



PO Box 173071
Milwaukee, WI 53217

<<first_name>> <<last_name>>
<<address_1>>
<<address_2>>
<<city>>, <<state_province>> <<postal_code>>

<Date>

NOTICE OF SECURITY INCIDENT

Dear <<first_name>> <<last_name>>:

ENGIE Power & Gas LLC ("ENGIE") is writing to notify you of a recent incident that may affect the privacy of some of your personal information. Although we have no evidence of identity theft or fraud related to your information as a result of this incident, this letter provides information about the incident, our response, and steps you may wish to take to protect against misuse of your information.

We take this incident and the security of information in our care seriously. Upon learning of this incident, we promptly took remedial action, conducted a technical investigation to determine the nature and scope of the compromise, and notified federal law enforcement. We have also implemented additional data security measures to help prevent this type of activity from occurring in the future. The investigation determined that information, including your name and <<impacted data elements>> were present in the records that were potentially impacted by this incident.

Although we are unaware of any actual or attempted identity theft or fraud resulting from this incident, we are offering you access to twenty-four (24) months of complimentary credit monitoring and identity protection services.

Please review the information contained in the attached *Steps You Can Take to Help Protect Your Information*. We encourage you to remain vigilant against incidents of identity theft and fraud by reviewing your account statements, monitoring free credit reports you are entitled to receive, and immediately reporting any suspicious activity or incidents of suspected identity theft or fraud to your bank or other financial institution(s). You may also activate your access to the identity and credit monitoring services we are making available to you. There is no charge to you for the cost of these services; however, you will need to follow the instructions below to activate your enrollment in this service.

If you have questions regarding this incident, please contact (877) 888- 8653, Monday – Friday between 8:00 a.m. and 5:00 p.m. Central Time, excluding major U.S. holidays. You may also write to ENGIE at ENGIE Resources, C/O Legal Department, 1360 Post Oak, Suite 400, Houston, TX 77056.

Sincerely,

ENGIE Power & Gas LLC

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in Monitoring Services

To enroll in the credit monitoring services at no charge, please visit www.privacysolutions.com and enter the following activation code, **<<Activation Code>>**, to activate your membership and start monitoring your personal information. Please note the deadline to enroll is November 15, 2025. Privacy Solutions provides credit monitoring through Equifax, credit report and score access, identity theft insurance with \$0 deductible, Identity Restoration services, and dark web monitoring.

Monitor Your Accounts

Under U.S. law, each consumer is entitled to one free credit report annually from each of the three major credit reporting bureaus, Equifax, Experian, and TransUnion. We recommend that you periodically obtain a credit report from each nationwide credit reporting agency and request deletion of any information relating to fraudulent transactions. To order a free credit report, visit www.annualcreditreport.com or call toll-free 1-877-322-8228. You may also directly contact the three major credit reporting bureaus listed below to request a free credit report.

You have the right to place an initial or extended “fraud alert” on your credit file at no cost. An initial fraud alert is a 1-year alert that is placed on a credit file. If a fraud alert is displayed on a consumer’s credit file, a business is required to take steps to verify the consumer’s identity before extending new credit. Victims of identity theft are entitled to an extended fraud alert, which is a 7-year fraud alert. If you wish to place a fraud alert, contact any of the three major credit reporting bureaus listed below.

You also have the right to place a free “credit freeze” on your credit report pursuant to 15 U.S.C. § 1681c-1, which will prohibit a credit bureau from releasing information in the credit report without your express authorization. The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your express consent. However, using a credit freeze to control access to the personal and financial information in a credit report may delay, interfere with, or prohibit the timely approval of any request or application made regarding a new loan, credit, mortgage, or any other account involving the extension of credit. Pursuant to federal law, you cannot be charged to place or lift a credit freeze. To request a credit freeze, you may need to provide some or all of the following information, depending on whether the request is made online, by phone, or by mail:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number or copy of Social Security card;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver’s license or ID card, etc.); and
7. If you are a victim of identity theft, a copy of either the police report, investigative report, or complaint to a law enforcement agency.

Should you wish to place a credit freeze or fraud alert, contact the three major credit reporting bureaus listed below:

Equifax	Experian	TransUnion
www.equifax.com/personal/credit-report-services/ 1-888-298-0045 Equifax Fraud Alert, P.O. Box 105069 Atlanta, GA 30348-5069 Equifax Credit Freeze, P.O. Box 105788 Atlanta, GA 30348-5788	www.experian.com/help/ 1-888-397-3742 Experian Fraud Alert, P.O. Box 9554, Allen, TX 75013 Experian Credit Freeze, P.O. Box 9554, Allen, TX 75013	www.transunion.com/credit-help 1-800-916-8800 TransUnion Fraud Alert, P.O. Box 2000, Chester, PA 19016 TransUnion Credit Freeze, P.O. Box 160, Woodlyn, PA 19094

Additional Information

You can obtain information from the Federal Trade Commission (“FTC”), the credit reporting bureaus listed above, and your state Attorney General regarding identity theft, fraud alerts, and credit freezes, and the steps you can take to protect personal information. The FTC may be reached at: 600 Pennsylvania Avenue NW, Washington, D.C. 20580; www.identitytheft.gov; 1-877-ID-THEFT (1-877-438-4338); and TTY: 1-866-653-4261. The FTC also encourages those who discover that their information has been misused to file a complaint

with the FTC using the FTC's contact information above. You also have the right to file and obtain a copy of your police report if you experience identity theft or fraud. Please note that in order to file an identity theft report with law enforcement, you will likely need to provide some proof that you have been a victim. Instances of known or suspected identity theft should also be reported to local law enforcement and your state Attorney General. This notice has not been delayed as a result of a law enforcement investigation.