



P.O. Box 989728
West Sacramento, CA 95798-9728

To Enroll, Please Call:
1-833-940-2301
Or Visit:
<https://app.idx.us/account-creation/protect>
Enrollment Code: <<ENROLLMENT>>

<<FIRST NAME>> <<LAST NAME>>
<<ADDRESS1>>
<<ADDRESS2>>
<<CITY>>, <<STATE>> <<ZIP>>

April 14, 2022

Re: Notice of Data Breach

Dear <<FIRST NAME>> <<LAST NAME>>,

The Center of Sustainable Energy takes the privacy and security of all information within its possession very seriously. As you may already know, CSE recently experienced a data security incident that may have impacted your personal information. Please read this letter carefully as it contains information regarding the incident and steps that you can take to help protect your personal information.

What Happened? On November 17, 2021, CSE discovered that cybercriminals claimed to have accessed certain systems in our environment. In response, we took immediate steps to secure our systems and engaged an independent digital forensics and incident response firm to determine what happened and if any personal information had been accessed or acquired without authorization because of the incident. On December 31, 2021, CSE learned that a file containing your personal information may have been acquired by the cybercriminals in connection with this incident. Following a review of that file, we determined on February 9, 2022, that your personal information was included in that file, which is the reason for this notification.

What Information Was Involved? The potentially impacted information included your first and last name and Social Security number.

What We Are Doing. As soon as CSE learned of the incident, we took the steps described above. In addition, we implemented measures to enhance the security of our digital environment to minimize the likelihood of a similar event occurring in the future. CSE is also providing you with information about steps that you can take to help protect your personal information and, as an added precaution, is offering complimentary identity protection services through IDX, a data breach and recovery services expert. These services include 12 months of credit monitoring¹ and dark web monitoring, a \$1,000,000 identity fraud loss reimbursement policy, and fully managed identity theft recovery services. With this protection, IDX will help you to resolve issues if your identity is compromised.

What You Can Do. CSE is not aware of any misuse of your information because of this incident. Nonetheless, we encourage you to follow the recommendations on the following page to help protect your information. To protect yourself from the possibility of identity theft, we recommend that you place a fraud alert on your credit files by following the recommended privacy protection steps outlined in the enclosure “Breach Help-Consumer Tips from the California Attorney General.” We also encourage you to enroll in the complimentary services being offered through IDX by using the Enrollment Code provided above. The deadline to enroll is July 14, 2022.

¹ To receive credit monitoring services, you must be over the age of 18 and have established credit in the U.S., have a Social Security number in your name, and have a U.S. residential address associated with your credit file.

For More Information. Please review the following page for information regarding steps that you can take to help protect your personal information. If you have any questions regarding the IDX services being offered to you, or if you would like assistance with enrollment, please contact IDX at 1-833-940-2301, Monday through Friday from 6:00 A.M. to 6:00 P.M. Pacific Time (excluding holidays). And for more information on identity theft, you may visit the website of the California Department of Justice, Privacy Enforcement and Protection at www.oag.ca.gov/privacy.

The security of your personal information is a top priority for CSE. We continue to take numerous steps to ensure the security of our systems and to minimize the probability and impact of incidents moving forward. CSE deeply regrets any worry or inconvenience that this may cause you.

Sincerely,

Center for Sustainable Energy

Steps You Can Take to Further Protect Your Information

Review Your Account Statements and Notify Law Enforcement of Suspicious Activity: As a precautionary measure, we recommend that you remain vigilant by reviewing your account statements and credit reports closely. If you detect any suspicious activity on an account, you should promptly notify the financial institution or company with which the account is maintained. You also should promptly report any fraudulent activity or any suspected incidence of identity theft to proper law enforcement authorities, your state attorney general, and/or the Federal Trade Commission (FTC).

Copy of Credit Report: You may obtain a free copy of your credit report from each of the three major credit reporting agencies once every 12 months by visiting <http://www.annualcreditreport.com/>, calling toll-free 1-877-322-8228, or by completing an Annual Credit Report Request Form and mailing it to Annual Credit Report Request Service, P.O. Box 105281, Atlanta, GA 30348. You can print this form at www.annualcreditreport.com/cra/requestformfinal.pdf. You also can contact one of the following three national credit reporting agencies:

Equifax

P.O. Box 105851
Atlanta, GA 30348
1-800-525-6285
www.equifax.com

Experian

P.O. Box 9532
Allen, TX 75013
1-888-397-3742
www.experian.com

TransUnion

P.O. Box 1000
Chester, PA 19016
1-800-916-8800
www.transunion.com

Fraud Alert: You may want to consider placing a fraud alert on your credit report. An initial fraud alert is free and will stay on your credit file for at least one year. The alert informs creditors of possible fraudulent activity within your report and requests that the creditor contact you prior to establishing any accounts in your name. To place a fraud alert on your credit report, contact any of the three credit reporting agencies identified above. Additional information is available at <http://www.annualcreditreport.com>.

Security Freeze: You have the right to put a security freeze on your credit file for up to one year at no cost. This will prevent new credit from being opened in your name without the use of a PIN number that is issued to you when you initiate the freeze. A security freeze is designed to prevent potential creditors from accessing your credit report without your consent. As a result, using a security freeze may interfere with or delay your ability to obtain credit. You must separately place a security freeze on your credit file with each credit reporting agency. To place a security freeze, you may be required to provide the consumer reporting agency with information that identifies you including your full name, Social Security Number, date of birth, current and previous addresses, a copy of your state-issued identification card, and a recent utility bill, bank statement or insurance statement.

Additional Free Resources: You can obtain information from the consumer reporting agencies, the FTC, or from your respective state Attorney General about fraud alerts, security freezes, and steps you can take toward preventing identity theft. You may report suspected identity theft to local law enforcement, including to the FTC or to the Attorney General in your state.

Federal Trade Commission

600 Pennsylvania Ave, NW
Washington, DC 20580
consumer.ftc.gov and www.ftc.gov/idtheft
1-877-438-4338.

Obtaining an IRS IP PIN: An Identify Protection is a six-digit number provided by the IRS to prevent anyone else from filing a tax return using your Social Security number. Once you receive an PIN, you will need to use your PIN to file your taxes. To obtain a PIN, please visit the [IRS website](http://www.irs.gov).

You also have certain rights under the Fair Credit Reporting Act (FCRA): These rights include to know what is in your file; to dispute incomplete or inaccurate information; to have consumer reporting agencies correct or delete inaccurate, incomplete, or unverifiable information; as well as other rights. For more information about the FCRA, and your rights pursuant to the FCRA, please visit http://files.consumerfinance.gov/f/201504_cfpb_summary_your-rights-under-fcra.pdf.

For California residents: You may visit the California Office of Privacy Protection at www.oag.ca.gov/privacy for additional information on protection against identity theft.

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: 1-866-653-4261.