Water System Telephone Threat Identification Checklist

In the event your water system receives a threatening phone call, remain calm and try to keep the caller on the line. Use the following sheet to collect as much detail as possible about the nature of the threat and description of the caller.

1. **Types of Tampering**:

- ☐ Contamination
- ☐ Biological
- ☐ Chemical
- ☐ Threat to tamper
- ☐ Bombs, explosives, etc.
- ☐ Other (explain):

2. Water System Name:

Address:

Telephone:

PWS Owner or Manager's Name:

3. Responsible Party (Contaminator, Threatening Person):

Phone Number (from caller ID)

4. Location of Tampering:

☐ **Distribution Line** ☐ **Water Storage Facilities** ☐ **Treatment Plant** ☐ **Raw Water Source**

☐ **Other (Explain):**

5. Contaminant Source and Quantity:

6. Alternate Water Source: Yes / No If yes, give source name and location:

7. Date and Time of Tampering:

8. Caller's Name, Address, and Telephone Number:

9. Is the caller:

☐ **Male** ☐ **Female** ☐ **foul** ☐ **illiterate** ☐ **well spoken** ☐ **irrational** ☐ **incoherent**

10. Is the caller's voice:

	☐ **calm**	☐ **angry**	☐ **slow**	☐ **rapid**
☐ **soft**	☐ **loud**	☐ **laughing**	☐ **crying**	☐ **normal**
☐ **slurred**	☐ **nasal**	☐ **clear**	☐ **lisping**	☐ **stuttering**
☐ **deep**	☐ **high**	☐ **cracking**	☐ **excited**	☐ **young**

☐ **old** ☐ **familiar - who did it sound like?** ☐ **accented - which nationality or region?**

11. Is the connection clear? (Could it have been a wireless or cell phone?)

12. Are there background noises?

☐ **street noises, what kind?**	
☐ **machinery - what type?**	
☐ **voices -describe**	
☐ **children - describe**	
☐ **animals - what kind?**	
☐ **computer keyboard, office**	
☐ **motors - describe**	
☐ **music - what kind?**	
☐ **other**	

13. Call Received by:

Date call received: **Time of Call:**

U.S. EPA Region I Emergency Response 24-hour Phone Number: (617) 723-8928

EPA Region 1, New England