



NIAGARA FALLS WATER BOARD PUBLIC ACCESS POLICY

FACILITIES

The Niagara Falls Water Board (“NFWB”) is a public benefit corporation charged with producing and distributing safe drinking water and collecting and treating wastewater and stormwater. Its facilities constitute critical infrastructure and there are safety hazards associated with the industrial-type production and operations activities at NFWB sites. Accordingly, public access is limited to designated areas of the Water Treatment Plant only.

Members of the public are welcome to enter the visitor parking area and to transact business with the NFWB at the customer service window in the vestibule area during normal NFWB business hours. Privacy of customer information must be protected and individuals transacting business should not be recorded without their consent. The sidewalk in front of the Water Treatment Plant building may be accessed by the public for expressive activity provided that use of the sidewalk by others and the ability for entry and exit are not impeded and safety hazards are not created; no objects or structures may be placed. Stairs, landings, and access ramps must be kept clear for safety purposes. During public meetings, the lobby area and second-floor conference room are open to the public for the purpose of attending the public meeting and audio and video recording of the public meeting is authorized as per the NYS Open Meetings Law (but may not be conducted in a manner that is disruptive).

To preserve orderly operations and public and employee safety, visitors or filming/photography in areas designated as restricted or for employees only are not permitted without authorization from the Executive Director or his designee and an employee escort. Visitors authorized for facility tours must be accompanied by an employee at all times and must obey the employee’s instructions regarding areas to be accessed, required personal protective equipment, and permissibility of photography or video recording.

RECORDS

Many of the NFWB records that are of most interest to the public are posted to NFWB.org. To request other records, complete a Freedom of Information Law (“FOIL”) request. A form for FOIL requests is available from customer service during business hours and at NFWB.org. Records require review prior to disclosure and will not be immediately available. Within five business days of the receipt of a written request for a record that is reasonably described, you will receive correspondence either: making the record available; denying the request; or acknowledging receipt of your request and providing an estimate of when the records requested will be available (based on the reasonable time required to assemble the records and to review/redact for information that is not properly disclosed under FOIL). If the records you request require a fee to be paid, you will be notified prior to the records being released to you.