Colorado Springs Utilities
It's how we're all connected

July 12, 2022

Dear Customer,

We learned on July 6, 2022, that customer data stored by one of our subcontractors was accessed by an unauthorized party on June 15, 2022. The information included customer names and addresses, Colorado Springs Utilities account numbers and in most cases, phone numbers and/or email addresses.

No sensitive financial data, such as social security numbers or credit card numbers was compromised.

Despite the limited nature of the information released, we felt it important to notify you that your information was in the accessed file.

We take the privacy and security of customer data very seriously. Our robust cyber security policy and security best practices are in place to help prevent data loss and/or unauthorized access. We are working with the subcontractor to ensure it follows our stringent security requirements. To learn more, our privacy disclosure is available on our website: www.csu.org/Privacy.

As a reminder, we will not contact you asking for credit card numbers, account numbers or any other personal data. Should you receive such communication, please do not respond. Instead, contact our Customer Service Center at 719-448-4800. For FAQs and updated information, visit https://www.csu.org/DataDisclosure.

Thank you,

Colorado Springs Utilities

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Colorado Springs, CO 80947-0954

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