



83-101 AVENUE 45, INDIO, CA 92201
WWW.INDIOWATER.ORG

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Notice of Data Breach

Dear <<Name 1>>,

Securing and protecting our customers' confidential information is a priority for the City of Indio/Indio Water Authority and a responsibility we take seriously. Regrettably, we are writing to inform you of an incident involving some of that information. This letter describes what happened, what we have done in response, and steps that you can take to help protect your information.

What happened

We recently learned of unauthorized access to Click2Gov, an outside vendor that provides our online payment system for processing credit card transactions. We immediately launched an investigation and worked with a third-party forensic firm to determine what information may have been affected.

What Information was involved

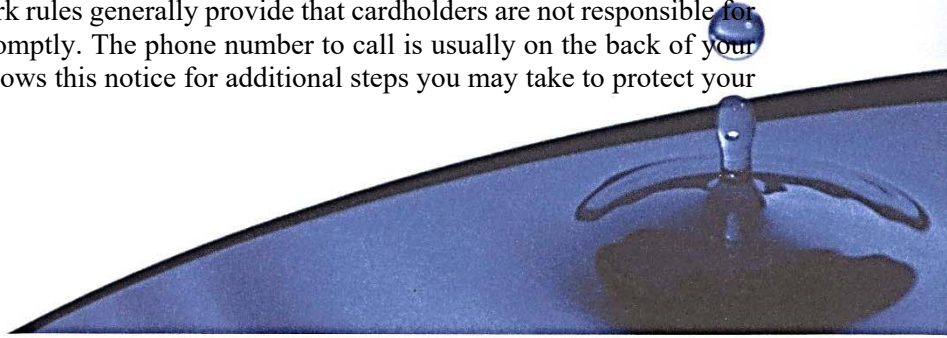
This incident may affect individuals who used Click2Gov to make a **one-time payment** of their water bill between January 1, 2017, and August 13, 2018. This information may have included your name, payment card number, expiration date, and security code. Other personal information such as Social Security numbers and driver's license information was not entered or stored on Click2Gov and is not part of this incident.

What we are doing

Upon learning of the incident, Indio Water Authority worked swiftly to address the issue by immediately shutting down the Click2Gov online water bill payment system and initiating an expanded security review with our software vendor. To prevent another incident, we are enhancing our existing security protocols and re-educating our vendors on the importance of protecting personal information.

What you can do

If you used your credit card to make a one-time payment of your water bill on Click2Gov in recent months, you should review your payment card account statements closely and report any unauthorized charges to your card issuer immediately. Card network rules generally provide that cardholders are not responsible for unauthorized charges that are reported promptly. The phone number to call is usually on the back of your credit card. Please see the section that follows this notice for additional steps you may take to protect your information.



Notice of Data Breach

<<date>>

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For More Information

Your confidence and trust are important to us, and we apologize for any inconvenience or concern this may cause. If you have any questions, please call (877) 299-1551, Monday through Friday between 6:00 AM and 6:00 PM Pacific Standard Time.

Sincerely,
Mark Scott
Indio City Manager

Brian Macy
General Manager

Other Payment Options

While Click2Gov is offline, Indio Water Authority asks customers to use other payment options:

1. In-person during regular business hours (8:00 AM to 5:00 PM) at the Corporate Yard, 83101 Avenue 45
2. By phone using VoiceUtility Line (760) 347-4958
3. By mail:
Indio Water Authority – Bill Payment
P.O. Box 512490
Los Angeles, CA 90051-0490
4. Drop box at Indio City Hall, 100 Civic Center Mall (North Parking Lot Drop Box Only), and the Corporate Yard

Additional information on payment options can be found on the [Indio Water Authority website, www.indiowater.org](http://www.indiowater.org).

Additional Steps You Can Take

We recommend that you remain vigilant to the possibility of fraud and identity theft by regularly reviewing your credit card, bank, and other financial statements for unauthorized activity. You may also obtain a free copy of your credit report directly from each of the three nationwide credit reporting agencies once every 12 months. To order your credit report, visit www.annualcreditreport.com or call toll free, 877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax

P.O. Box 740241
Atlanta, GA 30374
www.equifax.com
(800) 685-1111

Experian

P.O. Box 2002
Allen, TX 75013
www.experian.com
(888) 397-3742

TransUnion

P.O. Box 2000
Chester, PA 19016
www.transunion.com
(800) 680-7289

If you believe that you are the victim of identity theft or have reason to believe that your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Office of the Attorney General in your home state. Federal Trade Commission can be reached by phone at 877-438-4338 or by mail at Federal Trade Commission 600 Pennsylvania Avenue, NW Washington, DC 20580. You can obtain information from these sources about steps an individual can take to avoid identity theft as well as information about fraud alerts and security freezes. You should also contact your local law enforcement authorities and file a police report. Obtain a copy of the police report in case you are asked to provide copies to creditors to correct your records.