

**United States  
Environmental Protection Agency**

# **Customer Complaint and Security Threat Logs for Small Public Water Systems Using Ground Water**

An Interactive PDF Log



# Table of Contents

System Information	3
Emergency Notification/Contact Information	4
Daily Customer Complaint Log	5
System Telephone Threat Checklist / Log	10

## System Information

Water System Name:	
PWSID#:	
Population Served:	
Owner Name:	
Owner Phone (day):	
Owner Phone (night):	
Owner Phone (cell):	
Water System Operator:	
Water System Operator Phone (day):	
Water System Operator Phone (night):	
Water System Operator Phone (cell):	
Water System Operator:	
Water System Operator Phone (day):	
Water System Operator Phone (night):	
Water System Operator Phone (cell):	
Other:	
Other:	
Other:	
Other:	
Other:	

REFERENCE

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## Emergency Notification/Contact Information

Organization	Contact Name	Day Phone	Night Phone	Cell Phone
Safety Officer				
Supervisors				
Ambulance				
Fire Department				
Police Department				
Hospital				
Poison Control				
FBI Field Office				
Health Department				
Primary Agency				
Well Driller				
Chemical Supplier				
Local Emergency Planning Committee				
Designated Water System Spokesperson				
Local Government Official				
Local Hazmat Team				
Other Operators				
Neighboring Water System				
Neighboring Water System				
Television				
Radio				
Other:				
Other:				
Other:				
Other:				
Other:				













### System Telephone Threat Checklist / Log

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<b>3) Location of Tampering (check all that apply):</b>		<b>4) Contaminant/Source Information:</b>	
Distribution line Water storage facilities Treatment plant	Raw water source Treatment chemicals Other:	Contaminant source and quantity: Date and time of tampering threat: Caller name/alias, address, phone #:	
<b>5) Is the Connection Clear?</b>		<b>6) The caller appears to be: (check all that apply):</b>	
(Could it have been a wireless or cell phone?)		Male Female Impolite Illiterate	Well spoken Irrational Incoherent Other:
<b>7) Is the Caller's voice (check all that apply):</b>			
Soft Slurred Deep Old Calm	Loud Nasal High Angry Laughing	Clear Crackling Slow Crying Lispering	Excited Rapid Normal Stuttering Young
<b>8) Are there background noises:</b>			
Street noises (what kind?): Machinery (what type?): Voices (describe): Children (describe): Animals (what kind?): Computer keyboard/office: Motors (describe): Music (what kind?): Other:			

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