

**Joint EEI-AGA Election Security Roundtable Summary**

Thursday, October 22, 2020

EEI and AGA hosted a joint roundtable with security and business continuity professionals to discuss what energy companies are doing to prepare for election day and the potential for civil unrest. The discussion was informative and valuable as energy companies face challenges from increased fear and disinformation around the elections, the potential for civil unrest, as well as COVID-19.

This summary is confidential and for information purposes only. The document or any of its contents must not be disclosed outside of your company. It is not intended to identify industry recommendations or best practices. The summary reflects these issues at a snapshot in time.

**Main Concerns**

- Delayed delivery of final election results due to mail-in ballot counting (days or weeks)
- Degradation of public trust with law enforcement in areas of high civil unrest this year
- The probability of radical groups and/or nation-state actors attempting to disrupt both physical and cyberspace due to the current political environment and pandemic
- Likelihood of civil unrest in battleground states and major cities

A summary of the observations and activities that were shared by roundtable participants include:

**External Engagement (Government Partners, Local Community, Customers)**

- Reaching out to FBI field offices and local law enforcement to open lines of communication in advance
- Using texting apps, such as WhatsApp, to create groups and coordinate information sharing with key local community members
- Maintaining a communication plan with key account customers
- Keeping in close contact with intelligence services to understand threats as they arise

**Internal Coordination and Information Sharing**

- Setting up a call cadence and reporting structure from the security team to coordinate regionally and across the enterprise
- Using WhatsApp groups to coordinate internally among staff
- Creating pre-built Team channels for coordination and communication
- Preparing company communicators with appropriate messaging in the event of an outage or disruption in service
- Ensuring employee awareness of potential phishing attempts and misinformation campaigns in the weeks surrounding the election
- Planning to quickly convene appropriate internal staff to respond to any threats that may arise, both during and after work hours

## **EEI and AGA Member Confidential**

- Considering what frequency of communication is appropriate for employees, and pushing out information as applicable related to the general safety of personnel (field workers, headquarters employees, etc.)

### **Employee and Field Worker Safety**

- Using telematics to geofence critical areas and know where all vehicles are located
- GIS mapping of polling locations as well so that operations are aware to avoid locations
- Providing field crews with de-escalation training
- Ensuring employees are wearing uniforms to be easily identified
- Reviewing communication systems, such as Everbridge, to allow quick notification of employees near any disturbances or unrest
- Separating Security Operations Center (SOC) staff into multiple locations for COVID social distancing

### **Infrastructure/Facilities Protection**

- Hardening facilities, protecting headquarters with nonflammable materials, and consolidating available fire extinguishers
- Increasing physical security, using GPS tracking, live cameras, and limiting access to facilities
- Increasing security at downtown headquarters location with armed security and remote camera monitoring
- Working with Operational Technology (OT) teams to minimize local outages over the election period, including absentee ballot collection locations and other electoral infrastructure
- Ensuring that polling places do not lose power (any election day outages would be viewed as suspicious or malicious)
- Focusing on restoration and recovery should there be a major incident (particularly cyber, ransomware, phishing)
- Contingency planning to replace any security staff that may be called away on National Guard deployment orders
- Using off-duty law enforcement officers if possible, but they may be unavailable
- Continuing to monitor gunfire damage, theft, break-ins, etc. at substations and other facilities for deviations from normal levels