



Incoming Threat Identification Checklist

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 contamination? _____
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, if any? _____
8. What is your (caller's) address / 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 Lispering
 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?)
13. Are there background noises? _____ What kind? _____
 Street Noises _____
 Machinery – what type? _____
 Voices – Describe _____
 Children – Describe _____
 Animals – what kind? _____
 Computer keyboard / office _____
 Motors – describe _____
 Music – what kind? _____
 Other _____

Name of person receiving call _____ Date _____ Time _____

Notify utility manager _____ Phone _____

Local FBI/Law Enforcement _____ Phone _____

Other _____ Phone _____

Emergency Communications Message Log

(Maintained by utility personnel operations center.)

DATE	TIME	TO / FROM	MESSAGE	RETURN CALL / ACTION