

Frequently Asked Questions

Is it safe? *Yes. You will not enter any areas that have been determined to be unsafe. You will not be exposed to chemical dusts or fumes. All walkways over water have guardrails and all stairs have handrails.*

Why am I being asked to sign a release form?

This is simply for the legal protection of both the tour participants as well as for WSA.

How long does a tour last? *It really depends of the size and age span of the tour group. Typically, about 2- 2 1/2 hours is sufficient.*

Can I bring a baby-stroller? *Yes, however, ramps are not available and you will encounter some stairs.*

Can I take pictures and/or video? *Yes, with on-site approval of the tour guide. WSA may also be taking pictures as you tour.*

Are there restrooms available? *Yes, at various locations throughout the tour.*

Is any material provided? *Yes. An informational brochure is provided for adults as well as some additional pamphlets. Children may also receive age appropriate materials such as coloring or activity books.*

Where do I park? *You will be instructed as to where to park upon your arrival at the plant. We can accommodate buses as well as up to 20 vehicles.*

How do I get there? *We are located at 4930 Gray Road. From Hwy 5 south, turn left onto Big A Road, go about ½ mile and turn left onto Gray Road. The plant is about ½ mile on the right.*

Will I see the reservoir? *No. The Dog River Reservoir and Recreational Complex is located about 5 miles from the plant off of Hwy 166.*

How large is the tour area? *The entire facility sits on about 78 acres of land; however, the area being toured is around 18 acres in size.*

What if I have trouble walking that far? *Just let us know ahead of time, we can provide a “virtual” tour in our training room.*

Are refreshments available? *Yes. There are two water fountains available as well as a drink and snack machine at the plant.*

Will the plant be producing water during the tour? *Yes. The plant operates 24 hours a day, seven days a week.*

Will we be inside or outside? *Both. About half of the tour is outside and about half is inside.*

What if it rains? *Tours can still be given during light rains, however if lightning is present the outside tour will be stopped.*