



PRESS RELEASE

City of Pompano Beach

100 West Atlantic Boulevard | Pompano Beach, FL 33060

Press Release Date: 2/22/19

Third Party Software Breach

A third party software vendor the City of Pompano Beach uses for on-line water bill payments has been compromised. Unauthorized access was gained to credit or debit card data used for one-time (not automated or reoccurring) online water bill payments made through the City of Pompano Beach's website from August 30, 2018 to December 6, 2018.

The City began investigating the incident as soon as we learned of it and alerted law enforcement authorities of the vendor's breach in security. Letters have been mailed to all water customers possibly affected by the breach along with steps to take to report and protect against potential misuse of credit and debit information.

After being notified by a credit card company about possible fraud on a customer's credit card, the City's Information Technologies initiated a scan with its PCI (Payment Card Industry) scan vendor and opened a case with the responsible software company, CentralSquare, to check our server. Additionally, a new server was installed to make sure the threat was stopped. We obtained a list of accounts potentially affected by the breach from CentralSquare so that the City could contact them. There are 3,790 customers who made one-time payments during that time period.

The City's Information Technologies Department is consistently applying security patches to all our City government software, as quickly as these patches are provided to us. We rely on all our software vendors to keep their software up to date and secured. The City of Pompano Beach is PCI compliant. This means that we have a third party security vendor, Security Metrics, conducting quarterly penetration tests of our network. We also initiate on-demand tests anytime changes are made to our network. The City of Pompano Beach has the most up to date virus protection and firewall technology. The Information Technologies Department has passed external audits two years in a row without any findings. There were no additional technical actions that Information Technologies could have taken to prevent this breach from the third party vendor.

The privacy and protection of our water customer's information is a matter we take very seriously and we have worked swiftly to resolve the incident to prevent additional problems.

The City has set up a phone number 954-786-7944 and e-mail address PBTreasury@copbfl.com for water customers with questions or concerns.