



# REGIONAL DISTRICT OF OKANAGAN-SIMILKAMEEN

## INFORMATION RELEASE

September 8, 2020

### RDOS information system update

The Regional District of Okanagan-Similkameen (RDOS) continues to work towards restoring its internal system network and email services after an attempted ransomware attack in August. To prevent damage to the operating systems, staff isolated the network and took email, Internet and other services offline. This resulted in limited access to some content on the website including internet mapping. The RDOS recognizes the importance of this information and staff are working to restore access as soon as possible. Please send mapping enquiries to [planning@rdos.bc.ca](mailto:planning@rdos.bc.ca)

Third quarter billing for Naramata residents is currently delayed due to network issues. The RDOS Board is considering relaxing late penalties applied to these accounts. The RDOS Board is also considering relaxing late penalties applied to annual billing accounts paid by September 30, 2020 in accordance with the Regional District of Okanagan-Similkameen Fees and Charges Bylaw No. 2877, 2020. Please send billing enquiries to [billing@rdos.bc.ca](mailto:billing@rdos.bc.ca)

RDOS staff currently have limited access to email and you may see a 'bounce back' if you've sent an email to an rdos.bc.ca email address in the past few weeks. Please use the following email addresses until regular email service is restored:

[info@rdos.bc.ca](mailto:info@rdos.bc.ca)                      [finance@rdos.bc.ca](mailto:finance@rdos.bc.ca)                      [billing@rdos.bc.ca](mailto:billing@rdos.bc.ca)  
[publicworks@rdos.bc.ca](mailto:publicworks@rdos.bc.ca)      [planning@rdos.bc.ca](mailto:planning@rdos.bc.ca)                      [buildinginfo@rdos.bc.ca](mailto:buildinginfo@rdos.bc.ca)  
[engineering@rdos.bc.ca](mailto:engineering@rdos.bc.ca)      [hr@rdos.bc.ca](mailto:hr@rdos.bc.ca) (Human Resources)      [cs@rdos.bc.ca](mailto:cs@rdos.bc.ca) (Community Services)

Facsimile message: scan the document and send via email to: [info@rdos.bc.ca](mailto:info@rdos.bc.ca)

To view the [2020 Schedule of Meetings and Agendas](#) and video links, please visit the RDOS website.

The RDOS has launched its [2020 Citizen Survey](#). The survey is an essential tool to evaluate service and program delivery provided by the RDOS. Please visit [RDOS Regional Connections](#) to take the survey.

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For further information, please call 250-492-0237 or email [info@rdos.bc.ca](mailto:info@rdos.bc.ca)

Karla Kozakevich, Chair  
Regional District of Okanagan-Similkameen

CivicReady® Mass Notification System – sign up for routine and emergency notifications: <https://emergency.rdos.bc.ca/civic-ready/>

