



NEWS RELEASE

DATE: July 25, 2017

UPDATE:

CITY OF PORT ANGELES INVESTIGATES POSSIBLE DATA BREACH

Yesterday the City of Port Angeles received reports from customers of possible credit card compromise.

The City began an investigation immediately. Local, state and federal law enforcement were notified, and the FBI is participating in the investigation.

Today the City vetted companies that have the forensic resources to assist in the investigation. We expect to have a company under contract by noon tomorrow. The company's first task will be to examine the City's servers to determine if in fact there has been a compromise, and if so, the extent.

Also today, letters were sent to all of the City's approximately 9,400 utility customers informing them of a possible breach. In the letter, we recommended that, as a precaution, they verify all recent credit or debit transactions. While the City knows that only a minority of those customers used credit cards to make payments, we wanted to ensure that all utility customers were notified.

Credit or debit card payments will continue to be shut down until the issue is resolved. Cash and check payments will be accepted. Unfortunately, taking down the online bill pay caused a glitch that brought the website down for several hours on Tuesday. That issue has been resolved and the website now is restored.

The security of our customers' information is the highest priority of the City. It's our goal to fix any problem that exists as soon as possible and to minimize any future risk to our customers.

We encourage anyone with questions or concerns to continue to reach out to us. Please contact Nicole Blank in the City's Finance Department at 360-417-4600, or by email at finance@cityofpa.us