

Crow Wing Power Successfully Mitigates Network Breach

June 21, 2024

Crow Wing Power and Crow Wing Power Credit Union wish to inform the public of a recent network security incident that was swiftly and effectively handled. On Sunday, June 2, the Department of Homeland Security, through the Crow Wing County Sheriff's Department, contacted Crow Wing Power regarding a potential threat to our network.

Our IT department responded immediately by disconnecting the network from the internet to mitigate any potential risks. This prompt action allowed us to contain the threat effectively. Managers and the IT department collaborated closely with a cybersecurity team to investigate any possible impacts or threats. The cybersecurity team conducted a comprehensive investigation. The investigation concluded on Friday, June 7, when internet access was restored. The cybersecurity team reported that although there was unauthorized access to our network, no data was accessed, nothing malicious was placed, and our member information was safe. This success was largely due to the quick actions of our IT team.

Throughout the week of June 3 to June 7, Crow Wing Power Credit Union remained operational. Our member information is stored offsite, so there was no threat to member information. Our processing takes place offsite, so processing of direct deposits and withdrawals took place as normal. Power Teller online services and our Mobile App were functioning normally as well. The biggest impact was our Credit Union employees were not able to access account information without internet access. We went into offline mode and served our members as best we could.

Crow Wing Power Credit Union takes cybersecurity very seriously. Our employees undergo information technology training throughout the year to identify phishing scams, recognize potential breaches, and adhere to best practices regarding sensitive data. We are committed to maintaining the highest standards of data security to protect our network and members. We want to assure our members and the public that we are continuously enhancing our cybersecurity measures and remain vigilant in protecting our infrastructure. We appreciate your understanding and continued support.