WPPI Energy

• 51 members, 3 states
• 200,000+ customers
• 110 employees
• Peak demand: 971 megawatts (2018)
• Total assets: $785 million (2018)
• Annual budget: $432 million (2019)
WPPI Mission

To provide member utilities with reliable, low-cost electricity, best-in-class services and effective advocacy, helping to make our member communities better places to live, work and play.
Technology Service History

• E-mail Service – wide-area network (WAN) connects 30 utilities (1996)
• Internet Access (1996)
• Network Support Service (1996)
• Customer Information System (CIS) (1998)
• Network Assessment Service (2011)
• Advanced Metering Service (2012)
• Cybersecurity Service (2017)
Network Support Service

- Grew from need for IT infrastructure at each utility
- Assisted members with technology implementations
- Joint purchase of anti-virus software
- WPPI gained understanding of member networks
- WPPI positioned as a “trusted advisor”
Hosted Customer Information System

• Started multi-year roll-out to 30 members in 1998
• WAN made hosted CIS feasible
• Sharing hardware & software delivers significant savings
• Shared technical expertise – WPPI staff
• Moved CIS cybersecurity responsibility to WPPI
Network Assessment Service

• Proactive approach helps members plan
• Provides multi-year budgeting roadmap
• Delivers report for use with utility commissions
• Discussion flows naturally to Cybersecurity
  • “Is our network secure?”
  • APPA Cybersecurity Scorecard
“Just tell me I’m safe”

- Every Member Utility Manager
Information Analysis & Threat Sharing

• Monitor & share relevant info with members
  • Electric Information Sharing & Analysis Center (E-ISAC)
  • Multi-State Information Sharing & Analysis Center (MS-ISAC)
  • NERC alerts

• GridEx – Grid Security Exercise
  • WPPI participates as an observer
  • IT staff discusses member & utility vulnerabilities
  • Report to executive committee on actions from the exercise
  • Forms basis for future member presentations
Cybersecurity Service

• Available at no additional cost
  • APPA Cybersecurity Scorecard a component of network assessment
  • End-user classroom training
• Paid cybersecurity services
  • Advanced firewall, support, maintenance
  • End-point protection
  • End-user online training
  • Phishing campaign
Cybersecurity Service Cost Structure

• Service fee design
  • Initial hardware and ongoing software costs
  • Network engineer time - installation, configuration, support, maintenance
  • Hardware refresh every 4 years

• Monthly cost
  • Base fee for a single advanced firewall
  • Per-user fee for endpoint protection
  • Rolling 24-month commitment
Next Steps

• Continue growing Cybersecurity Service participation
• Enhance Network Assessment Service with focus on field equipment
• Enhance reporting to highlight value of each service for members
Summary

• Started simple, built trust over time
• Leveraged the security our agency already required
• Utility manager education is key: A journey, not a destination
• Cost vs. perceived value can be a challenge
  • Culture change to understand risk
Thank You

Phil Hansen
Chief Information Officer
WPPI Energy
phansen@wppienergy.org