

From: Warner, Christopher (Law
Sent: 2/19/2013 5:06:40 PM
To: Harcharik, Rachel (Rachel.Harcharik@itron.com)
Cc: Rufo, Michael (Michael.Rufo@itron.com); Best, Carmen
(carmen.best@cpuc.ca.gov) (carmen.best@cpuc.ca.gov); 'Ghaffarian, Pouneh'
(pouneh.ghaffarian@cpuc.ca.gov) (pouneh.ghaffarian@cpuc.ca.gov); Hardy,
Katherine (katherine.hardv@cpuc.ca.gov) (katherine.hardv@cpuc.ca.gov); Redacted
Redacted Dietz, Sidney
(/O=PG&E/OU=Corporate/cn=Recipients/cn=SBD4); Redacted
Redacted Redacted
Redacted Redacted
Redacted Paige, Brian
(Brian.Paige@itron.com)

Bcc:
Subject: RE: Data Security Item

Rachel, our information security team reviewed your timely report and your followup with your subcontractor. Based on the memo submitted from Itron to PG&E regarding this event, it is our belief that a data breach has not occurred due to the fact that the PG&E customer data in question was encrypted in alignment with the "Confidential Information Handling Policy" established between Itron and PG&E in May 2012 pursuant to the PG&E-Itron NDA. Based on our understanding of your investigation, the encryption controls on the laptop provide sufficient protection such that the PG&E data on the stolen computer will be inaccessible to anyone other than the owner of the computer. Thus, we do not believe a breach notification is necessary as we do not believe a breach has occurred in this case.

Please let us know if you have any additional info or questions, otherwise we will consider this event closed. Thanks again for Itron's prompt notification, investigation and corrective actions.

Chris Warner
PG&E
415-973-6695

From: Harcharik, Rachel [mailto:Rachel.Harcharik@itron.com]
Sent: Thursday, February 14, 2013 11:02 AM
To: Warner, Christopher (Law)
Cc: Best, Carmen (carmen.best@cpuc.ca.gov); Hardy, Katherine (katherine.hardy@cpuc.ca.gov); 'Ghaffarian, Pouneh' (pouneh.ghaffarian@cpuc.ca.gov); Rufo, Michael; Paige, Brian
Subject: Data Security Item

Chris,

Attached is a memo regarding a data security item. As explained in the attached, one of our subcontractors had their laptop stolen from their home during a burglary over the weekend (no one was harmed). We have interviewed the subcontractor to determine whether all of the data handling instructions were complied with and what was on the laptop. The subcontractor described the procedures used to secure the data. His description illustrates that he is compliant with our agreed to data handling policy.

We have compiled a list of customers for which data were likely on the laptop. Please let me know if PG&E would like this list. Itron can upload this information to the secure site that PG&E and Itron have used in the past. I believe Ann George has access to this site.

Please let me know if you would like discuss any details of this incident.

Rachel

Rachel Harcharik
Director, Consulting & Analysis

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