



City of Denison
PRESS RELEASE

For Immediate Release

August 19, 2019

CITY TAKES MEASURES TO PROTECT AGAINST RANSOMWARE THREAT

Out of an abundance of caution, the City of Denison has disconnected its information systems from the internet. This action is in response to the ongoing ransomware threat that has impacted local governments in Texas. While the City of Denison has not been directly affected by the attack, precautionary measures are being taken to maintain the integrity of the City's information systems.

While the City's systems are offline, some resident services may not be available. The following list summarizes the impacts of taking the system offline:

- **City Website.** The City's official website (www.cityofdenison.com) is still operational and should be monitored by residents for the latest information on any service disruptions.
- **Phone Service.** The City's phone service is still operational and residents can reach staff through usual phone numbers.
- **Payments.** Residents and customers can still make payments in person at City Hall (300 West Main Street, Denison) using only cash and checks. No credit card payments can be accepted during the outage. This includes utility billing (water, sewer, trash, etc.), municipal court, and permits.
- **Online Payments.** Residents and customers can still use their credit card to pay for City services (utilities, municipal court, and permits) by visiting the City's website: www.cityofdenison.com.
- **Phone Payments.** Utility billing payments can still be made using a credit card by calling 844-334-8201 with your account information.
- **Payment Kiosk.** The payment kiosk located on the south side of City Hall in Music Alley will not be accepting payments during the outage.
- **9-1-1 Service.** No disruption to 9-1-1 service will take place.
- **City Council Meeting.** The City Council meeting scheduled for 6:00 p.m. Monday, August 19 will not be impacted by the outage and will take place as planned.
- **City Staff Email.** During the temporary outage, City staff will have little to no access to email messages. Residents who need immediate assistance should call the main City phone line at 903-465-2720.
- **Denison Public Library.** Denison Public Library remains in full service, including the ability to accept credit card payments.

- SNAP Center. Public computers located inside the SNAP Center (531 West Chestnut Street, Denison) will not have internet access.

The City of Denison treats all cybersecurity threats seriously and is exercising extreme caution by disconnecting its systems from the internet. It should be noted that the personal information of residents and customers is not at risk. The City expects the outage to be very temporary in nature and access to full services will be restored as soon as possible. The public will be notified immediately once service is restored.

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About Denison Founded in 1872, the City of Denison is located 70 miles North of Dallas in Grayson County. The City comprises a population of approximately 24,000. The City offers an exemplary school district, a lively historic downtown, a growing housing stock, great parks, and an expanding business climate. Denison is a great place to live, work and play. For more information visit us at www.cityofdenison.com.