Measures that Protect Drinking Water Supplies

At the local, state and federal level, experienced professionals work every day to protect drinking water sources and ensure the delivery of reliable

procedures and technology applications that remotely monitor facilities and protect critical computerized information resources.

As we renovate existing facilities and build new facilities, we ensure they meet current security requirements.

Operational Security Procedures

EBMUD participates in local, regional and national associations that share intelligence and best practices relating to security. EBMUD staff also works with law enforcement, fire agencies, the FBI and Homeland Security staff to ensure they understand security issues related to water supplies.

Cameras, sensors and alarms are in place at critical facilities, administrative offices and service centers.

To protect drinking water supplies, EBMUD relies on physical security features, operational security procedures and measures that guard the integrity and continuity of computer information systems.

high-quality water supplies to people and communities.

Following the 1991 Oakland Hills firestorm, EBMUD developed a detailed emergency operations plan to protect water supplies from natural hazards such as earthquake and fire. A team of experts reviewed that plan after the events of 9/11 and expanded it to address security threats. EBMUD's drinking water security program supplements physical security features, such as fencing, sensors, cameras and alarms, with carefully designed operational security

Physical Security Features

Over the past decade, EBMUD has invested nearly $20 million in upgrades to physical security features that protect our facilities. A new restricted key system controls unauthorized entry and prevents key duplication. Where needed, new fences have been installed and existing fences have been repaired. Cameras, sensors and alarms are in place at critical operational facilities, administrative offices and service centers. Staff remotely monitors these systems 24 hours per day and dispatches personnel to investigate any suspicious activities.

EBMUD's expert team of security professionals provides clear guidelines to employees and contractors on security-related topics and enforces security procedures and protocols that relate to facility access, information security and document control. The team investigates

all reported security incidents, analyzes incident data and recommends changes as needed.

Information System Security

EBMUD works to protect all forms of sensitive electronic data from unauthorized access and to ensure that critical business systems will be up and running following a disaster.

EBMUD encrypts confidential computer data and routinely monitors networks to detect and respond to intrusions. The computerized system that monitors and controls EBMUD's water supply operations is isolated both from the world wide web and from EBMUD's own internal business network. Access to the computerized monitoring system is tightly controlled.

Recognizing the seismic vulnerability of the East Bay, EBMUD built a backup data center at a distant offsite location. We regularly test emergency notification systems to prepare staff to communicate following a security incident or natural disaster.

EBMUD continuously improves its security program based on new information and updates it to reflect changing water and wastewater industry standards and evolving national security regulations.

A Neighborly Request

If you see activity that appears suspicious at or near any EBMUD facility, please call 1-866-40-EBMUD (1-866-403-2683). Vandalism and metal theft cost our ratepayers thousands of dollars annually. You can help us keep costs down by reporting anything that looks unusual.

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EBMUD has a proud history of providing high-quality drinking water for 1.3 million customers in Alameda and Contra Costa counties. The District's award-winning wastewater treatment protects San Francisco Bay and serves 650,000 customers.

East Bay Municipal Utility District

Toll Free: 1-866-40-EBMUD
www.ebmud.com

Information system security is an important component of EBMUD's overall security plan.