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Resolution No. 21-006

**A RESOLUTION OF THE BOARD OF DIRECTORS OF THE BOARD OF
PUBLIC WORKS OF THE CITY OF LEWES PROHIBITING STAFF
FROM ACCEPTING PAYMENT BY CERTAIN
TELECOMMUNICATIONS TECHNOLOGY**

WHEREAS, Section 4.1, *among other provisions*, of the Charter for the Board of Public Works of the City of Lewes (the "Lewes BPW"), being Chapter 10, Volume 77, Laws of Delaware, as amended (the "Lewes BPW Charter"), grants the Lewes BPW authority, responsibility, supervision, and control over current or future utility systems established within the Lewes BPW Service Area; and

WHEREAS, Section 4.6 of the Lewes BPW Charter authorizes Lewes BPW to sell its products and services to public and private persons, firms, associations, corporations, or entities; and

WHEREAS, the Board of Directors of the Lewes BPW (the "Board") recognizes the importance of implementing cybersecurity protocols to protect its data from unauthorized access and to safeguard the information of its Board members, employees, and ratepayers.

NOW THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF THE LEWES BOARD OF PUBLIC WORKS, IN SESSION MET THIS 8th DAY OF December, 2021, THAT:

Section 1. Lewes BPW hereby prohibits all of its employees from accepting credit card and bank account information by telephone, email, voicemail, or any other telecommunications technology not expressly authorized as secure for the payment of bills, fees, or other charges related to Lewes BPW services.

Section 2. Credit card and bank account information must be processed through a verified Lewes BPW vendor's automated phone system or other Payment Card Industry ("PCI") approved method.

Section 3. Lewes BPW employees may verbally discuss the general process of making a payment with customers in order to provide assistance and customer service, but shall not collect sensitive credit card or bank account information. If such information is disclosed, the employee must immediately report such disclosure to his or her supervisor and the IT Manager so that proper action can be taken to protect any information that was obtained in violation of this policy.

Section 4. Any Lewes BPW employee that is found in possession of credit card or bank account data may be subject to disciplinary action, including verbal reprimand, formal written reprimand, suspension without pay, and/or termination.

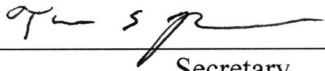
47 **Section 5.** This Resolution shall take effect immediately upon its adoption by the
48 Board of Directors of the Lewes Board of Public Works.

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50 Adopted by the Board of Directors
51 Of the Lewes Board of Public Works

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55 I, Tom Panetta, Secretary of the Board of Public Works of the City of Lewes, do hereby
56 certify that the foregoing is a true and correct copy of the Resolution passed by the Board of
57 Directors of the Lewes BPW at its meeting on December 8th, 2021, at which meeting a quorum
58 was present and voting throughout and the same is still in full force and effect.

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Secretary