CYBER INCIDENT
REPORTING PROCESS

WHY IS IT IMPORTANT TO REPORT CYBER INCIDENTS?

A cyber incident could jeopardize drinking water and waste water utilities by allowing access to private customer/employee information, changing chemical levels in water treatment processes, or denying access to critical systems. Cyber incidents resulting in disruptions of operational processes are of particular concern to the Federal Government. The attacker is a criminal, and reporting an incident allows individuals to look out for suspicious activity and enables them to take steps to protect themselves.

WHERE TO REPORT:

REPORT TO THE FBI FOR THREAT RESPONSE

Submit an internet crime complaint form to the FBI at *www.ic3.gov* or contact your local field office at *www.fbi.gov/contact-us/field*. The FBI will conduct the investigation.

OR

REPORT TO CISA FOR ASSET RESPONSE

Submit a computer security incident form to the Cybersecurity and Infrastructure Security Agency (CISA) Incident Reporting System at *www.us-cert.cisa.gov/forms/report*. CISA can be contacted by phone at 888-282-0870 and by email at *Central@cisa.gov*. CISA will provide technical assets and assistance to mitigate vulnerabilities and reduce the impact of the incident.

OR

CONTACT EPA FOR CENTRALIZED RESPONSE

Please reach out to the U.S. Environmental Protection Agency (EPA) Water Infrastructure and Cyber Resilience Division (WICRD) at *WICRD-outreach@epa.gov*. EPA's WICRD will act as a centralized federal point of contact between the affected parties/stakeholders and all appropriate federal agencies incorporated in the incident response.

WHEN TO REPORT TO THE FEDERAL GOVERNMENT

Utilities are encouraged to report all cyber incidents when there is any:

- Loss of data, system availability, or control of systems;
- Impact to any number of victims;
- Detection of unauthorized access to, or malicious software present on, critical information technology systems;
- Affected critical infrastructure or core government functions; or
- Impact to national security, economic security, or public health and safety.

WHAT TO REPORT TO THE FEDERAL GOVERNMENT

A cyber incident may be reported at various stages, even when complete information may not be available. Helpful information could include:

- Who you are,
- Who experienced the incident,
- What sort of incident occurred,
- Details of incident impact,
- How and when the incident was initially detected,
- What response actions have already been taken, and
- Who has been notified.