



## **Metro Water Services Treatment Plant Tour Policy**

Metro Water Services tour policy is in place to ensure the safety of employees, visitors and facilities, as well as the continuous supply of safe, reliable service to our community. Due to safety concerns, exceptions to the policy will not be made. Metro Water Services reserves the right to cancel and/or deny any request. Tour requests will not be considered during terror alert levels of orange or red.

The K.R. Harrington Water Treatment Plant and Whites Creek Wastewater Treatment plant are available for tours to the following groups:

- Customers in Metro Water Services' Service area.
- School groups (5<sup>th</sup> - 12<sup>th</sup> grade) with one adult chaperone for every 10 students.
- College students
- Professional or Community Organizations
- Government and Industry professionals

We welcome groups of 5 or more with a maximum of 20 people. All tour participants 18 years of age or older must provide photo identification. Backpacks, briefcases, purses, cameras, cell phones, video recording devices, etc. are not allowed on tours. If requested in advance, photos can be taken by a Metro Water Services employee.

Tours are scheduled on a first come first served basis and depend on staff availability. Tours are given on Tuesdays and Thursdays subject to review and approval.

To request a tour, please contact Sonia Harvat at [Sonia.Harvat@Nashville.gov](mailto:Sonia.Harvat@Nashville.gov) or (615) 862-4494 at least two weeks prior to the tour date you are requesting with the following information:

- Name, address, phone number and email address of the requestor
- Preferred date and time
- Name of sponsoring organization
- Number of guests in tour group
- Names of persons who will be touring
- Any special needs or accommodations

\*If visitors show up for a tour and their name is not on the list or they do not have appropriate identification, they will not be able to tour the facility.

Tours are approximately one hour in duration. Portions of the tour are outside and walking and climbing stairs is involved. Appropriate attire is required which includes closed toe shoes and clothing/accessories for expected weather. Due to safety concerns, visitors dressed inappropriately may not be able to tour the entire facility.

All tour participants must remain under the control and guidance of the tour guide and follow all safety and site specific requirements which will be explained at the beginning of each tour. Any person or group deviating from the guided tour or disregarding safety requirements will be escorted from the facility.