



Notice to Customers:

Grimsby Power was made aware of a ransomware attack perpetrated against one of its third-party contractors, which contractor is responsible for printing bills to our customers.

Based upon information received to date, and given the nature of ransomware attacks (which generally operate by locking data; not downloading or removing it from a server), we have no reason to suspect that personal information of our customers was accessed or stolen.

In the unlikely event that a third party improperly accessed our customers' personal information, the nature of the personal information accessed would be limited to the specific information appearing on your hydro bill. In some instances, the information may have also included an email address, if a customer was a subscriber for e-billing services.

This cyber event was not directed at Grimsby Power's information technology systems and we can confirm that no data other than that described above would be vulnerable to access. For avoidance of any doubt, we can confirm with certainty that no banking or other sensitive information was accessed, as the contractor housed no such information, nor did they have access to it on our systems.

While we are confident that there is no risk of harm to any of our customers, out of an abundance of caution, we do ask customers to please be aware of any unusual notifications or online activity related to the personal data described above.

If customers experience any issues or have any questions, please contact us at: Customer Service 905-945-5437 option 2.

Please note, as we work through this situation, you may notice your electricity bills are slightly delayed.