

1 November 2023

IC-263609-L6L1

Request

You asked us:

"...Energy One recently got hacked in a cyber security attack on Friday 18/08/23 (formerly known as: Contigo Software).

[...]

Please let me know all of your findings on this incident."

We received your request on 10 October 2023.

We have handled your request under the Freedom of Information Act 2000 (the FOIA).

Our response

I can confirm that we hold information in scope of your request.

We received a breach report matching the description provided on 20 August 2023. The breach was assessed under case reference IC-253277-H8Y0, and closed on 25 August 2023 with the outcome that no further regulatory action was determined necessary. This was because the case did not reach the requirements for regulatory action based on the information provided to us.

Further information on our criteria for taking regulatory action can be found in our [Regulatory Action Policy](#), as well as our [ICO25 regulatory approach policy](#).

This concludes our response to your request.

Next steps

You can ask us to review our response. Please let us know in writing if you want

us to carry out a review. Please do so within 40 working days.

You can read a copy of our full review procedure [here](#).

If we perform a review but you are still dissatisfied, you can complain to the ICO as regulator of the FOIA. This complaint will be handled just like a complaint made to the ICO about any other public authority.

You can [raise a complaint through our website](#).

Your information

Our [Privacy notice](#) explains what we do with the personal data you provide to us, and set out your rights. Our retention schedule can be found [here](#).

Yours sincerely



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