

The Rio Linda / Elverta WaterWays

A Publication of the Rio Linda Elverta Community Water District
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RLECWD Cyber Attack

On May 19, 2017, at approximately 9:22 AM, the RLECWD's computer servers were compromised by a virus known as Webmafia@asia.com. This is a dangerous form of ransom ware designed by hackers that encrypts the users' data files, which renders them useless as they cannot be opened. The hackers provide instructions to victimized computer users on how to purchase bit coin (a form of monetary unit) online to decrypt them. This is a brand new strain similar to the Wanna Cry ransom ware that has recently plagued agencies in over 100 countries in just over 48 hours.

Fortunately, the District was able to recover most of its data from a recent back-up. According to an IT analysis, the hackers conducted a brute force attack on one of our ports. Once the port was breached, batch files were created to encrypt data throughout our network. We want to ensure our customers that your data was not accessible by the attacker(s). And, as a precaution, we do not keep credit card information on file. However, the cyber attack rendered our system with corrupt files and programs that we are currently resolving. For those customers that make payments online, we appreciate your patience as that part of our system was impacted. As you have seen in the media, no government computer system firewall is safe from cyber attacks. However, we are looking into creating redundant backups, as well as, added security measures to protect district property.

General Manager, Ralph Felix

Future Strategic Planning Meeting

Waterway's next issue, released in the July billing, will announce the date for the District's Strategic Planning meeting.

The RLECWD is entering a process of change that will impact district growth, water production, and regulatory requirements that will affect water quality. These changes will impact operations, planning and budgeting. As a result, the Board President requested that we commence discussion to plan for an open, community-wide Strategic Planning meeting. The district values transparency and would like to inform our ratepayers of the changes to come as they are both customers and stake holders of the district and community.

Save Time and Money!



Recurring Payments can be set up with an automatic payment from your **credit or debit card** as long as the VISA, MASTERCARD or Discover logo appears on the card and you have a valid email address.

This **free** service is offered for your payment to be automatically paid on the **billing due date!** No more costly penalties or worrying about paying your water bill on time.

To sign up, please contact the District Office or log on to your account via the District website at www.rlecwd.com and click **Edit Auto Pay** under Account Settings.

Consumer Confidence Report (CCR)

Per the Environmental Protection Agency's (EPA), the District is responsible to provide our customers an annual report by July 1 of year.

This annual drinking water quality report, provides information on your local drinking water quality. The EPA determines what levels of contaminants are safe to have in your water, and your CCR will show you the level of contaminates in your water source. If you would like a copy please visit our website at <http://www.rlecwd.com/wp-content/uploads/2014/09/CCR-2017-Final.pdf> or stop by the District office to pick up a copy.

Payment Arrangements - The District offers customers who are experiencing a financial hardship the ability to make an arrangement to pay their water bill. Please contact the office for more details.

Conservation



Water Wise House calls - Our Conservation staff is available to come out to your home and review your outdoor water needs, make water efficiency recommendations and provide you with water saving devices. For additional water savings tips please visit:

BeWaterSmart.info

SaveOurWater.com



For the complete water restrictions please visit our website www.RLECWD.com or stop by the District office.

REBATE
AVAILABLE

Rebates - The RLECWD offers rebates for toilets and washing machines. Please visit www.rlecwd.com or the District office for rebate qualifications and applications.

Reporting Water Waste

To report water waste, please provide the following information: phone number, address, date & time of day, and a brief description of the water waste. You can call 916-991-1000 or email questions@rlecwd.com.



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