

DETROIT WATER AND SEWERAGE DEPARTMENT

TOUR GUIDELINES

The Detroit Water and Sewerage Department (DWSD) conducts tours at its Wastewater Treatment Plant and Water Works Park Treatment Plant. Tours for DWSD's other water treatment plants – Lake Huron, Southwest, Northeast and Springwells – may be arranged upon request.

1. All tours must be arranged at least two weeks in advance.
2. For Water Works Park, tour hours are between 10 a.m. and 2 p.m., Monday through Friday.
3. A confirmation letter will be sent by DWSD to the applicant for school and professional group tours. Attached to the letter will be a copy of the Tour Guidelines, a map and a standard release form for each participant. **Please copy and distribute the appropriate form to the adults and students.**
4. Release forms – **Participants without signed release forms cannot tour a DWSD facility.** School and professional groups will submit forms to the tour guide upon arrival at the facility.
5. Security Clearance – Special tour groups need to provide a list of all tour participants a week in advance. Visitors not listed will not be admitted to the plant. Picture identification may be requested for entry.
6. The maximum group size for a tour is 40 persons. Minimum group size is 5 persons.
7. An adult must accompany all participants 18 or younger. Information on the age range must be furnished to DWSD at the time of booking the tour.

Water Works Park Treatment Plant tours are available for:

6 th – 8 th Grades	At least one adult escort for each five children.
9 th – 12 th Grades	At least one adult escort for each ten teenagers.

No one under the age of 12 is permitted on tours without having special permission granted by the department.

8. Notification of cancellation by phone is required 24 hours in advance of the scheduled tours.
9. Instructions for parking will be included in each group's confirmation package for touring Water Works Park. Instructions for parking at the Wastewater Treatment Plant will be provided by Security upon the group's arrival at the plant. If more than one vehicle is involved, please advise all participants of the tour starting time.

10. Please be prompt! **GROUPS THAT ARE GOING TO BE LATE SHOULD NOTIFY THE PUBLIC AFFAIRS DIVISION IMMEDIATELY AT 313-964-9575 OR 313-926-8136. DWSD WILL NOT ACCOMMODATE GROUPS THAT ARRIVE MORE THAN 15 MINUTES LATE.**
11. Clothing
 - Shoes – All participants are required to wear low-heeled shoes or boots (no open shoes or platforms), and preferably with rubber heels and soles. Additionally, for tours at the Wastewater Treatment Plant, no canvas or cloth shoes are allowed. Tour participants at Wastewater are required to wear low hard sole shoes.
 - Attire – All visitors to the Wastewater Treatment should be adequately dressed for outside weather conditions. Casual attire and long pants are required for both Water Works Park and Wastewater.
12. It is requested that participants avoid carrying articles during the tours. This is for reasons of safety, such as being able to hold onto handrails. DWSD cannot assume responsibility for lost articles.
13. Camera and or video equipment should not be brought to a DWSD facility. Taping and photographs are not allowed inside or outside plant grounds.
14. No food should be brought on tours. Treatment plants are 24-hour operations and cannot accommodate lunches or breaks during or after tours.
15. Once the tour has started, participants must stay in close proximity to the DWSD tour guide at all times. **In case of an emergency during the tour, the tour guide should be notified immediately.**
16. Groups with additional questions should contact Public Affairs at public.affairs@dwsd.org or call 313-964-9575 or 313-964-9576, Monday through Friday, 9 a.m. to 5 p.m.
17. Facilities' addresses:
 - Water Works Park Water Treatment Plant**
10100 East Jefferson
Detroit, MI 48214
 - Wastewater Treatment Plant**
9300 West Jefferson
Detroit, MI 48209