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Artesian Water Company



Artesian Wastewater Management



Artesian Utility Development



Artesian Water Pennsylvania



Artesian Water Maryland



Artesian Wastewater Maryland

Via DelaFile

September 28, 2021

Matthew Hartigan, Executive Director  
Delaware Public Service Commission  
861 Silver Lake Boulevard  
Cannon Building, Suite 100  
Dover, Delaware 19904

RE: PSC Docket Nos. 16-0659 – Artesian Water Company  
Responses to Cybersecurity Questions - 2021

Dear Mr. Hartigan:

Please accept this letter and the attachment as compliance with Delaware Public Service Commission Order No. 8955 in the above referenced docket. Artesian Water Company, Inc. (“Artesian”) has reviewed the list of questions pertaining to cybersecurity which are currently posted on the Commission’s website and has no suggested changes to those questions. Attached hereto is a copy of the cybersecurity questions and Artesian’s responses.

Please feel free to contact Scott Stephan at (302) 453-6986 should you have any questions regarding this filing.

Respectfully Submitted,

A handwritten signature in black ink that reads "David B. Spacht".

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David B. Spacht  
Artesian Water Company, Inc.  
Chief Financial Officer

**PSC Docket No. 16-0659**  
**Responses of Artesian Water Company, Inc.**  
**to Cybersecurity Questions from the Public Service Commission's Staff**

**Planning/Risk Management**

- Is your cybersecurity plan regularly reviewed and audited? Internally or externally?  
Response:  
Yes.  
Both.
  
- Has your plan been reviewed recently? If not how often is it reviewed?  
Response:  
Yes.
  
- Do you assess vulnerabilities to your system and assets?  
Response:  
Yes.
  
- Do you assess threats to your system and assets?  
Response:  
Yes.
  
- Do you prioritize risks and what processes do you use?  
Response:  
Yes, Artesian prioritizes risks. Artesian declines to publicly comment on the processes it uses for doing so.

**Personnel and Policies**

- Are background checks being conducted upon hire?  
Response:  
Yes.
  
- Do you provide internal cyber security training for all employees?  
Response:  
Yes.

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- Do you provide enhanced internal cyber security training for those that are actually in the utilities operating network?

Response:

Yes.

- Are there structural and/or organizational policies and procedures in place that allows the utility to able to address or think through these things (cybersecurity issues)?

Response:

Yes.

- Are there managerial and operational controls in place?

Response:

Yes.

- How quickly is access to those personnel who quit/fired eliminated?

Response:

Promptly.

- Do you have certain employees that are assigned as cybersecurity personnel? Or outsourced?

Response:

Yes.

- Do you have specific practices and policies in place about how your private customer data should be handled? Contingency plans for breach of data?

Response:

Yes.

- Are recovery activities communicated to internal stakeholders and executive and management teams?

Response:

Yes.

- Do you screen vendors and third parties that have access to cyber control systems?

Response:

Yes.

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**Standards and Guidelines for Reporting**

- Do you have a disaster recovery plan? (The plan itself should not be made public.)  
Response:  
Yes.
  
- Do you have separate plans for separate business units in the company?  
Response:  
Yes.
  
- Are you reporting to the necessary agencies in regards to your plan?  
Response:  
AWC does not make regular reports regarding cybersecurity to any other regulatory agency.
  
- Are response and recovery plans regularly tested?  
Response:  
Yes.
  
- Are legal and regulatory requirements regarding cybersecurity, including privacy and civil liberties obligations, understood and managed?  
Response:  
Yes.
  
- Do you have a list of contacts for cybersecurity information sharing? (i.e. Federal and state emergency management, law enforcement, National Security, or Any others?)  
Response:  
Yes.
  
- Should the Commission create guidelines or regulations to ensure utilities are properly managing cyber security issues?  
Response:  
No.

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- Does your utility use multi-factor identification for system sign on purposes?

Response:

Yes, for remote access.

- Do you keep audit logs for all remote connection protocols?

Response:

Yes.

- Do you have the capacity to identify and suspend access of users exhibiting unusual computer activity?

Response:

Yes.