



January 9, 2026

## CUSTOMER NOTIFICATION – PRIVACY BREACH

Essex Powerlines Corporation was the subject of a privacy breach which resulted in unauthorized persons gaining access to personal information as a result of a cyber intrusion.

Upon the discovery of the privacy breach, Essex Powerlines Corporation took immediate steps to mitigate the breach pursuant to its privacy breach procedures/protocols. The steps taken included, but were not limited to, isolating the cyber intrusion, implementing remediation steps, reviewing system logs and installing updated patches. Essex Powerlines Corporation continues to monitor its systems and undertake national and global best practices in relation to ensuring the protection of customer information.

The personal information that was compromised was as follows:

- Customer names
- Customer account numbers
- Customer addresses
- Customer phone numbers

Some other (nonpersonal) information was also accessed without authorization which was as follows:

- Transformer numbers
- Meter readings
- Meter numbers

**No customer financial information was compromised in any way.**

Essex Powerlines Corporation has determined that this breach does not pose a real risk of significant harm to any individual, taking into consideration the sensitivity of the information and whether it's likely to be misused.

Should any customer wish to contact Essex Powerlines Corporation for additional information, assistance, and/or answer questions please contact [privacy@essexpowerlines.ca](mailto:privacy@essexpowerlines.ca).

Any affected party has the right to make a complaint to the Information Privacy Commissioner of Ontario relating to this matter. A complaint can be submitted online through the IPC website -- [www.ipc.on.ca](http://www.ipc.on.ca), by printing and mailing the required form, or by emailing it to [complaints@ipc.on.ca](mailto:complaints@ipc.on.ca).