

APPENDIX A
2026 - ANNUAL REPORT FOR LAWRENCE UTILITIES
IDENTITY THEFT PROTECTION PLAN

Reporting Period: April 2025 to April 2026

1. Summarize the effectiveness of the policies and procedures in addressing the risk of identity theft in connection with the opening of covered accounts and with respect to existing covered accounts for Lawrence Utilities Business Office.

The policy and procedures the Business Office employs continue to be effective and safeguard against identity theft. These policies also protect the utility from activation of accounts with false information being provided during account set up.

All Business Office employees are informed regarding the policies and practices in place to identify and prevent identity theft and the safeguarding of sensitive customer data.

2. Identify any significant incidents involving identity theft and management's response during the prior twelve months.

The Business Office has had situations where non-account holders attempt to get information on an account. Once the policies are explained, the situations are resolved easily.

No other incidences of compromised customer data or attempts at theft of customer data were identified or reported.

3. Identify any recommendations for material changes to the Plan.

No plan changes are recommended currently.

Submitted: 4/1/26

Submitted by: Cathy Retmier

Reviewed by the Lawrence Utility Service Board: _____