RE: Roxborough Water & Sanitation District (RWSD) Computer System

To all the RWSD’s customers:

I regret to inform you that due to a recent cyberattack, RWSD’s computerized billing system is down. Before I explain further, I want to make a few things clear:

- **Operations at the water treatment plant were not affected** – RWSD was always able to provide safe water to your home or business.
- **No personal information for our customers is saved on our system, and there is no evidence any data was stolen in the attack.**
- **The focus of the attackers was disruption. They intended to cause disruption to our systems.**
- **RWSD has cybersecurity insurance coverage so this event will not impact your rates and charges.**
- **We reported the matter to law enforcement and have engaged a number of experts to help us investigate, remediate, and recover.**

Unfortunately, the cyberattack corrupted all the data in RWSD’s billing system. We are working hard to rebuild the system and download the backup data on to the new system, but the recovery will take time. In the meantime, none of your ACH payments will process, and our on-line bill pay system is not available. We are asking all customers to pay their water bills that are due by September 15 by check or money order and either mail payments either in the envelope provided or directly to our billing office (CRS of Colorado, 7995 E. Prentice Ave., Suite 103-E, Greenwood Village, CO 80111-2701) or drop them by the office at 6222 N. Roxborough Park Drive. It is important to know we are doing everything we can to have the billing system back up and running for the next billing cycle.

We recovered the billing system sufficiently that we can now look up your bill, so please call the office if you need that information. We have also done the September meter read and are working to get the current billing out to all residents. Please note that we will not be assessing late fees while the situation is being resolved.

If you have any questions, please do not hesitate to call the office at (303) 979—7286.

Thank you for your understanding,

Barbara Biggs
General Manager