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	(
Emergency Notification/Contact Information	4
Daily Customer Complaint Log	
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:	

REFERENCE REFERENCE

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:				

Date/Time Reported	Questions, Concerns, or Potential Problems	Customer Name and Information	Person Assigned / Action Taken	Complaint Resolved / Researched	Date/Time Resolved

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1) Types of Tampering/Threat (check all that apply):		2) Call Received By:	
Contamination Biological Chemical Threat to tamper Bombs, explosives, etc. Other (explain):		Name: Address: Phone: Date of Call: Time of Call:	
3) Location of Tampering (check a	ll that apply):	4) Contaminant/Source Informa	ition:
Distribution line	Raw water source	Contaminant source and quantity:	
Water storage facilities	Treatment chemicals	Date and time of tampering threat:	:
Treatment plant	Other:	Caller name/alias, address, phone	; #:
5) Is the Connection Clear?		6) The caller appears to be: (che	eck all that apply):
(Could it have been a wireless or cell phone?)		Male Female Impolite Illiterate	Well spoken Irrational Incoherent Other:
7) Is the Caller's voice (check all t	nat apply):		
Soft Loud Slurred Nasal Deep High Old Angry Calm Laughing		Clear Crackling Slow Crying Lisping	Excited Rapid Normal Stuttering Young
8) 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:			

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Contamination		Name:	Name:	
Biological		Address:		
Chemical		Phone:		
Threat to tamper Bombs, explosives, etc.		Date of Call:		
Other (explain):		Time of Call:		
3) Location of Tampering (check all	that apply):	4) Contaminant/Source Information:		
Distribution line	Raw water source	Contaminant source and quantity:		
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Soft	Loud	Clear	Excited	
Slurred	Nasal	Crackling	Rapid	
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