



## SMART About Water Call/Contact Record

Instructions: This form is to be used by National Environmental Services Center (NESC) and Rural Community Assistance Partnership (RCAP) communications staff to record telephone inquiries or requests for services, products or technical assistance that may reflect increased community source water protection and wastewater management activity due to SMART program initiatives. Communications staff, when talking to callers, should ask if the caller has knowledge of the SMART program, and if so, ask if the call was prompted by SMART. If the caller indicates they are familiar with SMART or the call was prompted by SMART please ask for and record the following information requested, on this form. This form can be attached to other standard request processing forms currently in use. The form(s) should be copied and copies sent to:

RCAP  
c/o SMART  
1522 K Street NW  
Suite 400  
Washington, DC 20005

or

NESC  
c/o SMART  
P.O. Box 6064  
Morgantown, WV 26506-6064

Have questions about this form? Contact NESC re: SMART Program (800)624-8301.

Caller Name: \_\_\_\_\_ Phone: (    ) \_\_\_\_\_ E-mail: \_\_\_\_\_  
Address: \_\_\_\_\_ State: \_\_\_\_\_ Call to: RCAP/NESC (circle)  
Date of call: \_\_\_\_\_ Staff taking the call: \_\_\_\_\_ Phone :(    ) \_\_\_\_\_ .

### Questions:

1. Was the call prompted by the SMART program activities? Yes or No.
2. If the call was due to SMART, specify the activity that prompted the call: (training, media information, word of mouth, etc. \_\_\_\_\_).when?  
\_\_\_\_\_.
3. Was the caller involved in SMART training? Yes or No.
4. Had the caller heard about the SMART training? Yes or No.
5. What group would the caller identify with? Elected official, licensed operator, home/landowner, watershed group, homeowner association, septic installer/maintainer, special interest group, non-community water system (circle one).
6. Does the caller feel that their community would be interested in source water protection planning? Yes or No. Community Name: \_\_\_\_\_.
7. Other Info: \_\_\_\_\_

Thanks!

