



Protocol for Facility Tours – FOR EXTERNAL USE

Potential Tour Sites

- White River Treatment Plant primary tour site, TW Moses as backup
- Belmont or Southport Advanced Wastewater Treatment Plants
- Perry K Steam Plant
- West Street Chilled Water
- Lift stations
- Air pollution control equipment
- Citizens Reservoir
- Reservoir dams
- East Bank Storage Tank

Tour Procedures

- **Months tours will be offered:** Tours are limited to March through October at water sites and April through October at wastewater sites. The energy plant may schedule tours during other times of the year at their discretion.
- **Tour times:** Tours are limited to Monday through Friday during regular business hours (9:00 a.m. to 5:00 p.m.), and specific times are determined by each location. Wastewater plant tours are limited to 9:00 a.m. to 2:00 p.m.
- **Age requirements:** Grades 5 and up may take tours of water, wastewater and chilled water facilities. Steam plant facility tours are limited to college age and up.
- **Group size:** Classes of 40 students will be split into groups with a guide assigned to each group of 15. Steam plant tour groups will not exceed 10 participants per each tour guide.
- **Chaperones:** The requesting group must provide at least one chaperone per 15 students (for students in grades 5 through 10) and one chaperone per 20 students in grades 11 and up.
- **Security:** Tour groups must be escorted by Citizens personnel or a designee at all times. Photography and video are prohibited or at the discretion of plant management.

Safety Considerations

- **Liability:** Waiver forms must be signed by all tour participants and guardians.
- **Required clothing/equipment:**
 - Hard hats
 - Safety glasses
 - Closed-toe shoes
 - Pants and long sleeves