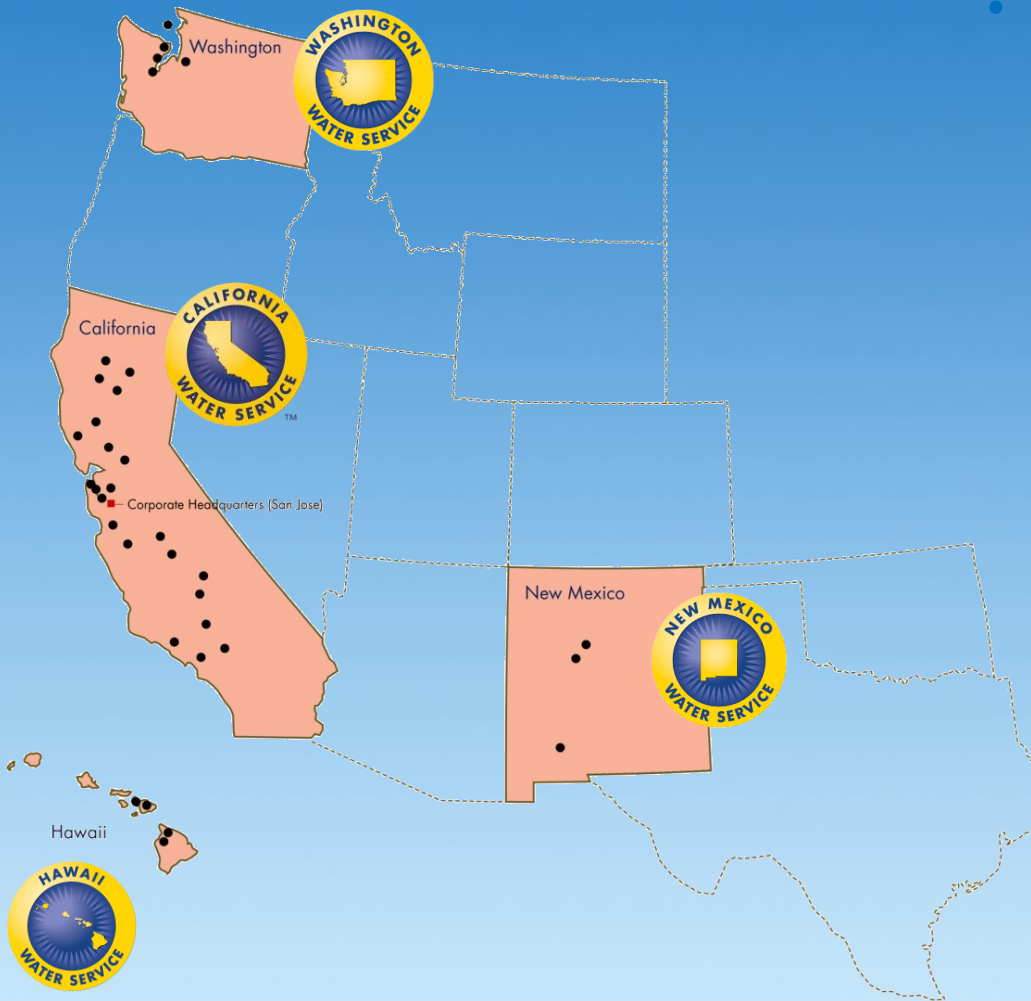# 2017 NARUC Conference
November 15, 2017
Michael Luu

California Water Service Group

- Serves 2 million+ people via...
  - 6,000+ miles of main
  - 1,130 wells
  - 662 storage tanks
  - 155,000+ valves
  - 50,000+ hydrants
  - 2,010+ sampling stations
  - 6 surface water treatment plants
  - 10 wastewater treatment plants

Washington

California

Corporate Headquarters (San Jose)

New Mexico

Hawaii

California Water Service Group

- Michael Luu
  - CIO and VP, Customer Service
  - 20 years of I.T. experience
  - Certified Project Management Professional
  - Certified Information Security Manager
  - Member of Infragard, WaterISAC, and Northern California Regional Intelligence Center

- Cyber Security Program
  - Crown Jewel - SCADA, customer/financial/employee records, sensitive facilities locations
  - Adopted the NIST Cyber Framework
  - Prevent, Detect, Remediate, and Recover

Quality. Service. Value.

California Water Service Group

Figure 2. The average total cost of a data breach compared to the four-year average
Grand average for FY2017=$3.62, FY2016=$4.00, FY2015=$3.79, FY2014=$3.50
*Historical data are not available for all years
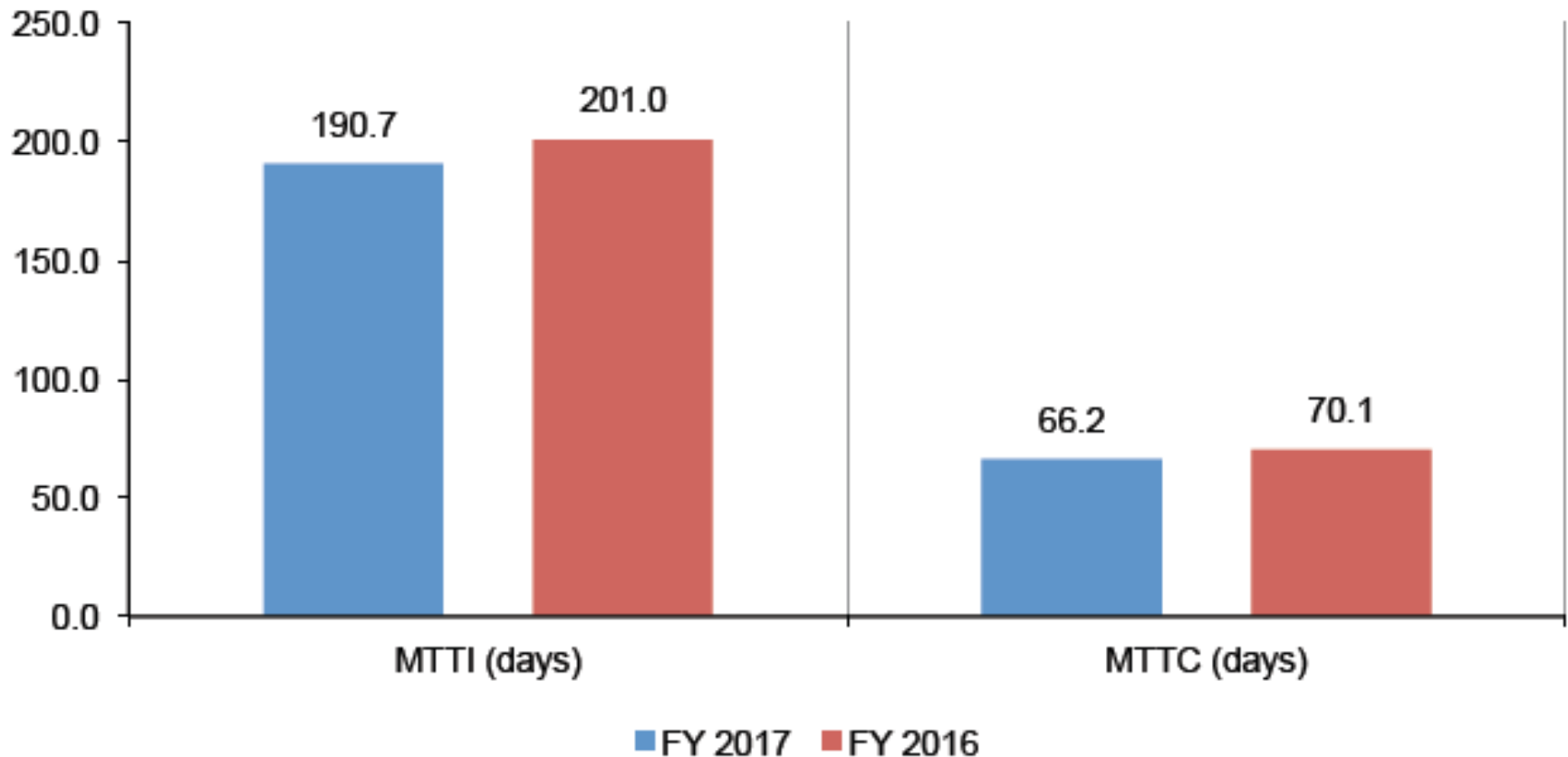Measured in US$ (millions)
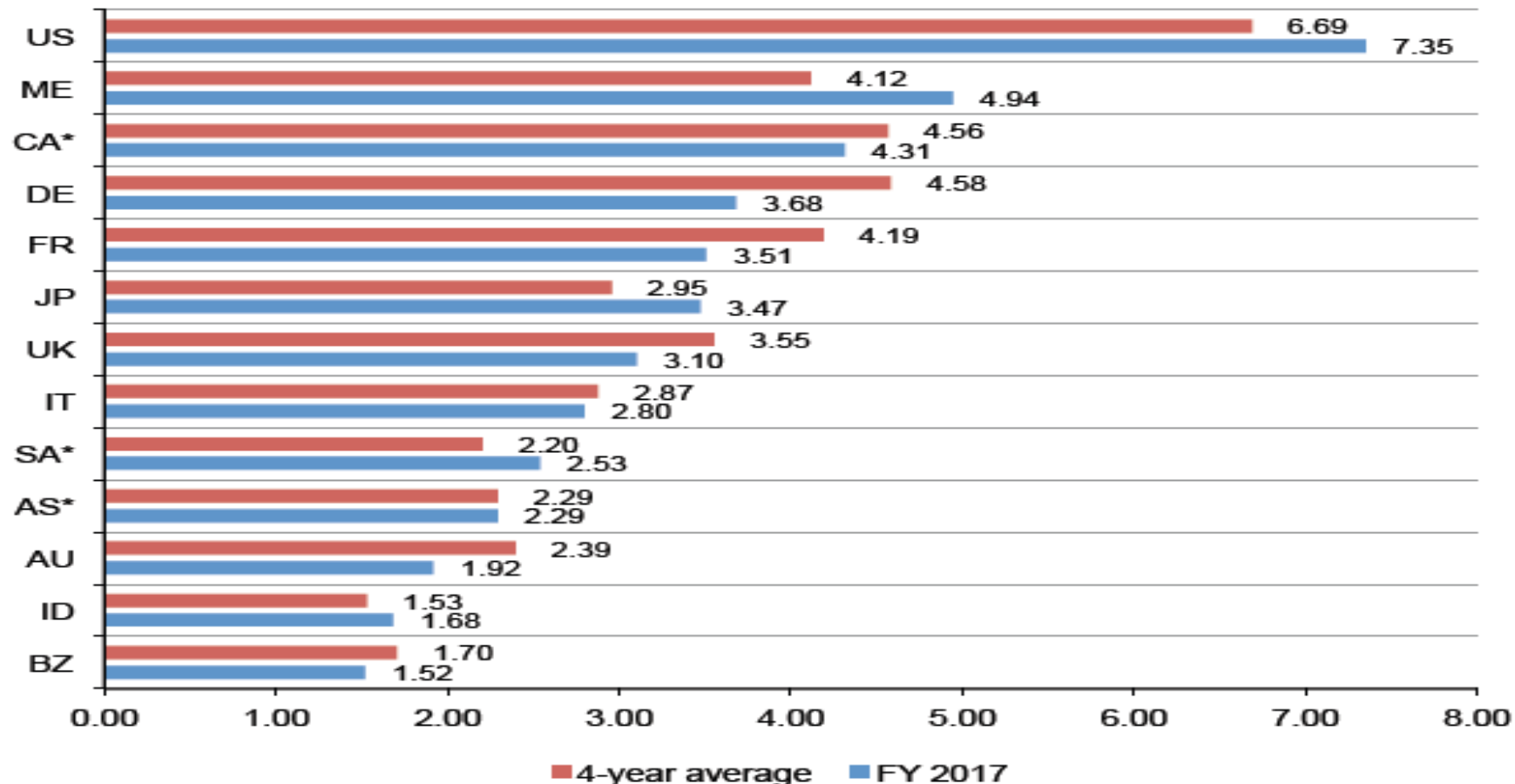
2017 Ponemon Institute Cost of Data Breach Study
Quality. Service. Value.

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Figure 21. Days to identify and contain the data breach over the past year

2017 Ponemon Institute Cost of Data Breach Study

Quality. Service. Value.