

**North Carolina Security Breach Reporting Form  
Pursuant to the Identity Theft Protection Act of 2005**

JUL - 3

Name of Business Owning or Licensing Information Affected by the Breach: Washington Government Environmental Services LLC  
Address: 106 Newberry Street, SW, Aiken, SC 29801  
Telephone: 803-502-9627  
Fax: 803-502-3027  
Email: \_\_\_\_\_

**PLEASE SUBMIT FORM TO:**  
Consumer Protection Division  
NC Attorney General's Office  
9001 Mail Service Center  
Raleigh, NC 27699-9001  
Telephone: (919) 716-6000  
Toll Free in NC: (877) 566-7226  
FAX: (919) 716-6050

Date Security Breach Reporting Form submitted: July 1, 2008  
Date the Security Breach was discovered: May 27, 2008 (WGES was notified on June 9, 2008 by Colt)  
Estimated number of affected individuals: 3,800 total nationwide  
Estimated number of NC residents affected: 12

Name of business maintaining or possessing information that was the subject of the Security Breach, if the business that experienced the Security Breach is not the same entity as the business reporting the Security Breach (pursuant to N.C.G.S. § 75-65(b): Colt Express Outsourcing Services, Inc.  
2125 Oak Grove Road, Suite 210, Walnut Creek, California 94598

Describe the circumstances surrounding the Security Breach and state whether the information breached was in electronic or paper format: Breach occurred when a break in and theft of computers occurred on Colt Express' premises. The information was in electronic format.

Regarding electronic information breached, state whether the information breached or potentially breached was password protected or encrypted in some manner. No If so, please describe the security measures protecting the information: \_\_\_\_\_

Describe any measures taken to prevent a similar Security Breach from occurring in the future: Colt has stated that it has installed a security system. WGES, however, no longer maintains a business relationship with Colt Express.


Date affected NC residents were/will be notified: June 23, 2008

If there has been any delay in notifying affected NC residents, describe the circumstances surrounding the delay pursuant to N.C.G.S. § 75-65(a) and (c): \_\_\_\_\_

**If the delay was pursuant to a request from law enforcement pursuant to N.C.G.S. § 75-65(c), please include the written request or the contemporaneous memorandum.**

How NC residents were/will be notified? (pursuant to N.C.G.S. § 75-65(e))  
**Please attach copy of the notice if in written form or a copy of any scripted notice if in telephonic form.**

written notice  
 electronic notice (email)  
 telephone notice  
 substitute notice

Signature:  Date: 7/1/2008  
Contact Person, Title: Laurie Kirkwood, esq., on behalf of Washington Government Environmental Services LLC  
Address: 1201 West Peachtree Street, Atlanta, GA 30309  
(if different from above) \_\_\_\_\_  
Telephone: 404-881-7832 Fax: 404-253-8832 Email: laurie.kirkwood@alston.com



Washington Division

Washington Government Environmental Services LLC  
Washington TRU Solutions LLC  
West Valley Environmental Services Company LLC

June 17, 2008

«First\_Name\_1» «Last\_Name\_1»  
«Address\_2»  
«Address\_4»  
«City\_1», «State» «Zip»

Dear «Title» «Last\_Name\_1»:

We are writing to let you know about an unfortunate incident that may have exposed your personal information to others. While we have had no indication that your information is being misused, we wanted to report the incident to you and inform you of steps you can take to protect yourself from possible identity theft.

We have been informed by Colt Express Outsourcing, Inc. ("Colt"), a former third-party enrollment administrator for the WGES Welfare Benefits Plan (the "Plan"), that a number of its computers and servers have been stolen from their premises. The incident was immediately reported to the police, and an investigation is underway. Colt has determined that your personal information was most likely on the hard drives of the stolen machines, and that it may not have been encrypted. Colt informed us of the situation on June 9, 2008. As soon as we were notified by Colt we assembled a team to review and verify the facts and circumstances of this incident and develop a response. As of this time, the stolen items have not been located.

The file containing your personal information was being used by Colt during 2007 in connection with its enrollment administration services for the Plan. It included your name, date of birth, Social Security Number, address and hire date (of the employee), all of which were compiled and used in connection with Plan enrollment and related operations. No personal financial information or medical benefits information was in the file, and your answer to the "Security Question" was not compromised.

As the security of our employees' and their dependents' personal information is important to us, we are providing you with this notice with the highest level of urgency. Also, as we cannot rule out the possibility of your information being misused, we have arranged for the following services to help protect your credit record from identity theft. We recommend you use these services and follow the additional steps described below. It is up to you, however, to decide whether to follow these steps. Neither your employer nor anyone else can make that decision for you or sign you up for these services.

- ❖ You can enroll in credit monitoring for the next year, at no charge to you. Once enrolled, you will receive communications detailing any key changes to your credit report from all three credit bureaus. To enroll, go on-line at [www.fraudalert.equifax.com](http://www.fraudalert.equifax.com) and choose **3-in-1 Monitoring** and use promotional code «Promo Code» to complete the payment process. If you do not have access to the Internet, the Equifax toll-free help line at **877-478-7625** (open 24 hours a day, 7 days a week) can provide instructions on how to register by mail. *We strongly encourage you to enroll as soon as possible.* If you do not enroll within 90 days of receiving this letter, we will assume that you have decided not to enroll in this service.

- ❖ In addition, you can contact one of the major U.S. credit bureaus listed below and have a “fraud alert” placed on your credit file at all three bureaus. This fraud alert lets creditors know additional steps should be taken to verify your identity prior to granting credit in your name. There will be no charge to you for this fraud alert.

Credit Bureau	Toll-Free No.	Website
Experian	888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
Equifax	877-478-7625	<a href="http://www.fraudalert.equifax.com">www.fraudalert.equifax.com</a> **
TransUnion	800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

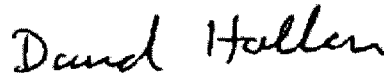
\*\* Click on the *Customer Service* button to receive instructions on setting a fraud alert with Equifax.

- ❖ A help line at toll-free **877-478-7625** is available through Equifax 24 hours a day, 7 days a week, to assist you with questions and concerns.

You are also entitled under U.S. law to one free credit report annually from each of the three major credit bureaus. To order your free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free (877) 322-8228. For additional information on how to further protect yourself against identity theft, you may wish to visit the web site of the U.S. Federal Trade Commission at [www.consumer.gov/idtheft/](http://www.consumer.gov/idtheft/).

We are very disappointed by this incident, and we regret any inconvenience or concern this may cause you. Should you have any questions or concerns, please do not hesitate to contact your local Human Resources representatives.

Sincerely,



David Hollan  
Director, Human Resources  
Energy and Environmental Business Unit



Washington Division

Washington Government Environmental Services LLC  
Washington TRU Solutions LLC  
West Valley Environmental Services Company LLC

June 17, 2008

«First\_Name\_1» «Last\_Name\_1»  
«Address\_2»  
«Address\_4»  
«City\_», «State» «Zip»

To the Parent or Guardian of «First Name 1» «Last Name 1»:

We are writing to let you know about an unfortunate incident that may have exposed certain personal information regarding «First\_Name\_1» to others. While we have had no indication that the information is being misused, we wanted to report the incident to you and inform you of steps that can be taken to protect against possible identity theft.

We have been informed by Colt Express Outsourcing, Inc. ("Colt"), a former third-party enrollment administrator for the WGES Welfare Benefits Plan (the "Plan"), that a number of its computers and servers have been stolen from their premises. The incident was immediately reported to the police, and an investigation is underway. Colt has determined that certain personal information of «First\_Name\_1» was most likely on the hard drives of the stolen machines, and that it may not have been encrypted. Colt informed us of the situation on June 9, 2008. As soon as we were notified by Colt we assembled a team to review and verify the facts and circumstances of this incident and develop a response. As of this time, the stolen items have not been located.

The file containing the personal information was being used by Colt during 2007 in connection with its enrollment administration services for the Plan. It included the affected individual's name, date of birth, Social Security Number, address and hire date (of the employee), all of which were compiled and used in connection with Plan enrollment and related operations. No personal financial information or medical benefits information was in the file.

As the security of our employees' and their dependents' personal information is important to us, we are providing you with this notice with the highest level of urgency. Please consider contacting one of the major U.S. credit bureaus listed below and having a "fraud alert" placed on the credit file (if any) of «First\_Name\_1» at all three bureaus. This fraud alert lets creditors know additional steps should be taken to verify a person's identity before granting credit in that person's name. There is no charge for this fraud alert.

Credit Bureau	Toll-Free No.	Website
Experian	888-397-3742	<a href="http://www.experian.com">www.experian.com</a>
Equifax	877-478-7625	<a href="http://www.fraudalert.equifax.com">www.fraudalert.equifax.com</a> **
TransUnion	800-680-7289	<a href="http://www.transunion.com">www.transunion.com</a>

\*\* Click on the *Customer Service* button to receive instructions on setting a fraud alert with Equifax.

U.S. law also entitles individuals to one free credit report annually from each of the three major credit bureaus. To order a free credit report, visit [www.annualcreditreport.com](http://www.annualcreditreport.com) or call toll-free (877) 322-8228. For additional information on how to further protect against identity theft, you may wish to visit the web site of the U.S. Federal Trade Commission at [www.consumer.gov/idtheft/](http://www.consumer.gov/idtheft/).

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Energy and Environmental Business Unit