

General Cyber Security

1. What is cyber security?

- Cyber security involves protecting computer systems, networks, and data from digital attacks, theft, and damage.

2. Why is cyber security important for electricity consumers?

- Ensuring cyber security is crucial to protect the integrity, availability, and confidentiality of the power grid, which directly impacts electricity consumers.

Advanced Metering Infrastructure (AMI)

3. What is AMI and how does it relate to cyber security?

- AMI refers to systems that collect, transmit, and analyze data from smart meters. Cyber security is essential to protect this data from unauthorized access and tampering.

4. How can consumers protect their smart meters from cyber threats?

- Consumers can ensure their smart meters are updated with the latest firmware, use strong passwords, and monitor their energy usage for any unusual activity.

Cyber Security Measures

5. What measures are taken to protect the power grid from cyber attacks?

- Measures include regular security audits, implementing firewalls, intrusion detection systems, and conducting cyber security drills.

6. How can consumers stay informed about potential cyber threats?

- Consumers can subscribe to alerts from their utility providers, follow cyber security news, and participate in community awareness programs.

Reporting and Response

7. What should consumers do if they suspect a cyber attack on their smart meter?

- Consumers should immediately report the issue to their utility provider and follow any instructions provided.

8. How are cyber attacks on the power grid detected and mitigated?

- Cyber attacks are detected through monitoring systems and mitigated by isolating affected areas, restoring services, and implementing corrective measures.

Regulatory Framework

9. What regulations are in place to ensure cyber security in the power sector?

- Regulations include guidelines from organizations like the Central Electricity Authority (CEA) and sectoral Computer Emergency Response Teams (CERTs).

10. How can consumers contribute to the overall cyber security of the power grid?

- Consumers can follow best practices for cyber security, report suspicious activities, and participate in community cyber security initiatives.