

EXHIBIT A



May 28, 2024

<First Name> < Last Name>

<Address Line 1>

<Address Line 2>

<City>, <State> <Zip>

Dear <First Name> <Last Name>:

We are writing to let you know about a recent inadvertent disclosure of some of your personal information held by Fidelity Workplace Services, LLC (“FWS”). FWS provides recordkeeping and administration services for the Itron, Inc. Incentive Savings Plan.

On April 8, 2024, due to a processing error by a FWS associate, a report that contained information about some current and former employees of Itron, Inc. (“Itron”) was inadvertently shared on our secure client portal with another company for which FWS also serves as recordkeeper and administration services provider for its employee retirement plan(s). The report was accessed by two individuals at the other company who believed that the report was intended for their company. Information included in the report was your name, Social Security number, compensation, and contribution information related to your retirement account. The report did not include Itron’s name or any other information that could identify you as a current or former Itron employee.

We became aware of the issue on the following day when a contact at the other company alerted us of the issue. The report was promptly removed from our secure client portal. We also worked with the other company to ensure the report was deleted and is no longer accessible to anyone at the company.

Although we have no reason to believe your information is at risk as a result of this incident, it is always a sensible precaution to remain vigilant for fraudulent activity or identity theft by regularly reviewing your statements for your financial and other accounts, monitoring your credit reports, and promptly reporting any suspicious activity to local law enforcement, or your appropriate state authority. Additionally, for your convenience, FWS has arranged for you to enroll, at your option, in credit monitoring and identity restoration services for two years at no cost to you. This service allows you to monitor your credit reports and to detect any unusual activity that may affect your personal financial situation. The service is provided by TransUnion Interactive, a subsidiary of TransUnion®, one of the three nationwide credit reporting companies. For details on how to enroll and other ways you can protect yourself, please refer to the enclosed instruction sheet.

If you have questions or concerns about this, or if we can be of further assistance to you, please do not hesitate to call us at 1-800-890-4015, Monday through Friday from 8:30 AM to 8:00 PM ET.

We take the protection of customer information very seriously and sincerely apologize for any concerns or inconvenience this may have caused.

Sincerely,

Chintan Parekh

Chintan Parekh
Chief Privacy Officer

Additional Information

Complimentary Credit Monitoring Service

As a safeguard, we have arranged for you to enroll, at no cost to you, in an online three-bureau credit monitoring service (*myTrueIdentity*) for 2 years provided by TransUnion Interactive, a subsidiary of TransUnion[®], one of the three nationwide credit reporting companies.

To enroll in this service, go directly to the *myTrueIdentity* website at www.mytrueidentity.com and in the space referenced as “Enter Activation Code”, enter the following 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, three-bureau 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 following 6-digit telephone pass code 697234 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 July 31, 2024. 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[®], Experian[®] and Equifax[®], an address in the United States (or its territories) or a valid Social Security number, or are under the age of 18. Enrolling in this service will not affect your credit score.

Once you are enrolled, you will be able to obtain 2 years of unlimited access to your TransUnion credit report and credit score. The daily three-bureau credit monitoring service will notify you if there are any critical changes to your credit files at TransUnion, Experian and Equifax, including fraud alerts, new inquiries, new accounts, new public records, late payments, change of address and more. The subscription also includes access to identity restoration services that provides assistance in the event that your identity is compromised to help you restore your identity and up to \$1,000,000 in identity theft insurance with no deductible. (Certain policy limitations and exclusions may apply.)

If you have questions about your online credit monitoring benefits, need help with your enrollment, or need help accessing your credit report, or passing identity verification, please contact the *myTrueIdentity* Customer Service Team toll-free at: 1-844-787-4607, Monday-Friday: 8am-9pm, Saturday-Sunday: 8am-5pm Eastern time.

ADDITIONAL STEPS TO PROTECT YOURSELF

Although we do not believe this incident poses any risk to you, the following steps may be helpful any time you experience unusual activity.

Security Freeze Information

Federal law allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

To place a security freeze on your credit report, you must contact the three major consumer reporting directly. Credit reporting agencies cannot charge you to add or remove a credit freeze.

- Equifax Security Freeze, P.O. Box 105788 Atlanta, GA 30348, www.equifax.com/personal/credit-report-services/
- Experian Security Freeze, P.O. Box 9554 Allen, TX 75013, www.experian.com/freeze/
- TransUnion Security Freeze, P.O. Box 2000 Chester, PA 19022-2000, www.transunion.com/freeze/

In order to request a security freeze, follow the instructions at the links above. You may need to provide your full name, social security number, date of birth, addresses where you have lived in the past, proof of current address, and a legible copy of a government issued identification card (state driver's license or ID card, military identification, etc.).

Directions for Placing a Fraud Alert

You may want to consider placing an initial fraud alert on your credit file. A fraud alert tells creditors to contact you before they open any new accounts or change your existing accounts. You may place a fraud alert in your file by calling one of the three nationwide credit reporting agencies. The agency that processes your fraud alert will notify the other two credit reporting agencies on your behalf. An initial fraud alert stays on your credit report for 90 days. When you place this alert on your credit report, you will receive information about ordering one free credit report from each of the credit reporting companies. Once you receive your reports, review them carefully for inquiries from companies you did not contact, accounts you did not open, and debts on your accounts that you cannot explain. Verify the accuracy of your Social Security number, address(es), full name and employer(s). Notify the credit reporting companies if any information is incorrect.

Equifax: 877-478-7625 www.equifax.com; PO Box 740241, Atlanta GA, 30374-0241

Experian: 888-397-3742 www.experian.com; PO Box 9532, Allen TX 75013

TransUnion LLC: 800-680-7289 www.transunion.com; PO Box 6790, Fullerton CA 92834

Directions for Obtaining a Credit Report

Please remember that while this matter may not involve significant risk, it is always good practice to take sensible steps to protect yourself by regularly reviewing your account statements and your credit report. As you may know, under federal law, you are entitled to one free copy of your credit report every 12 months from each of the major credit reporting agencies. You may obtain a free copy of your credit report by calling 1-877-FACT ACT (1-877-322-8228) or by visiting www.annualcreditreport.com.

Resources

Additional information on identity theft is available from the Federal Trade Commission (FTC). You may contact the FTC to report any incidents of identity theft and to obtain guidance about protecting against identity theft.

Federal Trade Commission
Consumer Response Center
600 Pennsylvania Avenue, NW
Washington, DC 20580
Toll-free Identity Theft Helpline: 1-877-ID-THEFT (1-877-438-4338); TTY: 1-866-653-4261
Website: consumer.ftc.gov/features/identity-theft

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.