

November 29, 2021

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*****CONFIDENTIAL*****

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

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CONSUMER PROTECTION

Re: Notice Regarding Data Security Incident

To whom it may concern:

Pursuant to N.H. R.S.A. 359-C:20(I)(b), I am writing on behalf of Vermont Electric Power Company, Inc. (VELCO) with regard to a phishing incident involving the company's email system.

In early October 2021, VELCO discovered that one of its employees had been the victim of a phishing attack on or around September 14, 2021 that enabled an unauthorized third party to have access to that employee's VELCO email account. No other email accounts were compromised, nor were any of VELCO's servers or other internal systems. Through a forensic investigation, VELCO determined that four files (out of approximately 1,500) located within the compromised email account contained "person information" belonging to a small number of individuals, one of whom is a New Hampshire resident. The personal information consisted of social security numbers and in some instances birthdates and health insurance policy numbers.

VELCO's forensic investigation has not revealed any evidence of acquisition or exfiltration of the four files that contained personal information. That plus the fact that the four files were not prominent or readily locatable in the email account have led VELCO to conclude that misuse of the personal information is not reasonably likely. Nevertheless, as a precaution and a gesture of good faith, VELCO has notified the affected New Hampshire resident and has offered free credit monitoring services to that individual.

We will promptly notify you of any further developments or changes in circumstances if warranted. If you have any questions in the meantime, please feel free to contact Karin Stamy, Esq. of VELCO at (802) 773-9161.

Sincerely,


/s/ Matthew S. Borick

Matthew S. Borick

cc: Karin Stamy, Esq.
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