What was the cybersecurity incident that occurred?
The Resort Municipality of Whistler announced on April 28 that there had been a cyber security incident. On April 27, the RMOW limited access to all of its servers after noticing suspicious activity.

There is an ongoing forensic investigation, and as that investigation progresses, we will know more about the nature of any information that may have been illegally accessed.

What information was accessed during this incident?
There is an ongoing forensic investigation, and as that investigation progresses, we will know more about the nature of any information that may have been accessed.

What is impacted? Is my private information impacted (credit card, SIN numbers, etc.)?
It is not known what specific data was impacted yet. Forensic cybersecurity investigators are investigating. We are asking people to be vigilant and monitor their personal information. The RMOW is currently putting measures in place in the event personal information is involved. The RMOW will inform individuals when we know if any personal information was involved.

What is the RMOW doing about this?
The RMOW is taking this situation extremely seriously and are working with cyber security experts and the RCMP to confirm the nature of any threats. In the event personal information is impacted, the RMOW is currently putting measures in place to protect those people.

All citizens are asked to take extra care to monitor for any unusual activities and report them to the RCMP immediately. Please also be vigilant about phone calls or emails that appear to be originating from the RMOW, which does not ask for private personal information by phone or email.

What can I do in the meantime?
The RMOW encourages everyone to be vigilant and monitor their email and accounts for any suspicious activity and immediately report anything unusual to the RCMP.

There is excellent information available from Canada's Antifraud Centre on protecting yourself and your identity at www.antifraudcentre.ca

When did the cyber security incident happen?
We suspected a cyber security incident on April 27, 2021, and notified the public the following day.

We immediately notified the RCMP, and brought in forensic cybersecurity experts.

Are emergency services and infrastructure still working?

Yes. Infrastructure such as water and sewage and emergency systems such as 911 and the Whistler Fire Department have been secured and continue to operate as normal.

Non-essential RMOW services are being temporarily suspended because email, phone, network services and the website have been taken offline as a security measure. In-person service at municipal hall has also been temporarily suspended.

When will services be restored?
An RMOW Incident Command team has been activated to focus on business continuity and restoration of services and we will communicate to the public through our website and social media channels when we expect those services will be restored.

Will the RMOW help protect me if my information has been impacted?

The RMOW is putting measures to put in place if private information has been accessed and will inform those individuals if that is the case.

The public is asked to take extra care to monitor for any unusual activities and report them to the RCMP immediately. Please also be vigilant about phone calls or emails that appear to be originating from the RMOW, which does not ask for private personal information by phone or email.

Where do I get more information?
RMOW will provide ongoing at www.whistler.ca

Municipal Hall can be reached at 604-932-5535. (8:30 to 4 p.m. Monday to Friday)

RMOW Bylaw can be reached at 604-935-8280.

For utilities trouble, water or sanitary sewer emergencies: 604-935-8320 (24 hours).

For recreation bookings (pool lanes, fitness centre, ice skating) go to https://resortmunicipalityofwhistler.perfectmind.com/

For Meadow Park Sports Centre or to cancel a recreation booking call 604-935-PLAY.

To apply for a job with the RMOW: https://rmowjobs.startdate.ca/