



For Immediate Release: October 3, 2025

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PRESS RELEASE – CITY CONCLUDES INVESTIGATION INTO CYBER INCIDENT

GREENVILLE - The City of Greenville has concluded its investigation into the cyber incident first identified on August 5, 2025. Working closely with law enforcement and a third-party cybersecurity firm, the City has determined the scope and impact of the event.

Key findings include:

- The incident was not the result of phishing or employee error, but an issue with a third-party service provider. That provider has taken the necessary steps to mitigate the problem.
- No personal data belonging to citizens or employees - including Social Security numbers, payment systems, or other sensitive information - was affected.
- No Greenville Electric Utility System (GEUS) data was stolen.

While GEUS experienced the most visible customer impact, the cyber incident was not directed at GEUS and did not impact GEUS's network. Access to GEUS's account database was temporarily disabled by the City as a protective measure.

City systems have been fully restored, and all critical services remained available to the public throughout the response. The City will continue to review its cybersecurity infrastructure to further strengthen defenses and reduce the risk of future incidents.

"We are grateful to our staff and partners who worked quickly and diligently to protect the City's systems and safeguard our community," said City Manager Summer Spurlock. "We also appreciate the patience of our residents as we took the necessary time to investigate and restore services."

For more information, please see the FAQ below, or online at www.greenvilletx.gov

Frequently Asked Questions

About Personal Data

- ***Was my water/utility bill information stolen?***
 - No. The account access was blocked by our IT services and was not accessed by the criminal organization.
- ***Could my credit card or bank account information be affected?***
 - No. Payment services are handled through a third party, cloud-based service and was not affected.

About City Finances

- ***Did the City pay a ransom?***
 - City funds were not used to pay the ransom. The City of Greenville has insurance for situations like this, so the ransom was paid by the insurance agency.
- ***Doesn't the City pay for the insurance policy?***
 - Yes, that's true. City funds are used to pay for the insurance policy, similar to individuals paying for car insurance or home insurance. It's a necessary policy that many municipalities have, and that Greenville has had for several years.
- ***Does the City still have insurance for the future?***
 - Yes. The City will continue to have insurance.
- ***Will my taxes go up because of this?***
 - No. This has no effect on taxes.

About Operations & Services

- ***Is everything working normally now?***
 - Yes. All city services are back up and running.
- ***Why are some systems still down or slow?***
 - If you recognize any systems that are down or slow, they are not related to this event, and need to be reported to the city.

- ***Will I still get late fees if my GEUS bill couldn't be paid online?***
 - GEUS paused late fees during the event, but will reinstate fees and disconnections in October.
- ***Why do my utility bills seem to be delayed?***
 - August to October bills were delayed slightly to prevent multiple billing months in one bill. GEUS is on track to have billing back to normal schedules by the end of November.

About Accountability

- ***Is anyone being fired over this?***
 - No. The investigation determined that this was not the fault of any employee.
- ***Then whose fault was it?***
 - The investigation determined that the criminal organization accessed our network through a third-party service provider. That provider has taken the necessary steps to prevent this from happening in the future.
- ***Did the City learn anything from this event?***
 - The City learned that despite our best efforts, sometimes criminal organizations can get in. We are happy that our systems alerted us exactly as they were supposed to, and will continue to make sure that those systems continue to operate.

About Transparency

- ***Why did GEUS look like the main target if it wasn't?***
 - GEUS was the only public-facing service that was affected, which made it seem as though they were the victim.
- ***Why did it take you so long to let us know?***
 - Law enforcement agencies were investigating a crime. In order to make sure the investigation was not compromised, the City was advised that releasing information prematurely would hinder their active investigation.

- *Why did you wait until the Attorney General’s office made their report before you issued a statement?*
 - During the event, the City continued to receive public information requests that could not be responded to in a timely manner. By law, city municipalities are required to file a notice (a “Catastrophe Notice”) with the Attorney General’s office to remain in compliance. Their post was simply a notification of the filing that the city made.