

OCWD FACILITIES TOUR/VISIT PROTOCOL

OCWD Tours

As a leader in water reuse and groundwater management, OCWD receives hundreds of requests annually to provide tours and briefings for visitors from local college classes, water agencies and for international leaders from around the globe.

In continuing our tradition of innovation and proactive public outreach, it is important OCWD try to accommodate these tour and briefing requests. We believe garnering public support is key to maintaining a good reputation in the community, within the industry and throughout the world as we continue to provide a reliable, high quality water source at a reasonable cost, and in an environmentally responsible manner.

While the tragic events of September 11 have heightened security awareness, OCWD is committed to continue its public outreach/education efforts. Recent guidelines from the U.S. EPA require OCWD have a formal procedure that meets security standards for accommodating visitors.

Dress Code:

The Groundwater Replenishment System is an operational advanced water treatment plant and an active construction area. **Closed toe shoes are required; high heels are not permitted. Pants/jeans/slacks are recommended and skirts/shorts are discouraged.** Failure to comply with dress code requirements will prohibit one's participation in the tour.

Age Requirement:

Tour guests must be a minimum of high school age or older. Tours are not suitable for a younger audience.

Tour/Briefing Requests:

All requests should be sent through the Tour Coordinator in the Public Affairs Department for prior approval before visit. Public Affairs Department will be responsible for processing necessary information for approval of tours. Requests should be sent to bmudd@ocwd.com . Once approved, the Tour Coordinator will contact you regarding the details of your tour.

International Visitors:

All international visitors must provide photocopies of passports/visa's. An official request must also be submitted on the requesting organization's letterhead identifying who will visit and the reason for the tour. Public Affairs will forward the request to Risk & Safety Management for review. Management will approve/decline the request and assign appropriate staff. Sufficient lead-time is required to process the request.

U.S./Foreign Media:

U.S. and foreign media must present press credentials and valid picture identification (i.e. driver's license or passport) in addition to the above-mentioned information.

Based on the specific threat level issued by the Department of Homeland Security, tours may be cancelled without prior warning.

**No tour will be accommodated without providing the above-mentioned documentation in advance.*