ONE Gas

P.O. Box 989728
West Sacramento, CA 95798-9728

<<First Name>> <<Last Name>>
<<Address1>> <<Address2>>
<<City>>, <<State>> <<Zip>>
<<Country>> or <<IMB>>

Enrollment Code: <<XXXXXXXX>>
Enrollment Deadline: June 27, 2026

To Enroll, Scan the QR Code Below:

SCAN ME

Or Visit:
https://app.idx.us/account-creation/protect

March 27, 2026

Notice of Data Breach

Dear <<First Name>> <<Last Name>>,

We are reaching out to let you know about a recent incident that involved your personal information. We have not found any evidence of identity theft or fraud involving your personal information. However, we want to make sure you have the details and resources you may find helpful to protect your personal information. These resources include the option to enroll in two years of free credit monitoring and identity theft protection services. Please read the sections below entitled "**What You Can Do**" and "**Steps You Can Take to Help Protect Your Information**" for further details.

What Happened? On January 20, 2026, ONE Gas learned that an independent contractor was working under a false identity. While performing work for us, this individual had access to our computer systems. Upon discovery of the fraudulent activity, we immediately took steps to activate our incident response process, remove the individual's access to our systems, notify the appropriate federal authority, and hire a third-party cybersecurity firm to conduct a forensic review. On February 26, 2026, the investigation determined that the individual had access to certain personal information on our systems. No protected health information was involved.

What Information Is Involved? The following types of information were involved: your name, basic contact information, health benefits enrollment information (but not your medical or health information), and Social Security number.

What Are We Doing? The security of our systems and data align with our Core Value of Safety. In support of this Core Value, we reviewed our security practices designed to prevent unauthorized access, and we are taking steps to try to prevent this from happening again. We are offering you two years of free credit monitoring and identity protection services from IDX (a nationally recognized provider of identity protection and credit monitoring services). The services include credit monitoring, identity restoration assistance, a $1,000,000 insurance reimbursement policy, and dark web monitoring. To enroll in/activate these services, please follow the instructions included in the attached "**Steps You Can Take to Help Protect Your Information.**" Enrollment must be completed before the deadline of June 27, 2026.

What Can You Do? Be on the lookout for signs of identity theft or fraud. Check your bank statements, credit reports, and other accounts for anything that looks unusual or suspicious. More tips for you are included in the attached "**Steps You Can Take to Help Protect Your Information**." We encourage you to activate the free two years of IDX credit monitoring and identity protection services before the deadline of June 27, 2026.

Who Can You Call? If you have questions or would like more information, please call 1-888-201-8444, Monday to Friday from 8 am – 8 pm Central Time, excluding holidays.

Thank you,
ONE Gas, Inc.

STEPS YOU CAN TAKE TO HELP PROTECT YOUR INFORMATION

Enroll in IDX Credit Monitoring and Identity Protection Services

Go to https://app.idx.us/account-creation/protect and follow the instructions to enroll in the credit monitoring and identity protection services provided by IDX. Your person Enrollment Code is provided at the top of this letter. **Please note the deadline to enroll is June 27, 2026.**

Monitor Your Accounts

Under U.S. law, you are entitled to one free credit report each year from each of the three major credit reporting bureaus: Equifax, Experian, and TransUnion. To request your free credit report:

- Visit www.annualcreditreport.com;
- Call 1-877-322-8228 (toll-free); or
- Directly contact the three major credit reporting bureaus listed below.

Fraud Alerts

You have the right to place a "fraud alert" on your credit file at a credit bureau at no cost.

- An initial fraud alert lasts one year and tells businesses/lenders to take extra steps to verify your identity before approving credit.
- If you are a victim of identity theft, you may place an extended fraud alert, which lasts seven years.

  To place a fraud alert, contact the three major credit reporting bureaus listed below.

If You Notice Suspicious Activity

If you see anything unusual or suspicious on your credit reports or receive a fraud alert notice – and you have enrolled in the IDX services – contact IDX immediately by phone or by logging into the IDX website and filing a request for help.

After you report an issue:

- An IDX ID Care Team member will contact you to determine the cause of the suspicious items.
- If identity theft is confirmed, then you will be assigned an ID Care Specialist who will work with you and on your behalf to identify, stop, and reverse the damage quickly.

Credit Freezes

As an alternative to a fraud alert, you may choose to place a "credit freeze" on your credit report, free of charge.
A credit freeze:

- Prohibits a credit bureau from releasing information in your credit report without your express authorization.
- The credit freeze is designed to prevent credit, loans, and services from being approved in your name without your consent.

Please note: A credit freeze may delay, interfere with, or prohibit the timely approval of new credit, loans, or other accounts you apply for in the future. Consumer reporting agencies may also require you to pay a fee for certain additional features they offer. Under federal law, you cannot be charged to place or remove a credit freeze.
To request a credit freeze, you will need to provide:

1. Full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security number;
3. Date of birth;
4. Addresses for the prior two to five years;
5. Proof of current address, such as a current utility bill or telephone bill;
6. A legible photocopy of a government-issued identification card (state driver's license or ID card, military identification, etc.); and
7. A copy of either the police report, investigative report, or complaint to a law enforcement agency filed by you concerning identity theft if you are a victim of identity theft.

Credit Reporting Agency Contact Information

To place a fraud alert or credit freeze, please contact the three major credit reporting bureaus listed below:

Equifax	**Experian**	**TransUnion**
https://www.equifax.com/	https://www.experian.com/	https://www.transunion.com/
1-888-378-4329	1-888-397-3742	1-800-916-8800
Equifax Consumer Fraud Division P.O. Box 740256 Atlanta, GA 30374	Experian Fraud Center P.O. Box 9554 Allen, TX 75013	TransUnion Fraud Victim Assistance Department P.O. Box 2000 Chester, PA 19016
Equifax Credit Freeze P.O. Box 105788 Atlanta, GA 30348-5788	Experian Credit Freeze P.O. Box 9554 Allen, TX 75013	TransUnion Credit Freeze P.O. Box 160 Woodlyn, PA 19094

Additional Information

You can learn more about identity theft, fraud alerts, credit freezes, and ways you can protect your personal information by contacting the credit reporting bureaus, the Federal Trade Commission, or your state Attorney General.

The Federal Trade Commission provides helpful information about identity theft and fraud and encourages anyone who believes their information has been misused to file a complaint.

You can contact the Federal Trade Commission at:

- Website: www.identitytheft.gov
- Phone: 1-877-ID-THEFT (1-877-438-4338)
- TTY: 1-866-653-4261
- Mail: 600 Pennsylvania Avenue NW, Washington, DC 20580

If you experience identity theft or fraud, you have the right to file a police report. Please note that this letter does not mean that you are a victim of identity theft or that your information has been misused. If you choose to file a police report for identity theft, you may be asked to provide documentation showing that identity theft has actually occurred. This notice was not delayed as the result of a law-enforcement investigation.

For California residents, the California Office of Privacy Protection (www.oag.ca.gov/privacy) may be contacted for additional information on protection against identity theft. The California Attorney General can be contacted at 1300 I Street, Sacramento, CA 95814, www.oag.ca.gov, 800-952-5225.

For South Carolina residents, the South Carolina Department of Consumer Affairs may be reached at 293 Greystone Blvd., Ste. 400, Columbia, SC 29210, www.consumer.sc.gov, 800-922-1594.

For New Mexico residents, you have the right to obtain a police report regarding this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You have rights pursuant to the Fair Credit Reporting Act, such as the right to be told if information in your credit file has been used against you, the right to know what is in your credit file, the right to ask for your credit score, and the right to dispute incomplete or inaccurate information. Further, pursuant to the Fair Credit Reporting Act, the consumer reporting agencies must correct or delete inaccurate, incomplete, or unverifiable information; consumer reporting agencies may not report outdated negative information; access to your file is limited; you must give your consent for credit reports to be provided to employers; you may limit "prescreened" offers of credit and insurance you get based on information in your credit report; and you may seek damages from a violator. You may have additional rights under the Fair Credit Reporting Act not summarized here. Identity theft victims and active-duty military personnel have specific additional rights pursuant to the Fair Credit Reporting Act. You can review your rights pursuant to the Fair Credit Reporting Act by visiting https://www.consumer.ftc.gov/sites/default/files/articles/pdf/pdf-0096-fair-credit-reporting-act.pdf, or by writing to the Consumer Financial Protection Bureau, 1700 G Street N.W., Washington, DC 20552.