



Water/Wastewater Treatment Plant Tour Guidelines

Thank you for your interest in touring the City of Raleigh’s Water\Wastewater Treatment Plant. We look forward to providing you with an interesting, informative and worthwhile experience.

STEPS

Prior to Tour

1. Complete the **Tour Request Form**
 - a. Select the date you want to tour
 - b. Please print clearly and legibly
2. Please read and initial the **Tour Guidelines** (page 4 of 4).
3. Return the completed **Tour Request Form** and **Tour Guidelines**, and **Attendee List**. You will receive a tour confirmation and directions after all completed paperwork has been received and approved.

Day of Tour

1. All participants over 18 years of age must bring a valid Passport, Driver’s License or State/County issued ID card the day of the tour.
2. Bring completed **Release of Liability Forms** from all Attendees [required].

Please return **Tour Request Form**, initialed **Tour Guidelines**, and **Attendee List** by email, mail, or fax to:

Contact for Water Plant Tours

Contact for Wastewater Plant Tours

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Treatment Plant Tour Guidelines

Tours are scheduled Monday through Friday; 9:00 am to 2:00 pm; No weekend or holiday tours available.

Tours are available at the following facilities:

Dempsey E. Benton Water Treatment Plant | 2315 Benson Road, Garner



Walking tour (1.5 hours; 20 person maximum)

- Collects from Swift Creek Watershed, including both Lake Benson and Lake Wheeler. Maximum capacity of 20 million gallons per day
- Raleigh's newest plant, opened May 2010
- LEED silver certified facility

Neuse River Wastewater Treatment Plant (NRWWTP) | 8500 Battlebridge Road, Raleigh



Van tour (2.0 hours; 10 person maximum) available; includes classroom SCADA presentation

- Treats 44 million gallons per day
- Maximum capacity of 60 million gallons per day
- Treated over 16 billion gallons of wastewater last year
- Has nine consecutive years of 100% compliance with a clean performance record
- Received a Platinum IX Award issued by the National Association of Clean Water Agencies in 2012
- LEED silver certified Administration and Training facility

Smith Creek Wastewater Treatment Plant | 8505 Ligon Mill Road, Wake Forest



Walking tour (1 hour; 20 person maximum)

- Originally served Wake Forest and transferred to Raleigh on July, 2005
- Maximum capacity of 3.0 million gallons a day
- Treated 456 million gallons of wastewater last year
- Seven consecutive years of 100% compliance and a clean performance record
- Received the Platinum VII Award issued by the National Association of Clean Water Agencies in 2012.



Little Creek Wastewater Treatment Plant | 1419 Hwy 39, Zebulon



Walking tour (1 hour; 20 person maximum)

- Originally served Zebulon and transferred to Raleigh on October 1, 2006
- Maximum capacity of 1.85 million gallons a day
- Treats average of 254 million gallons of wastewater per year
- Has six consecutive years of 100% compliance with a clean performance record
- Received the Platinum VI Award issued by the National Association of Clean Water Agencies in 2012

Wrenn Road Wastewater Treatment Plant | 8828 Wrenn Road, Garner

Walking tour (1 hour; 20 person Maximum)

- Originally served Garner and transferred to Raleigh in July 2001
- Maximum capacity of 1.2 million gallons a day
- Treats average of 350 million gallons of wastewater per year



Tour Guidelines

To ensure a safe and rewarding visit, we ask that you adhere to the following Guidelines. Please read and initial each in the space provided. **This completed form must be returned before your tour is confirmed.**

_____ All tour participants must dress appropriately in order to comply with the NC-OSHA standards. **No sandals, flip-flops, and backless, open, open-toe or heeled shoes.** Everyone must wear sturdy, close-toe shoes and socks. All participants over 18 years of age must bring a valid Passport, Driver's License or State/County issued ID card the day of the tour.

_____ **No shorts or short skirts.** You must wear long pants or ankle-length skirts. We recommend not wearing pants/slacks that drag on the ground).

_____ Backpacks and cameras are prohibited.

_____ **DO NOT TOUCH** any Switches, Buttons or Equipment.
Tour attendees are not to touch any of the switches, buttons, or equipment at any time. For your safety, please do not touch anything but the handrails while on the tour.

_____ Hardhats, eye and ear protection may be issued for the tour depending on the area of the plant you may visit. Please keep them on at all times while on the tour.

_____ For your safety, listen to and follow the directions of the tour guides throughout the visit. Except for emergency calls, **DO NOT** use cell phones during the tour. Turn off or put on silent mode. Tour locations are in operation 24-hours per day. Be mindful that there are people working throughout the plant and that tour participants must follow directions and be orderly. Tours may be concluded early due to unsafe conditions or conduct of group.

_____ No running or shouting. You will be asked to leave for failing to comply.

_____ Visitors must wash hands thoroughly.
The City of Raleigh Public Utilities Department strictly adheres to all public health and safety guidelines and is proud to exceed all state and federal water and wastewater treatment standards. However, in order to avoid the possibility of any health risks, wastewater treatment plant visitors are required to wash their hands at the conclusion of the tour. The restroom and surrounding area must be kept tidy—**chaperones are required to monitor their group and leave restrooms tidy.**

_____ All visitors must be at least 10 years old, or in the 5th grade. **NO EXCEPTIONS.** There must be a ratio of 1:5 – 1 adult per 5 students for all 5th to 12th grade school groups. **Release of Liability Forms** must be signed by parent or guardian of any person under age 18.

_____ VAN TOUR (NRWWTP only): Groups must not exceed 10 persons, including chaperones. Groups larger will be accepted provided they bring their own bus. WALKING TOUR: Groups must not exceed 20 persons and must be 18 years of age or older, including chaperones. Please note that if additional tours are needed, they will not be scheduled for the same day. Tours at E.M. Johnson Water Treatment Plant will be limited to Government Officials.

_____ For your safety, outdoor tours will be canceled during inclement weather. City of Raleigh personnel reserve the right to cancel and/or reschedule a tour.

Thank you for your cooperation.