection and details on how to place a fraud alert or a security freeze on your credit file.

## For More Information

For further information, please call 833-947-0891 Monday through Friday, between 9:00 a.m. and 9:00 p.m. EST. We apologize for any inconvenience this may cause you. We trust that the services we are offering to you demonstrate our continued commitment to keeping your information secure.

Sincerely,

A handwritten signature in black ink, appearing to read "K Arthur". The signature is written in a cursive style with a large initial "K" and a stylized "Arthur".

Kory Arthur  
Santa Energy Corporation

## ADDITIONAL RESOURCES

**Contact information for the three nationwide credit reporting agencies is:**

**Equifax**, P.O. Box 740241, Atlanta, GA 30374, [www.equifax.com](http://www.equifax.com), 1-800-685-1111

**Experian**, P.O. Box 2104, Allen, TX 75013, [www.experian.com](http://www.experian.com), 1-888-397-3742

**TransUnion**, P.O. Box 34012, Fullerton, CA 92834, [www.transunion.com](http://www.transunion.com), 1-800-916-8800

**Free Credit Report.** It is recommended that you remain vigilant for incidents of fraud and identity theft by reviewing account statements and monitoring your credit report for unauthorized activity over the next twenty-four months, and immediately report incidents of suspected identity theft to both your financial provider and law enforcement.

You may obtain a copy of your credit report, free of charge, once every 12 months from each of the three nationwide credit reporting agencies. You may also seek to have information relating to fraudulent transactions removed from your credit report. To order your annual free credit report, please visit **[www.annualcreditreport.com](http://www.annualcreditreport.com)** or call toll free at **1-877-322-8228**.

You can also order your annual free credit report by mailing a completed Annual Credit Report Request Form (available from the U.S. Federal Trade Commission's ("FTC") website at [www.consumer.ftc.gov](http://www.consumer.ftc.gov)) to: Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348-5281.

**For Colorado, Georgia, Maine, Maryland, New Jersey, Puerto Rico, and Vermont residents:** You may obtain one or more (depending on the state) additional copies of your credit report, free of charge. You must contact each of the credit reporting agencies directly to obtain such additional report(s).

**Fraud Alert.** You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies above. 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.

**Security Freeze.** You have the ability to place a security freeze on your credit report free of charge.

A security freeze is intended to prevent credit, loans, and services from being approved in your name without your consent. To place a security freeze on your credit report, you may be able to use an online process, an automated telephone line, or a written request to any of the three credit reporting agencies listed above. The following information must be included when requesting a security freeze (note that if you are requesting a credit report for your spouse, this information must be provided for him/her as well): (1) full name, with middle initial and any suffixes; (2) Social Security number; (3) date of birth; (4) current address and any previous addresses for the past five years; (5) legible copy of a government issued identification card; (6) legible copy of a recent utility bill or bank or insurance statement that displays your name and current mailing address, and the date of issue; and (7) any applicable incident report or complaint filed with a law enforcement agency.

**Federal Trade Commission and State Attorneys General Offices.** If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. You may also contact these agencies for information on how to prevent or avoid identity theft.

You may contact the **Federal Trade Commission**, Consumer Response Center, 600 Pennsylvania Avenue, NW, Washington, DC 20580, <https://www.consumer.ftc.gov/features/feature-0014-identity-theft>, 1-877-IDTHEFT (438-4338).

**State Attorney General's Office Contact Information:** <<State AG Office Info>>.

## Complimentary Two-Year *myTrueIdentity* Credit Monitoring Service

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online credit monitoring service (*myTrueIdentity*) for two years provided by TransUnion Interactive, a subsidiary of TransUnion,<sup>®</sup> one of the three nationwide credit reporting companies.

### **How to Enroll: You can sign up online or via U.S. mail delivery**

- To enroll in this service, go to the *myTrueIdentity* website at [www.MyTrueIdentity.com](http://www.MyTrueIdentity.com) and, in the space referenced as “Enter Activation Code,” enter the 12-letter Activation Code <<*ACTIVATION CODE*>> and follow the three steps to receive your credit monitoring service online within minutes.
- If you do not have access to the Internet and wish to enroll in a similar offline, paper-based credit monitoring service, via U.S. mail delivery, please call the TransUnion Fraud Response Services toll-free hotline at **1-855-288-5422**. When prompted, enter the six-digit telephone passcode <<**Insert static six-digit Telephone Pass Code**>> and follow the steps to enroll in the offline credit monitoring service, add an initial fraud alert to your credit file, or to speak to a TransUnion representative if you believe you may be a victim of identity theft.

You can sign up for the online or offline credit monitoring service anytime between now and <<EnrollmentDate>>. Due to privacy laws, we cannot register you directly. Please note that credit monitoring services might not be available for individuals who do not have a credit file with TransUnion or an address in the United States (or its territories) and a valid Social Security number. Enrolling in this service will not affect your credit score.

### **ADDITIONAL DETAILS REGARDING YOUR 24-MONTH COMPLIMENTARY CREDIT MONITORING SERVICE:**

- Once you are enrolled, you will be able to obtain two years of unlimited access to your TransUnion credit report and credit score.
- The daily credit monitoring service will notify you if there are any critical changes to your credit file at TransUnion, including fraud alerts, new inquiries, new accounts, new public records, late payments, changes of address, and more.
- The service also includes access to an identity restoration program that provides assistance in the event that your identity is compromised and up to \$1,000,000 in identity theft insurance with no deductible. (Policy limitations and exclusions may apply.)