

May 12, 2023

RE: City of Woodland Minol Utility Billing Portal Incident

Dear City of Woodland Utility Customer,

We are writing to notify you of a potential data incident that affected The Woodland Municipal Utilities billing portal (woodlandwa.myutilitydirect.com) managed by Minol USA Inc. that was discovered on April 14, 2023.

After the incident was discovered Minol took immediate steps to take the billing portal systems offline and engaged with third party specialists to assist in investigating the nature of the incident and expedite safe restoration.

The investigation concluded that no private personal customer information including financial accounts, credit card or credential information was impacted. Information potentially impacted included names, addresses, utility account numbers, utility consumption and balance owed. The billing portal was back online for customers to access as of Saturday, April 29, 2023.

Because of the billing portal impacts, there will be a delay in customers receiving their monthly water bills via e-statements or mail.

If you currently use autopay to pay your utility charges, no auto payments have been drafted while the billing portal was offline. Autopay will resume and process your balance due on your next statement due date (May 31, 2023).

If you would like to modify or make changes to your electronic payment method please visit <https://WoodlandWA.myutilitydirect.com> or contact us at 1-888-674-0085 (Monday-Friday 9 a.m. to 5 p.m.) for assistance.

Please note that water service will not be disconnected and late fees or penalties will not be assessed between April 14 and June 1 to provide flexibility in response to this incident.

With any online account, we recommend you also take steps to keep your information secure on a regular basis, including [tips](https://www.cisa.gov/news-events/news/choosing-and-protecting-passwords) (<https://www.cisa.gov/news-events/news/choosing-and-protecting-passwords>) from the Cybersecurity and Infrastructure Security Agency:

- Always use different passwords on different systems and accounts.
- Avoid passwords that are based on personal information that can be easily accessed or guessed.
- Longer passwords or phrases are typically stronger.
- Regularly monitor your statements and records.
- Report any suspicious activity.

We apologize for any concern or inconvenience this may have caused you. If you have further questions regarding this matter, please call 1-888-674-0085 or email us at WoodlandWA@myutilitydirect.com.

Sincerely,

Minol Resident Relations Team