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## Corporate Communication – Utilities and Suppliers Data Breach

Great Eastern Energy (“GEE”) takes great pride in providing the best possible service and customer experience. Part of that commitment is to keep our customers aware of important corporate communication.

On March 29, 2018 GEE’s third party Electronic Data Interchange (“EDI”) provider Energy Services Group and its subsidiary, Latitude (together, “ESG”) experienced an outage to its software systems due to a cyberattack. The cyberattack effected not only GEE but also all utilities and energy suppliers who utilize ESG’s services.

ESG facilitates the transfer of data between GEE and the utilities we work with to provide our electricity and natural gas service to customers. **At this time, there is no indication that our customer’s account information has been compromised.** ESG is diligently working with a cyber forensic firm to restore their systems. As a result of the outage, GEE’s transactions to and from the utilities we work with may be delayed. These transactions could include, but not be limited to billing, price changes, enrollments and de-enrollments. We thank all of our valued customers for your patience during this time.

If you have any questions or would like more information, you may call us at **646-832-4433**, Monday-Friday, 9:00 AM-5:00 PM. After business hours, please leave a message with your name, phone number, and account number and we will return your call. You may also email us at **customer care@greasternenergy.com** anytime.

Great Eastern Energy