

THREAT IDENTIFICATION CHECKLIST

(Format and questions from American Water Works Association)

If your utility receives a threatening phone call, try to keep the caller on the line to obtain as much information as possible. Record as much information as possible, including:

1. What kind of threat is posed? _____
 - A. Contamination: What kind of poison? _____
How much? _____
 - B. Physical Damage: What kind of damage? _____
With what kind of device? _____
2. Where? _____
3. When? _____
4. Why? _____
5. By Whom? _____
6. What is your (caller's) name? _____
7. What is your (caller's) affiliation? _____
8. What is your (caller's) address and phone number? _____
9. What is the exact wording of the threat? _____

10. Is the caller male female well spoken illiterate foul irrational incoherent
11. 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 – what nationality, region? _____
12. Is the connection clear? (Could it have been a wireless or cell phone?) yes no
13. Are there background noises? yes no
 - street noises – what kind? _____
 - machinery – what type? _____
 - voices – describe _____
 - children – describe _____
 - animals – what kind? _____
 - computer keyboard/office – describe _____
 - motors – describe _____
 - music – what kind? _____
 - other _____

Name of person receiving call _____	Date _____	Time _____
Notify utility manager _____	Phone _____	
Local FBI/Law Enforcement phone _____	Phone _____	
Other _____	Phone _____	