November 2, 2020

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

To all the RWSD’s customers:

As we have previously notified you, RWSD’s computerized billing system has been down since late August as the result of a cyberattack. The last time we were able to send out bills was August 24. Since then we have worked hard to rebuild the billing system and hope to be able to send out the September 24 water and sewer bills very soon. The October bills will be sent shortly thereafter. On-line bill pay should be available when we send out the September bills.

During this period, we have asked people to pay with checks or money orders in the amount of your normal monthly bill to avoid getting behind and having a large balance, but please know that we will not be assessing any late fees while we work through these issues. We want to thank everyone for going the extra step and making payments while we rebuild.

If you normally pay via ACH and have sent in payments while the system was down, your payments are being posted to your account. We have been able to restore all ACH forms, and your account will only be charged any outstanding balance.

Credits for overpayments will also be calculated for all accounts.

We appreciate everyone’s patience while we recover from this attack, and again want to emphasize:

- 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.

Barbara Biggs
General Manager