

EXHIBIT "A"

Protocol for Saturday Tours of West Basin's Edward C. Little Water Recycling Facility

1. Tours will normally be conducted once a month, on the second Saturday of the month unless there is a special event or holiday weekend. (First tour 13 Dec, followed by Jan 17, 2009, Feb 14, 2009, March 14, 2009, etc.)
2. Tours will start at 9:30 AM and finish by 11:00AM
3. Tour program coordinator is: Ron Wildermuth
4. West Basin staff who have volunteered to host the tours and be tour guides include: Paul Shoenberger, Fernando Paludi, Joe Walters, Wyatt Won, Marc Serna, Darryl Ramos - Young and Ron Wildermuth. Tour guides will commit to specific dates as primary tour guide and alternate dates as backup tour guide in the event of an emergency that would preclude a tour guide from fulfilling the tour guide obligation. Home and cell phone number will be provided to Public Affairs/Communications.
5. Tour guides will be responsible for the following on their tour day:
 - a. Notifying United Water's Plant Manager by e-mail a week in advance of the date of your tour and working out an unique details for your tour.
 - b. Tour participants are free to park in the plant parking lot.
 - c. United Water's Plant Manager will ensure the plant gates are open by 9 AM for tour participants, and will buzz in any early arrivals.
 - d. Tour will start in the big conference room and there will be a sign in sheet for visitors. (Noelle Collins will make up sign in sheets).
 - e. Tour guides will arrive at the plant no later than 9AM with donuts/muffins and coffee for 20 people on their tour day. (Starbucks & other coffee shops sell coffee in portable containers with cups and sweetners. Keep receipts for reimbursement.) Tour guides will be responsible for buzzing in through the main gate so that the control room knows that you have arrived. If for some reason the control room does not respond, United Water's Plant

Manager will provide a cell phone number as a back up. The control room will be responsible for opening the main gate and keeping it open until after the tour guide and participants have left from the tour.

- f. Tour guides will also unlock and lock the plant front doors, and notifying the control room of your departure at the end of the tour and prior to final locking of the plant front door and ensure all helmets are returned and the area is cleaned up following the tour.
- g. The tour guide will start the event with a short presentation on West Basin and Water Reliability 2020 and hand out WR 2020 support cards before or after the tour. If a Board member or two participate, the tour guide will support the Board member(s) as needed. The power point presentation to support the tour will be on the computer in the front of the conference room and on the F drive. Talking points for MF, RO and UV are on large signs at each location. Public Affairs has tour script for the tour guide's use, if needed. WR 2020 support cards will be collected and given to Ron Wildermuth on the following Monday.
- h. If it is raining, there will be 30 umbrellas in the storeroom in the front of the conference room. (Darryl Ramos-Young will purchase and store 30 umbrellas in the storeroom in front of the main conference room)
- i. After the short presentation, the tour will start at the water supply lighted panel and proceed to MF, RO and UV, followed by showing the guests the water. There are miniature plastic sampling cups available at the sampling port if a guest would like to taste the water. Following the tour, tour guides should escort the participants through the plant building and out the front plant door to ensure all participants leave the building. Collect WR 2020 support cards, if not already done. Any excess donuts and muffins should be given to the plant operators or put in their kitchen to prevent waste.
- j. All tour participants must have appropriate shoes and apparel. Children seven (7) years of age and above, accompanied by a parent and/or guardian, can participate. Younger children and children 7 to 18

unaccompanied by an adult cannot participate. Young people 18 and above can participate unaccompanied.

- k. Tour guides will share a key to the plant front door and the store room in the front of the conference room.

United Water's Plant Manager will provide a new key that fits both locations.

6. In the event of an accident or incident, Tour Guides will notify the control room at the plant and have United Water personnel assist in handling the emergency. After the situation has been dealt with, notify the General Manager, Public Affairs Manager and the Plant Manager via cell phone, if the situation warrants it, or if there is possible media coverage as a result.
7. Public Affairs will be responsible for placing an ad in various Division papers on a rotating basis a week before the Saturday tour notifying the communities of the tour, including dress and tour clothing and shoe requirements. Publicity for the tours will be rotated through the Divisions. Noelle Collins will design the newspaper advertisements. Public Affairs will also do a press release with similar information to be sent to community organizations, such as Chambers of Commerce, Rotaries, Kiwanis, etc., to advertise the tour. Temporary tour signage will also be done at the plant corner of Hughes Way and Sepulveda. Noelle Collins will develop and produce sign. United Waters' Plant Manager will ensure the sign is installed on the Monday morning before the tour date.
8. Charlene Jensen will be responsible for listing the tour dates on the weekly bulletin so that all Board members who wish to participate in the tour program may do so.