

## **Water Tower Alarm**

### **Dispatcher's Response**

- \_\_\_ 1. An automated phone call is received from the water tower advising of a possible problem. (The alarm will advise of the problem by giving a code, note it down and relay the message when Physical Plant is called.)
- \_\_\_ 2. **Press 9999 before it hangs up.** (Pressing 9999 will reset the alarm.)
- \_\_\_ 3. Call Physical Plant (on call worker if after business hours) and advise of the situation.
- \_\_\_ 4. Note the time the alarm called and the time when Physical Plant was called.
- \_\_\_ 5. Advise the officer, but do not send the officer.

### **The following are some of the possible codes given by the alarm:**

- Alarm 1 **CODE 1**
- Alarm 1 **CODE 2**
- Alarm 1 **CODE 3**

### **Dispatchers use the following example when advising Physical Plant of the problem:**

**“My name is \_\_\_\_\_ I’m calling from La Sierra University Security Department. I just received a phone call from the water tower and it gave the following code\_\_\_\_\_.”**