FORMS

THREAT IDENTIFICATION CHECK LIST

WORK ORDER REPORT

WATER SYSTEM REPORT OF SUSPICIOUS ACTIVITY

These forms on any threatening phone call report, or terrorism attack must be completed with as much detailed information as possible.
Attachment 3: Threat Identification Checklists

*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 checklist to collect as much detail as possible about the nature of the threat and the description of the caller.

<table>
<thead>
<tr>
<th>1. Types of Tampering/Threat:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Contamination</td>
</tr>
<tr>
<td>- Biological</td>
</tr>
<tr>
<td>- Chemical</td>
</tr>
<tr>
<td>- Threat to tamper</td>
</tr>
<tr>
<td>- Bombs, explosives, etc.</td>
</tr>
<tr>
<td>- Other (explain)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. Water System Identification:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name:</td>
</tr>
<tr>
<td>Address:</td>
</tr>
<tr>
<td>Telephone:</td>
</tr>
<tr>
<td>PWS Owner or Manager's Name:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. Alternate Water Source Available: Yes/No If yes, give name and location:</th>
</tr>
</thead>
</table>

<table>
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<tr>
<th>4. Location of Tampering:</th>
</tr>
</thead>
<tbody>
<tr>
<td>- Distribution Line</td>
</tr>
<tr>
<td>- Water Storage Facilities</td>
</tr>
<tr>
<td>- Treatment Plant</td>
</tr>
<tr>
<td>- Raw Water Source</td>
</tr>
<tr>
<td>- Treatment Chemicals</td>
</tr>
<tr>
<td>- Other (explain):</td>
</tr>
</tbody>
</table>

| 5. Contaminant Source and Quantity: |

| 7. Date and Time of Tampering/Threat: |

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

| 9. Is the Caller (check all that apply): |
| - Male                                     |
| - Female                                  |
| - Foul                                    |
| - Illiterate                              |
| - Well Spoken                             |
| - Irrational                              |
| - Incoherent                              |
10. Is the Caller's Voice (check all that apply):

- Soft
- Calm
- Angry
- Slow
- Rapid
- Slurred
- Loud
- Laughing
- Crying
- Normal
- Deep
- Nasal
- Clear
- Lisping
- Stuttering
- Old
- High
- Cracking
- Excited
- Young

- 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 (Name, Address, and Telephone Number):

   Date Call Received:

   Time of Call:

14. Call Reported to: Date/Time

15. Action(s) Taken Following Receipt of Call:
## Water System Report of Suspicious Activity

In the event personnel from your water system (or neighbors of your water system) observe suspicious activity, use the following checklist to collect as much detail about the nature of the activity.

### 1. Types of Suspicious Activity:

- **Breach of security systems** (e.g., lock cut, door forced open)
- **Changes in water quality** noticed by customers (e.g., change in color, odor, taste) that were not planned or announced by the water system
- **Unauthorized personnel** on water system property.
- **Presence of personnel** at the water system at unusual hours
- **Other (explain)**

### 2. Water System Identification:

- **Name:**
- **Address:**
- **Telephone:**
- **PWS Owner or Manager’s Name:**

### 3. Alternate Water Source Available: Yes/No

If yes, give name and location:

### 4. Location of Suspicious Activity:

- Distribution Line
- Water Storage Facilities
- Treatment Plant
- Raw Water Source
- Treatment Chemicals
- **Other (explain):**
5. If Breach of Security, What was the Nature of the Breach?
   - Lock was cut or broken, permitting unauthorized entry.
     Specify location
   - Lock was tampered with, but not sufficiently to allow unauthorized entry.
     Specify location
   - Door, gate, window, or any other point of entry (vent, hatch, etc.) was open and unsecured
     Specify location
   - Other
     Specify nature and location

6. Unauthorized personnel on site?
   - Where were these people?
     Specify location
   - What made them suspicious?
     - Not wearing water system uniforms
     - Something else? (Specify)
   - What were they doing?

7. Please describe these personnel (height, weight, hair color, clothes, facial hair, any distinguishing marks):

8. Call Received By (Name, Address, and Telephone Number):
   - Date Call Received:
   - Time of Call:

9. Call Reported to: Date/Time:

10. Action(s) Taken Following Receipt of Call: