



## DU PAGE WATER COMMISSION

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Officials in Pinellas County, Florida announced that late last week an unknown on-line malicious actor infiltrated a water treatment plant in the City of Oldsmar and made changes to the water treatment chemical feed levels in the city's water treatment plant. Fortunately, this activity was observed by a plant supervisor and reversed the changes. Officials indicated that the public was never in danger due to the operator's quick action as well as other measures that would have prevented the release of the water into the distribution system.

An operations supervisor working remotely, saw the water treatment chemical concentration being changed on his computer screen and immediately reversed the change. Furthermore, the supervisor observed two on-line intrusions last Friday that were hours apart where on the second intrusion the supervisor saw the actual chemical concentration change. It has been learned that the intrusion occurred through desktop sharing software.

The DuPage Water Commission is committed in providing safe and reliable drinking water to our customers and is constantly taking steps to proactively identify and assess risks to our critical infrastructure and entire system. This is required in response to the American Water Infrastructure Act (AWIA) of 2018. The Commission has taken a proactive step in updating our Vulnerability Assessment (VA) in the Fall of 2019. Currently, the Commission is engaged and has established a working relationship with the federal and local law enforcement to plan and participate in training exercises to help improve our overall position in identifying, addressing, and mitigating our vulnerabilities thereby lowering our overall threat risk.

The DuPage Water Commission is confident in the water supply it receives from The City of Chicago Department of Water Management (CDWM). All operations are staffed 24/7 where continuous monitoring is performed by water chemists as it enters and leaves their system. As the Commission receives the water, it is further analyzed by online water quality systems and personnel to ensure continuity of water quality results from source through distribution. Therefore, our customers rely upon these consistent results as a benchmark to their water quality monitoring. Finally, in a released statement by CDWM "The Chicago Department of Water Management operates computer-based systems as part of the water treatment operations which are not connected to the internet. Thus, they are not vulnerable to the type of threat which impacted Oldsmar, Florida. The department constantly monitors our infrastructure to ensure safety and security."

The DuPage Water Commission is operated and staffed 24/7 to ensure all automated and manual processes are properly functioning. Furthermore, all chemical adjustments are done manually with oversight of trained operators.

As more is learned about this incident, more information will be shared to our customers, the following mitigation strategies may be considered:

- Remove or limit the use of Desktop Sharing software.
- Use secure VPN if remote access is necessary
- Engage in IT security solutions
- Utilize network firewalls
- Consider two-factor authentication
- Enforce periodic password changes
- Implement hierarchal user account restrictions

For further information please contact John F. Spatz Jr., General Manager at (630)-834-0100.