



Return Mail Processing Center
PO Box 6336
Portland, OR 97228-6336

<<Date>>

<<mail id>>
<<First Name>> <<Last Name>>
<<Address1>>
<<Address2>>
<<City>><<State>><<Zip>>

Dear <<First Name>> <<Last Name>>:

Philadelphia Gas Works ("PGW") highly values the relationship we have with our customers and understands the importance of protecting the security of all of the personal information that we maintain. Regrettably, we are writing to inform you of an incident that potentially may involve some of your information.

On October 1, 2015, we learned that one of our customer service representatives accessed and misused information relating to several PGW customers in order to make improper personal charges or purchases. We immediately began a comprehensive investigation of this incident, disabled the employee's system access and reported the incident to law enforcement.

Although we are unaware of any misuse of your account information, we wanted to make you aware of these circumstances, because this customer service representative may have worked on your PGW account while employed at PGW. The information potentially accessed by the employee may have included your name, address, date of birth, Social Security number, driver's license number and your credit, debit or banking information.

We encourage you to remain vigilant to the possibility of fraud or identity theft by reviewing your financial account statements for any unauthorized activity. If you see a fraudulent charge on your credit or debit card, please immediately contact the financial institution that issued your card. You should also contact your bank regarding any unauthorized transactions related to your checking or savings accounts. Additionally, we are offering you a complimentary one-year membership to Experian's® ProtectMyID® Alert. This product helps detect possible misuse of your personal information and provides you with superior identity protection services focused on immediate identification and resolution of identity theft. ProtectMyID Alert is completely free to you and enrolling in this program will not hurt your credit score. Unfortunately, privacy laws prevent us from enrolling you directly. **For more information on identity theft prevention and ProtectMyID Alert, including instructions on how to activate your complimentary one-year membership, please see the additional information provided in this letter.**

We sincerely regret any inconvenience or concern as a result of this incident. To help prevent a similar incident from occurring in the future, we are in the process of reviewing our policies and procedures relating to the security of customer information. We are also investigating additional security measures in our customer call center to enhance our existing safeguards. If you have any questions regarding this incident please call 877-271-1504, Monday through Friday between the hours of 9 am and 9 pm EST.

Si usted tiene alguna pregunta acerca de este incidente o este aviso, por favor llame al 877-271-1504, de lunes a viernes, entre las horas de 9 am a 9 pm EST.

Sincerely,

Philadelphia Gas Works

ACTIVATE PROTECTMYID NOW IN THREE EASY STEPS

1. ENSURE That You Enroll By: February 6, 2016 (Your code will not work after this date.)
2. VISIT the ProtectMyID Web Site: www.protectmyid.com/redeem
3. PROVIDE Your Activation Code: [code]

If you have questions or need an alternative to enrolling online, please call 877-371-7902 and provide engagement #: PC97433.

ADDITIONAL DETAILS REGARDING YOUR 12-MONTH PROTECTMYID MEMBERSHIP:

A credit card is not required for enrollment.

Once your ProtectMyID membership is activated, you will receive the following features:

- **Free copy of your Experian credit report**
- **Surveillance Alerts for:**
 - **Daily Bureau Credit Monitoring:** Alerts of key changes & suspicious activity found on your Experian, Equifax® and TransUnion® credit reports.
- **Identity Theft Resolution & ProtectMyID ExtendCARE:** Toll-free access to US-based customer care and a dedicated Identity Theft Resolution agent who will walk you through the process of fraud resolution from start to finish for seamless service. They will investigate each incident; help with contacting credit grantors to dispute charges and close accounts including credit, debit and medical insurance cards; assist with freezing credit files; contact government agencies.
 - It is recognized that identity theft can happen months and even years after a data breach. To offer added protection, you will receive ExtendCARE™, which provides you with the same high-level of Fraud Resolution support even after your ProtectMyID membership has expired.
- **\$1 Million Identity Theft Insurance*:** Immediately covers certain costs including, lost wages, private investigator fees, and **unauthorized electronic fund transfers.**

Once your enrollment in ProtectMyID is complete, you should carefully review your credit report for inaccurate or suspicious items. If you have any questions about ProtectMyID, need help understanding something on your credit report or suspect that an item on your credit report may be fraudulent, please contact Experian's customer care team at 877-371-7902.

Even if you choose not to take advantage of this free credit monitoring service, we encourage you to remain vigilant to the possibility of fraud and identity theft by reviewing your credit card, bank, and other financial statements for any unauthorized activity. You may also obtain a copy of your credit report, free of charge, directly from each of the three nationwide credit reporting agencies. To order your credit report, free of charge once every 12 months, please visit www.annualcreditreport.com or call toll free at 1-877-322-8228. Contact information for the three nationwide credit reporting agencies is as follows:

Equifax	Experian	TransUnion
PO Box 740241	PO Box 9554	PO Box 2000
Atlanta, GA 30374	Allen, TX 75013	Chester, PA 92834
www.equifax.com	www.experian.com	www.transunion.com
1-800-525-6285	1-888-397-3742	1-800-680-7289

If you believe you are the victim of identity theft or have reason to believe your personal information has been misused, you should immediately contact the Federal Trade Commission and/or the Attorney General's office in your home state. Contact information for the Federal Trade Commission is as follows:

Federal Trade Commission
600 Pennsylvania Avenue, NW,
Washington, DC 20580,
www.ftc.gov, 1-877-438-4338.

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. This notification was not delayed as a result of law enforcement investigation.

*Identity theft insurance is underwritten by insurance company subsidiaries or affiliates of American International Group, Inc. (AIG). The description herein is a summary and intended for informational purposes only and does not include all terms, conditions and exclusions of the policies described. Please refer to the actual policies for terms, conditions, and exclusions of coverage. Coverage may not be available in all jurisdictions.