

October 21, 2025

[First Name Last Name]
[Address]
[City, State, Zip]

RE: Important Security Notification. Please read this entire letter.

Dear [First Name]:

We are writing to inform you of a data security incident involving your personal information. On April 14, 2025, we were informed by an individual outside of Grant PUD that they received a file containing sensitive employee information. We discovered this information was inadvertently sent to the individual in June 2024 — not acquired fraudulently. While we cannot provide 100% certainty, at this time, we do not believe this data has been used with malicious intent as the individual stated that they deleted the file. On September 19, 2025, District staff identified additional files that were sent to this individual. Your information was not in the initial finding of employee information but has been found in this additional discovery.

The personal information included in the files contained employee Social Security Numbers, Date of Birth, and Residential Phone Numbers and Addresses. Grant PUD staff notified the individual who received the files on September 29 and directed them to delete these additional files.

We understand this news is concerning. We are committed to protecting current and former employees' personal information. All impacted individuals will be offered 7 years of free credit monitoring, with details on the first two years of monitoring service explained below.

We will continue to investigate the incident. These additional files were discovered through the implementation of additional controls. We will continue to improve our processes to ensure this type of event is prevented in the future.

To help protect your identity, we are offering complimentary access to Experian IdentityWorksSM for 24 months.

If you believe there was fraudulent use of your information due to this incident and would like to discuss how you may be able to resolve those issues, please reach out to an Experian agent. If, after discussing your situation with an agent, it is determined that identity restoration support is needed then an Experian Identity Restoration agent is available to work with you to investigate and resolve each incident of fraud that occurred from the date of the incident (including, as appropriate, helping you with contacting credit grantors to dispute charges and close accounts; assisting you in placing a freeze on your credit file with the three major credit bureaus; and assisting you with contacting government agencies to help restore your identity to its proper condition).

Please note that Identity Restoration is available to you for 24 months from the date of this letter and does not require any action on your part at this time. The Terms and Conditions for this offer are located at www.ExperianIDWorks.com/restoration.

While identity restoration assistance is immediately available to you, we also encourage you to activate the fraud detection tools available through Experian IdentityWorks as a complimentary 24-month membership. This product provides you with superior identity detection and resolution of identity theft. To start monitoring your personal information, please follow the steps below:

- Ensure that you **enroll by November 30, 2025** (Your code will not work after this date.)
- **Visit** the Experian IdentityWorks website to enroll:
<https://www.experianidworks.com/3bcredit>
- Provide your **activation code**: [Activation Code]

If you have questions about the product, need assistance with Identity Restoration that arose as a result of this incident or would like an alternative to enrolling in Experian IdentityWorks online, please contact Experian's customer care team at 1-877-890-9332 by **November 30, 2025**. Be prepared to provide engagement number **B148095** as proof of eligibility for the Identity Restoration services by Experian.

ADDITIONAL DETAILS REGARDING YOUR 24-MONTH EXPERIAN IDENTITYWORKS MEMBERSHIP

A credit card is not required for enrollment in Experian IdentityWorks. You can contact Experian immediately regarding any fraud issues, and have access to the following features once you enroll in Experian IdentityWorks:

- **Experian credit report at signup:** See what information is associated with your credit file. Daily credit reports are available for online members only.*

- **Credit Monitoring:** Actively monitors Experian, Equifax and Transunion files for indicators of fraud.
- **Identity Restoration:** Identity Restoration specialists are immediately available to help you address credit and non-credit related fraud.
- **Experian IdentityWorks ExtendCARE™:** You receive the same high-level of Identity Restoration support even after your Experian IdentityWorks membership has expired.
- **\$1 Million Identity Theft Insurance**:** Provides coverage for certain costs and unauthorized electronic fund transfers.

Equifax®
P.O. Box 740241
Atlanta GA 30374
1-800-685-1111
www.equifax.com

Experian
P.O. Box 9701
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

We sincerely regret any inconvenience or concern caused by this incident. If you have further questions or concerns, please call Sandi Lybbert.

Sincerely,

Tod Ayers

Tod Ayers
*Vice President of Human Resources &
Chief Human Resources Officer*

From: Tod Ayers
Sent: Wednesday, April 23, 2025 3:42 PM
To: SystemWide <SystemWide@gcpud.org>
Subject: RE: Grant PUD Employee Data Security Incident Update - 4/23/2025

Good afternoon,

As an ongoing part of the investigation into the data breach reported this week, we have new information we believe will be beneficial to employees.

We discovered that in June of 2024 a single file containing sensitive information was inadvertently sent to an individual outside of Grant PUD. We were made aware of the breach by the person that received this information on April 14, 2025; this person stated that they deleted the file. While we cannot provide 100% certainty, at this time we do not believe that this data has been used with malicious intent. We know that the data was not acquired fraudulently.

We will continue to investigate the incident and are working to implement controls to ensure this type of event is prevented in the future.

We are still working on the process of offering 7 years of credit monitoring service for employees. If you would like to take action before that process is shared, please send a [Statement of Expense form](#) along with your receipt to SOE@gcpud.org. Employees will not be taxed on these reimbursements. Examples include: Experian, Identity Force, Equifax, Norton, LifeLock.

Please see the contact information for the three credit reporting agencies below:

Equifax

www.equifax.com

1-800-685-1111

Experian

www.experian.com

1-888-397-3742

TransUnion

www.transunion.com

1-800-916-8800

Internal Communications has created a [SharePoint page](#) where you can find more information about this incident as it becomes available.

If you have questions, please let me know.

Kind regards,

Tod Ayers

Chief Human Resources Officer

OFFICE 509.754.8331

EMAIL tayers@gcpud.org



grantpud.org

From: Tod Ayers
Sent: Tuesday, April 22, 2025 11:34 AM
To: SystemWide <SystemWide@gcpud.org>
Subject: Grant PUD Employee Data Security Incident Update

Good morning,

We wanted to provide an important update on the employee data security incident. Today we were able to confirm that our information systems were not hacked and that the breach was due to a data management issue. We do not believe that the information has been widely distributed.

Please see below FAQs regarding the 4/14 Data Breach Incident. We're continuing to collect FAQs and will send more information as we have it.

When did it happen?

The situation was discovered last Monday, April 14th, and we have been working to determine the circumstances of the breach.

Can I sign up for credit monitoring services immediately?

In yesterday's notification, employees were offered 7 years of credit monitoring service. We are working on a long-term solution, but in the interim and for expediency, if employees would prefer to purchase credit monitoring service immediately, Grant PUD will reimburse the costs up to \$45/month. Please send a [Statement of Expense form](#) along with your receipt to SOE@gcpud.org. Employees will not be taxed on these reimbursements. Examples include: [Experian](#), [Identity Force](#), [Equifax](#), [Norton, LifeLock](#).

Whose data was not compromised?

- Employees hired after April 2024
- Employees not actively employed by Grant PUD during the period of March-April of 2024
 - Contractors
 - Retirees
 - Dependents

What should I do if my information was compromised?

We recommend taking the following steps:

- Monitor your financial accounts for any unusual activity.
- Place a fraud alert on your credit reports with major credit bureaus (Equifax, Experian, TransUnion).
- Consider freezing your credit to prevent new accounts from being opened in your name. [How to place or lift a security freeze on your credit report | USAGov](#)
- Review your credit reports regularly for any signs of identity theft.

What information was included in the breach?

- Employee details – Employee #, full name, SSN, DOB, address, marital status, phone #, gender, and ethnicity
- Earnings details – Pay, deductions, direct deposit (bank account numbers and bank routing numbers), taxes (Federal, State, and Local)

Will the PUD provide any support or services?

All employees will be offered 7 years of free credit monitoring (details on that program will be forthcoming).

What steps is the PUD taking to prevent future breaches?

We believe this to be an isolated incident. However, we will conduct an after-action review and take appropriate action.

How will I be kept informed about the situation?

We will provide regular updates through email and our internal communication channels. Please stay tuned for further information as we continue to address this issue.

Who can I contact?

For more information or if you have any concerns, please contact me at tayers@gcpud.org.

Tod Ayers

Chief Human Resources Officer

OFFICE 509.754.8331

EMAIL tayers@gcpud.org



grantpud.org

Message sent on behalf of John Mertlich

Good morning,

On Monday April 14th, 2025, Grant PUD was notified of a potential data breach from an external party. Grant PUD's investigation team went into action to confirm the data breach, identify the scope of the breach, and take a course of action for immediate containment. The data breach has been confirmed, and immediate containment has occurred. However, the scope and impact continue to be investigated by both the Grant PUD team and third-party specialists. The data breach contained the following personal information:

- Employee details – Emp #, Full name, Address, Marital status, Phone #, Gender, Ethnicity
- Financial details – SSN, DOB
- Earnings details – Pay, Deductions, Direct deposit (including banking information), Taxes (Fed, State, and Local)

We understand this news is concerning. We are committed to protecting employees' personal information. All employees will be offered 7 years of free credit monitoring (details on that program will be forthcoming). Please monitor your accounts and report any suspicious activity immediately.

We are still working to confirm the full extent of the impact and will share additional details as soon as we have them. If you have questions, please reach out to Tod Ayers or Glen Pruitt.

John Mertlich

General Manager/CEO

CELL 503.349.2825

EMAIL jmertlich@gcpud.org



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