

## ASX Announcement

29 September 2023

### EOL Cyber Incident Update - 29th September 2023

Energy One wishes to provide an update with respect to the cyber incident, first identified on Friday, 18<sup>th</sup> August.

Energy One customer systems continue to operate as normal and have not been impacted by the incident. Ongoing monitoring by Energy One and CyberCX has continued since the cyber incident was first identified and has not uncovered any evidence of malicious activity on these customer systems.

The investigations by Energy One and CyberCX with respect to Energy One's corporate systems have now largely been completed.

Energy One has (as previously communicated) identified some personal information of its current and former employees has been compromised. The notification process for employees is underway. Where an employee has been notified that data has been compromised, support services are made available to the employee including (where available) access to external expertise in identity protection, credit monitoring and document replacement cost assistance.

Energy one also confirms that limited customer contractual and related information held on corporate systems has also been compromised. Where this has occurred, the relevant customers are being contacted. This activity is ongoing. Our investigations have not revealed any evidence that customer systems have been impacted and the Company continues to securely trade, work with and support our valued customers through this process.

If there are any further material developments, Energy One will provide an update.

For further information please contact

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**Board Chairman**

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