

At our annual meeting on September 8, we shared with Members that Blue Ridge Mountain EMC was the victim of a cybercrime this past July. Since the incident, our leadership has worked diligently with our attorneys, insurance company, bank, IT experts and federal law enforcement to determine exactly what happened, its impact, and the appropriate next steps.

Based upon what we know to date, this crime appears to have been focused on the bank accounts of the EMC, not personal or financial Member information. At this point in our investigation, we are confident that none of our Members' personal or financial information has been compromised. We also want to ensure our Members that this incident has not impacted our ability to deliver service.

BRMEMC maintains crime loss insurance coverage for situations such as this, so there will be no financial impact to our Membership. In addition, while we have and always will adhere to best practices with regard to cyber security, we are also reviewing our internal protocols and procedures to ensure we are as protected as feasible from any future incidents.

Once we have a more accurate picture of the details of this crime as well as our planned course of action, we can provide updates as appropriate.

Frequently Asked Questions (FAQ's)

What kind of cybercrime was Blue Ridge Mountain EMC the victim of?

While the incident is still being investigated, it appears that Blue Ridge Mountain EMC was the victim of a "spear-phishing" attack in July targeting our internal banking accounts.

How did this happen?

Despite the fact that we have and always will follow industry-standard best practices for cyber security, our initial review indicates that the criminals were able to gain access to banking information through an employee's computer. We take the security of our systems and data seriously and as a result of this incident are scrutinizing our internal protocols and processes to ensure we are as protected as feasible from any future attacks.

Was any other information or data accessed?

The crime appears to have been focused solely on our internal banking accounts. At this time we have no evidence indicating that any of our members' personal or financial information was compromised.

What actions have you taken since the crime?

Since becoming aware of this crime, we have been working diligently with our attorneys, insurance company, attorneys, federal law enforcement, bank and IT experts to determine what happened, its impact and the proper course of action.

Will this impact your ability to deliver service?

No. This crime has not and will not impact our operations or ability to deliver service to our customers.

Will this impact rates?

No. This crime will not have any impact on our members' rates. We maintain crime loss insurance coverage for situations exactly like this in order to protect our members and our financial assets.

Will you be able to identify who did this?

If the criminal(s) can be identified, it would be up to the appropriate authorities (likely the FBI) to determine and press charges.

How much money was stolen?

At this time due to the criminal investigation pending, specific details of this crime cannot be divulged.