

Public Water System, Certified Water Operators and Environmental Laboratories

COVID-19

Webinar # 2021-4

DRINKING WATER SECTION

Lori Mathieu

Environmental Health & Drinking Water Branch Chief

February 18, 2021

(1:00 PM – 2:00 PM)

CONNECTICUT DEPARTMENT *of* PUBLIC HEALTH



AGENDA



DRINKING WATER
SECTION

Webinar # 2021- 4
WEBINAR SERIES

COVID-19
for
Water Utilities

Certified Water
Operators

Environmental
Laboratories

02/18/2021

- **Update from DPH/DWS on Recent Developments**
- **Update From US DHS on Cyber Threat**
- **Update from PURA**
- **Update from CTWC, Aquarion, RWA & MDC**
- **Update from other Municipal Water Systems**
- **Questions ?**

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DPH/DWS Updates

- **Current Status of COVID 19 ; daily report from Governor via <https://portal.ct.gov/>**
- **Quarantine for travelers from several States**
- **COVID Recovery Facilities**
- **Mass vaccination planning – Covid 19 Advisory Group**
- **<https://portal.ct.gov/DPH/Communications/Disease-Preparedness/COVID-19-Vaccine-Advisory-Group>**

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DRINKING WATER
SECTION

Webinar # 2021- 4
WEBINAR SERIES

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Certified Water
Operators

Environmental
Laboratories

02/18/2021

DHS-CISA-Who We Are



CYBERSECURITY
& INFRASTRUCTURE
SECURITY AGENCY



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- The Cybersecurity and Infrastructure Security Agency (CISA) is the Nation’s risk advisor, working with our partners to defend against today’s threats and collaborating to build more secure and resilient infrastructure for the future. ***Defend Today, Secure Tomorrow!***
- Our partnerships span the public and private sectors and collaboration is key to CISA’s mission success.
- We coordinate security and resilience efforts using trusted relationships to deliver technical assistance and assessments to federal stakeholders as well as to infrastructure owners and operators
- CISA’s work gathers the best of cybersecurity and infrastructure security knowledge and practices, shares that knowledge to enable better risk management.

Mission: Lead the National effort to understand and manage cyber and physical risk to our critical infrastructure

Vision: A secure and resilient critical infrastructure for the American people





The Protective Security Advisor

- Conduct Surveys and Assessments
 - Security Assessment at First Entry (SAFE)
 - Infrastructure Survey Tool (IST)
 - Multi-Asset & Systems Assessment (MASA)
 - Infrastructure Visualization Tool (IVP)
- Accomplish Outreach Activities
- Support Special Events
- Incident Response (reporting)
- Promote Training
- **Coordination/Information Sharing**



- Facility Information
- Contacts
- Facility Overview
- Information Sharing
- Protective Measures Assessment
- Security Management Profile
- Security Areas/Assets
- Additional DHS Products/Services
- Images
- Security Force
- Physical Security
 - Building Envelope
 - Delivery/Vehicle Access Control
 - Parking
 - Site's Security Force
 - IDS/CCTV
 - Access Control
 - Security Lighting
- Cyber Vulnerability
- Dependencies

[Hometown Security | CISA](#)

[INFRASTRUCTURE SECURITY | CISA](#)

[Office for Bombing Prevention \(OBP\) | CISA](#)

[CISA Training | CISA](#)

[Cyber Resource Hub | CISA](#)

[Guidance on the Essential Critical Infrastructure Workforce | CISA](#)

[Cybersecurity Best Practices for Industrial Control Systems | CISA](#)

[CISA's Role in Industrial Control Systems | CISA](#)

[ICS Security Offerings | CISA](#)





DRINKING WATER SECTION

Webinar # 2021- 4
WEBINAR SERIES

COVID-19
for
Water Utilities

Certified Water
Operators

Environmental
Laboratories

02/18/2021

(U//FOUO) THREATS TO CRITICAL INFRASTRUCTURE

- **(U//FOUO) Some violent extremists**
 - irrespective of affiliation, grievance or ideology
 - will continue to target US critical infrastructure.



(U//FOUO) Violent extremists have encouraged attacks targeting 5G infrastructure during the COVID-19 pandemic..



(U//FOUO) In August 2019, a WSE shot and killed 22 people and injured dozens at a Texas Walmart (USPER).



(U//FOUO) In March 2020, a WSE planned to conduct a VBIED attack against a Missouri medical center due to the ongoing coronavirus pandemic and increased media attention on the health sector.



(U) On 6 January 2021, the U.S. Capitol building was stormed while Congress was meeting to certify the presidential election results.

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(U//FOUO) CYBER THREATS TO CRITICAL INFRASTRUCTURE – WATER SECTOR

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for
Water Utilities**

**Certified Water
Operators**

**Environmental
Laboratories**

02/18/2021

Contact Information:

Peter Payson

DHS

Email: peter.payson@hq.dhs.gov

Phone: 860-461-5706

- (U//FOUO) Water Sector remains a target for cyber actors
- (U//FOUO) Florida incident indicates a threat and vulnerability
- (U//FOUO) Domestic and International Threats
 - (U//FOUO) Ideologically motivated Domestic Groups
 - (U//FOUO) International: Russia, China, North Korea, and Iran
- (U//FOUO) DHS I&A – Member of the Intelligence Community (IC)
- (U//FOUO) I&A Intelligence Officers (IOs) assigned to state fusion centers – Connecticut Intelligence Center
- (U//FOUO) Collect and Report Malicious Cyber Incidents to IC through Intelligence Information Reports (IIRs)
- (U//FOUO) IIRs serve to ensure the IC has the Raw Intelligence to Analyze for Threat Identification
- (U//FOUO) IOs are not regulatory or investigative
- (U//FOUO) IOs minimize victim and source data, only reporting the incident and indicators
- (U//FOUO) IOs need:
 - Incident date and type of intrusion (i.e. BEC, Phishing, Spearphishing, Malware, Ransomware, etc.)
 - Successful or Unsuccessful and Duration
 - Indicators of Compromise
 - Compromised data and Exfiltration
 - Network Defense Efforts to Contain the Incident

COVID-19





DRINKING WATER SECTION

Webinar # 2021- 4
WEBINAR SERIES

COVID-19
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Water Utilities

Certified Water
Operators

Environmental
Laboratories

02/18/2021

OBP Virtual Instructor-Led Training (VILT) Awareness

EPA's Incident Action Cybersecurity Checklist



Incident Action Checklist – Cybersecurity

For on-the-go convenience, the actions in this checklist are divided up into three "tip & run" sections and provide a list of "tools" that water and wastewater utilities can take to prepare for, respond to and recover from a cyber incident. You also populate the "My Contacts" section with critical information that your utility may need during an incident.

Cyber Incidents and Water Utilities

Cybersecurity and its underlying infrastructure are vulnerable to a wide range of hazards from both physical attacks as well as cyberthreats. Sophisticated cyber actors and nation-states exploit vulnerabilities to steal information and money and are developing capabilities to disrupt, destroy or threaten the delivery of essential services such as drinking water and wastewater.

As with any critical enterprise or corporation, drinking water and wastewater utilities must evaluate and mitigate their vulnerability to a cyber incident and minimize impacts in the event of a successful attack. Impacts to a utility may include, but are not limited to:

- Interruption of treatment, distribution or conveyance processes from opening and closing valves, overriding alarms or disabling pumps or other equipment
- Theft of customers' personal data such as credit card information and social security numbers stored in on-line billing systems
- Defacement of the utility's website or compromise of the email system
- Damage to system components
- Loss of use of industrial control systems (e.g., SCADA systems) for remote monitoring of automated treatment and distribution processes



Cyber incidents can compromise the ability of water and wastewater utilities to provide clean and safe water to customers, erode customer confidence and result in financial and legal liabilities. The following sections outline actions drinking water and wastewater utilities can take to prepare for, respond to and recover from cyber incidents.



Homeland Security Office for Bombing Prevention (OBP)

The Cybersecurity and Infrastructure Security Agency (CISA), Office for Bombing Prevention (OBP) and the Center for Domestic Preparedness have partnered to provide bombing prevention awareness learning opportunities for first responders, public safety personnel, and private sector partners through Virtual Instructor-Led Training (VILT).

OBP Virtual Instructor-Led Training (VILT) Awareness Courses

[March Schedule Open for Registration](#)

Classes are open to anyone. Select the desired course and date from the listings and you will be automatically directed to the online application process. Registration must be completed two business days prior to class start date.

A FEMA Student Identification (SID) number and Password are required to apply. If you don't have a FEMA SID one can be obtained by going to: <https://cdp.dhs.gov/femasid/register>.

For registration issues, contact CDP Student Services at indirectsupport@cdpemail.dhs.gov or (256) 847-2195 during business hours.

Please do not hesitate to contact OBP Training at OBPTraining@cisa.dhs.gov with any questions.





Contacts

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Protective Security Advisor

Connecticut District

Cybersecurity and Infrastructure Security Agency

Email: *bryan.gran@cisa.dhs.gov*

Phone# 202-809-8408

Ron Ford

Cybersecurity Advisor

Region 1 - New England (CT, ME, MA, NH, VT)

Cybersecurity and Infrastructure Security Agency

U.S. Department of Homeland Security

Email: *Ron.Ford@cisa.dhs.gov*

Phone# (978) 778-8390

Report a Cyber Issue: <https://us-cert.cisa.gov/report> or (888) 282-0870

CISA Cyber: <https://www.cisa.gov/cybersecurity>

CISA Resources Hub: <https://www.cisa.gov/cyber-essentials>





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SECTION

Webinar # 2021- 4
WEBINAR SERIES

COVID-19
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Certified Water
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Environmental
Laboratories

02/18/2021

DPH/DWS Updates - Certifications

Operator Certification Program – www.opcert@ct.gov

Bill Sullivan

Email: *william.sullivan@ct.gov*

Phone# 860-936-1266

Kevin Veilleux

Email: *kevin.veilleux@ct.gov*

Phone# 860-936-1455

- **COVID-19 Suspension of Certification Renewal**
 - ❖ Governor’s Declaration Extends State of Emergency to 4/20/21
- **Certification Examinations**
 - ❖ We are working with the Association of Boards of Certification and PSI to offer computer based exams, potentially March 2021
- **Cross Connection Control**
 - ❖ 2020 Cross Connection Survey Report - “Unable COVID-19 Test/Inspection”
- **Approved Water Operator Training**
 - ❖ Distance Education (Correspondence, Online, Live Internet Instructor Lead Courses)
 - ❖ College Courses (Biology, Chemistry, Engineering, Geology, Math, Natural Sciences, Public Health)

COVID-19





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Webinar # 2021- 4

WEBINAR SERIES

COVID-19

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Certified Water
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Environmental
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02/18/2021

Environmental Labs Certification Program

- CL 2020-83 (sampling ID, Analytical Method, CMCP)
- 2021 Proficiency Tests
- Remote Audits
- Inquiries, requests and applications to be submitted to:

Dawn Shaban

Email: Dawn.Shaban@ct.gov

Shinu Zachariah

Email: Shinu.zachariah@ct.gov

COVID-19





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SECTION

Webinar # 2021- 4
WEBINAR SERIES

COVID-19
for
Water Utilities

Certified Water
Operators

Environmental
Laboratories

02/18/2021

Interim Reorg of the Compliance Section

- **Capacity Assessment-Eastern Reg. (Mandy)**
 - Rule Implementation Team
 - Large Systems Team
 - Small Systems Team
- **Capacity Assessment-Western Reg. (Tom)**
 - Rule Implementation Team
 - Large Systems Team
 - Small Systems Team
- **Data Management & Enforcement Unit (Gary)**
 - SDWIS & Data Management Team
 - Enforcement Team

COVID-19





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Webinar # 2021- 4

WEBINAR SERIES

COVID-19

for

Water Utilities

Certified Water

Operators

Environmental

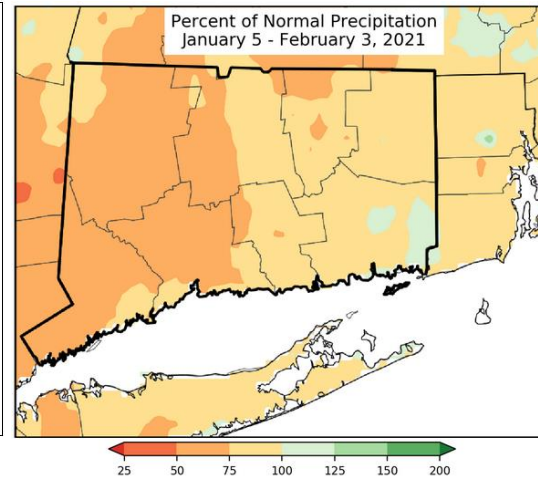
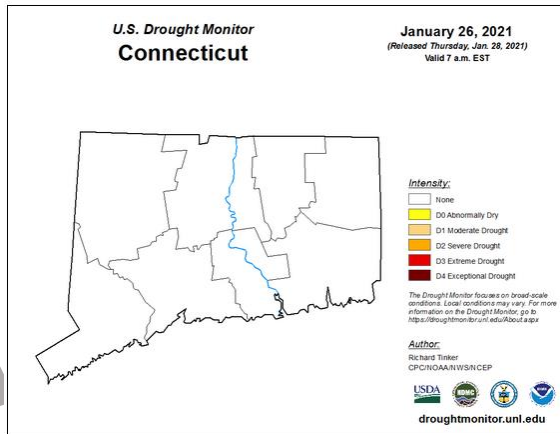
Laboratories

02/18/2021

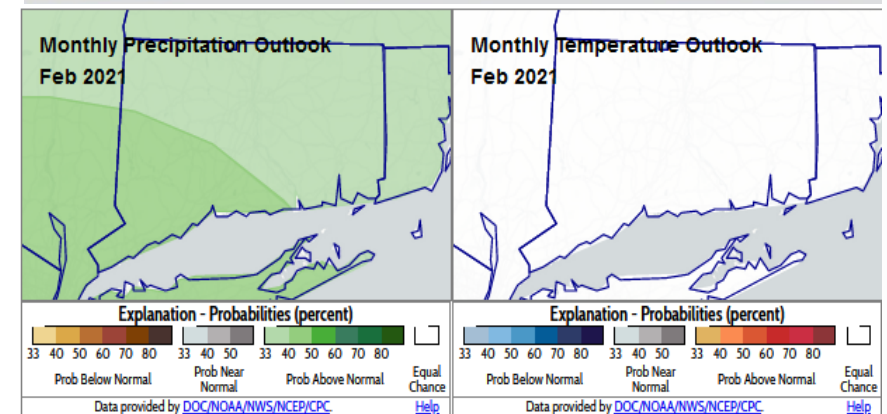


Tracking per State Drought Plan

- ❖ Statewide Percent full is 94.6%
- ❖ Statewide Percent of Normal is 103%
- 29 Reservoir Systems $\geq 100\%$ of Normal
- 5 Reservoir Systems are between 90-99% of Normal
- 15 Reservoir Systems are @ 100% Full
- 1 CWS are in 1st Stage of their drought plans
 - AWC Greenwich System (improved from Stage 2)



NOAA/NIDIS recently launched the new and improved <https://www.drought.gov/>



COVID-19



DWSRF Reminder

- The DWSRF Program will be issuing its annual Call for Projects notice for new SFY 2022 funding applications (July 1, 2021 – June 30, 2022) in early February with a deadline to submit new Eligibility Applications by **March 31, 2021**
- We are also hearing from USEPA that Congress may pass a federal infrastructure stimulus bill in the coming months that could include funding for drinking water infrastructure through State DWSRF programs. No further details are currently available.
- If you are interested in federal infrastructure stimulus funding you are also being asked to submit DWSRF Eligibility Applications by **March 31, 2021**. Expect priority will be given to construction projects that can be implemented as quickly as possible.
- If you have any questions please contact the DWSRF Program at dph.ctdwsrf@ct.gov



Reporting to DPH/DWS

- **How to Report ?**
 - **An Acute Risk Water Quality Issue**
 - **The Water Main Breaks That Effect Critical Facilities**

**Call 860-692-2333 (Emergency) and
*Email: dwdcompliance@ct.gov***



UPDATES

- PURA - John.betkoski@ct.gov
- CTWC
- Aquarion
- RWA
- MDC
- Others (Torrington, Bristol, etc..)

Requesting to raise your hand from GotoWebinar Control Panel

Grab Tab



- Click **arrow** to expand and collapse control panel
- Click **hand icon** to raise/lower hand

COVID-19





COVID-19 - Suggestions

- Next webinar is on Thursday **03/04/21** at 1 pm.

| March | |
|--|--|
| <p>March 04, 2021 1 PM – 2 PM</p> | <p>March 18, 2021 1 PM – 2 PM</p> |

- Email questions/notifications about water quality testing and monitoring to dwdcompliance@ct.gov
- Emergency notifications, may call 860-692-2333 and email to dwdcompliance@ct.gov

COVID-19



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Thank You

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Webinar 2021-4**

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