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Artesian Wastewater Maryland

November 1, 2022

VIA ELECTRONIC MAIL

Delaware Public Service Commission
Attention: Ms. Samantha Hemphill, Ombudsman
861 Silver Lake Boulevard
Cannon Building, Suite 100
Dover, DE 19904

Re: Cybersecurity Questionnaire (Dkt. 16-0659)

Dear Ms. Hemphill:

Enclosed please find Artesian Water Company's response to the Delaware Public Service Commission's Cybersecurity Questionnaire. We are available should you have any questions or require additional information.

Sincerely,

A handwritten signature in blue ink that reads "Courtney A. Emerson".

Courtney A. Emerson

General Counsel
Artesian Water Company, Inc.
664 Churchmans Road
Newark, Delaware 19702
Telephone: (302) 453-7309
Email: cemerson@artesianwater.com

Enclosure

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.

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

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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.