

ASX Announcement

21 August 2023

EOL Cyber Incident and Update

On Friday, 18 August 2023, Energy One Limited established that certain corporate systems in Australia and the United Kingdom had been affected by a cyber-attack.

In response, Energy One took immediate steps to limit the impact of the incident, engaged cyber security specialists, CyberCX, and alerted the Australian Cyber Security Centre and certain UK authorities.

Energy One's top priorities are the safety and security of its people, its customers, and its systems.

Analysis is underway to identify which, if any, additional systems may have been affected by the cyber-attack.

As part of its work to ensure customer security, Energy One has disabled some links between its corporate and customer-facing systems.

Energy One's response to this incident, and its investigation, is continuing.

Key lines of the ongoing inquiry and response include securing Energy One's systems, establishing whether or what personal information and/or customer-facing systems have been affected, and the initial point of entry.

Energy One will continue to provide updated information as it gains greater clarity about the incident and the likely timeframe for its resolution.

For further information please contact

Andrew Bonwick

Board Chairman

E: andrew.bonwick@energyone.com | P: 0417 549 168 | www.energyone.com

Head Office PUBLIC

Level 13, 77 Pacific Highway
North Sydney NSW 2060

Postal Address

PO Box 6400
North Sydney NSW 2059

Contact Information

Telephone: + 61 2 8917 2200
Email: enquiries@energyone.com
Website: www.energyone.com