



INDIAN POINT 2

Communications

YEAR 2001 BUSINESS PLAN

Cynthia Brovanski

PLAN MANAGER:

Cynthia Brovanski

SUBMITTED

12-1-00
DATE

J. BAUMSTARK

SENIOR MANAGEMENT SPONSOR

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APPROVED

12/4/00
DATE

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1. Business Plan Summary

Communications

OVERVIEW:

As an integral part of the day-to-day activities within the station, Communications supports all Indian Point 2 goals and activities. Communications is the conduit for internal, corporate and external sources for accurate and timely information on Indian Point 2.

Communications relies on the support of Indian Point 2 senior management and departments for production of station newsletters, special bulletins, tours and visiting dignitaries. By departments utilizing Communications as the information conduit, we can decrease rumors, provide factual information and work towards positive public relations within the four counties surrounding Indian Point, with specific emphasis on the 10-mile Emergency Planning Zone.

Challenges and Opportunities:

Due to the heightened awareness and often, negative media coverage of Indian Point 2; the Alert on February 15, 2000; and Steam Generator Replacement Project (SGRP), the process of improving working relationships with the media and local communities in the 10-mile EPZ will be a major challenge.

Through regular Chamber of Commerce and Board of Director meetings and workshops, and working with Indian Point 3, we will be challenged to make our commitment to safety understood to all stakeholders. Our increased efforts in school and public nuclear education will provide balanced information that is currently lacking.

GOALS:

- Provide accurate and timely information to station personnel, corporate and local officials
- Partner with Corporate Con Edison and IP 3 for positive media coverage
- Improve the overall effectiveness of the Joint News Center facility
- Develop improved internal communication methods to increase overall communication and effectiveness

EXPECTED 2000 RESULTS:

- Increase awareness of Indian Point 2 issues to employees , specifically divestiture
- Improve process for recording visitor traffic, literature distribution, auditorium useage
- Improve efficiency and effectiveness during Emergency Planning drills at JNC
- Reduce time spent on daily/weekly publications and information gathering
- Increase visitor traffic to Energy Education Center and IP2 station
- Improve relationships with local elected officials

2. Action Plans:

ISSUE: Upgrade Electronic Messaging Capabilities At Various IP2 Locations				
GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
Develop improved internal communication methods to increase overall communication and effectiveness	1. Re-institute recorded message on plant status/special project status - on-going during outage periods	DelSonno	2/28/01	
	2. Oversee redesign of Communications Web Page	Monahan/Jones	3/01/01	
	3. Evaluate electronic sign and one-line messaging units for maximizing safety and environmental messages	DelSonno/ Monahan/ Indust. Safety	2/28/01	
ISSUE: Provide Consultation/Training For IP2 Departments On Communications Effectiveness				
GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
Develop improved internal communication methods to increase overall communication and effectiveness	1. Develop communications planning guidance for department heads	DelSonno	5/30/01	
	2. Oversee major communications initiatives for effectiveness using communications liaisons - (coordinate with IP3 National Toastmaster Program - i.e. safety, environmental, divestiture, INPO visits, NRC oversight activities)	DelSonno/ Widmer	5/30/01	

ISSUE: The Effectiveness of Internal Communications In Supporting IP2's Vision, Mission and Business Plan

GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
Develop improved internal communication methods to increase overall communication and effectiveness	1. Conduct self-assessment of internal plant communications utilizing Organizational Effectiveness Survey 2000	DelSonno	2/28/01	
	2. Develop improvement plans identified in self assessment to address differences including finding proposals as necessary	DelSonno	3/30/01	
	3. Establish communication effectiveness measures	Brovarski/Widmer DelSonno/ Exec. Review	1/30/01	
	4. Establish communications mechanism for informal face-to-face communications between line organizations and executives i.e. brown bag lunches, direct line sessions.	DelSonno/ Widmer	2/01/01	
	5. Develop and implement a formal communication plan for roll out of the 2001 Business Plan, and Station Routines for 2001	DelSonno	1/20/01	

ISSUE: Enhance Communications Skills Of Staff

GOAL	ACTIONS	OWNER	EXPECTED COMPLETION DATE	STATUS
Provide accurate and timely information to station personnel, corporate and local officials	1. Identify skill areas for improvement (5 Year Plan)	Brovarski	1/30/01	
	2. Develop training plan for overall upgrade of technical skills Desktop Publishing - Pagemaker Digital Photography Station specific training	DelSonno Monahan/Jones	2/28/01	
	1. Identify desktop publishing software and provide department training	Monahan/Jones	2/28/01	
	2. Participate in professional Communications seminars (minimum one per year)	DelSonno/ Widmer/ Brovarski	10/31/01	

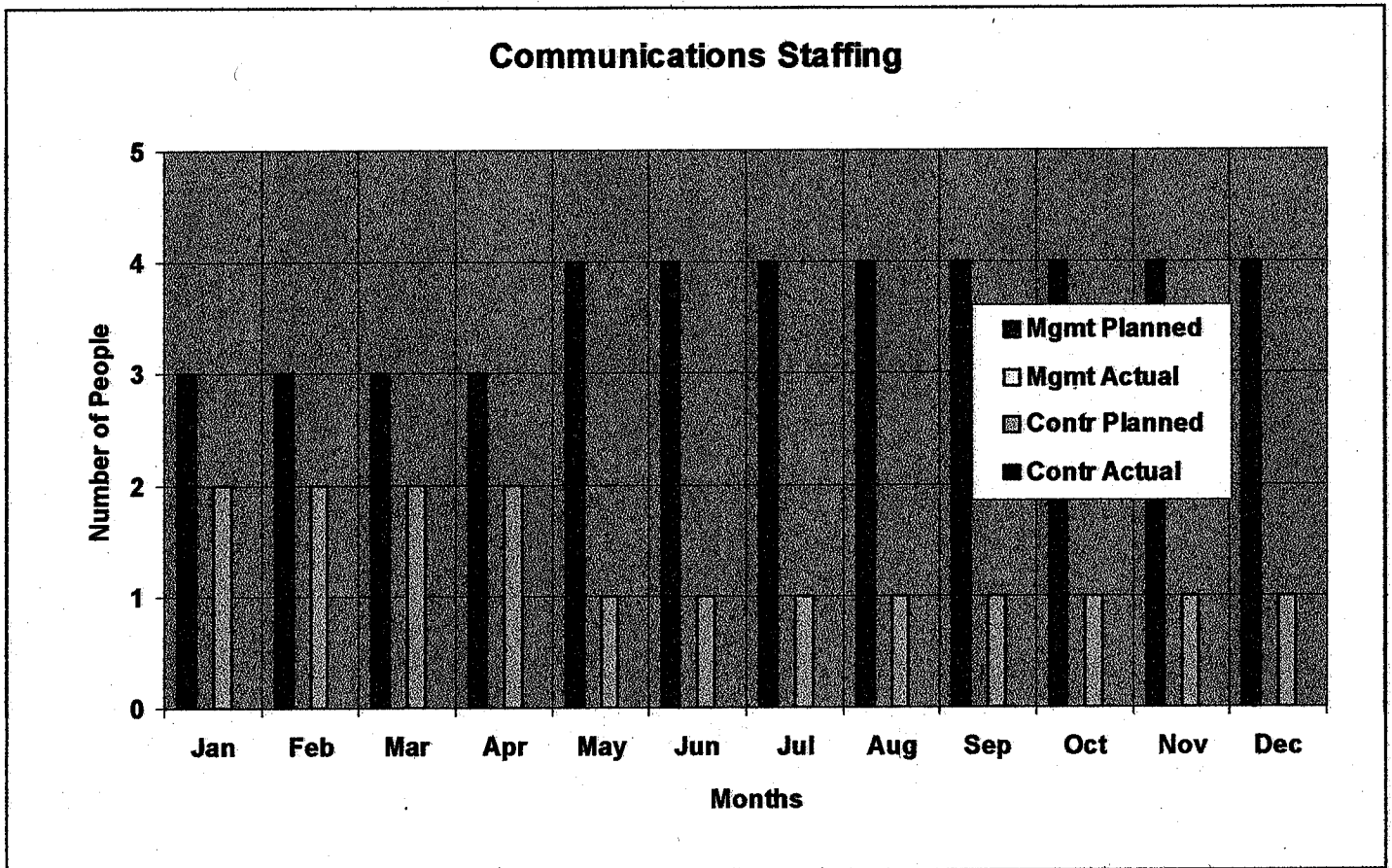
3. 2001 Approved Budget, Communications Department

	HUMAN RESOURCES												
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total
Management Weekly													
SUB TOTAL													
Contractors Weekly Overtime Hours													
	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTAL
Labor:													
Management Comp													
SUB TOTAL MANAGEMENT Weekly													
TOTAL LABOR													
Accounts Payable:													
Audio/Visual Services													
Office Temporaries													
Printing/Publishing													
Information Phamplet													
Food Services													
Community Outreach Projects													
Benchmarking/Training													
SUB TOTAL A/P													
All Other:													
Materials & Supplies													
P Card													
Petty Cash													
All Other													
SUB TOTAL ALL OTHER													
TOTAL NON-OUTAGE													
OUTAGE													

Indian Point 2
2000 Project Request

1) Title: Indian Point 2 Public Information				2) Project #: 4.2					
3) Description: Produce public information flier to provide basic information related to Indian Point site and nuclear energy for various schools and public groups. Flier will be mailed to area schools and various organizations, chambers, realtors within the four counties.									
4) Justification: Currently, IP 2 has no public information vehicle for distribution and use by the general public as does our neighboring station, IP 3. There is a need for this form of communication as evidenced by on-going requests from community leaders and regulators. Target audiences for these vehicles will include: educators, students, business and community leaders, elected officials, and members of the general public.									
5) Indian Point 2 Goals Supported:.									
Budget:									
Dept	Account	2000 + Prior		2001		2002 + Future		Project Total	
		Con Ed Hrs.	Outside \$s (000)	Con Ed Hrs.	Outside \$s (000)	Con Ed Hrs.	Outside \$s (000)	Con Ed Hrs.	Outside \$s (000)
Comm									
TOTALS:									
7) Lead Department: Communications					8) O & M: Capital:				
					XM: X				
9) Proposed By: Cynthia Brovanski							Date:		
10) Lead Dept. Mgr. Approval:							Date:		
11) 2000 Budget Approval By:							Date:		
12) Notes:									

5 Performance Measures



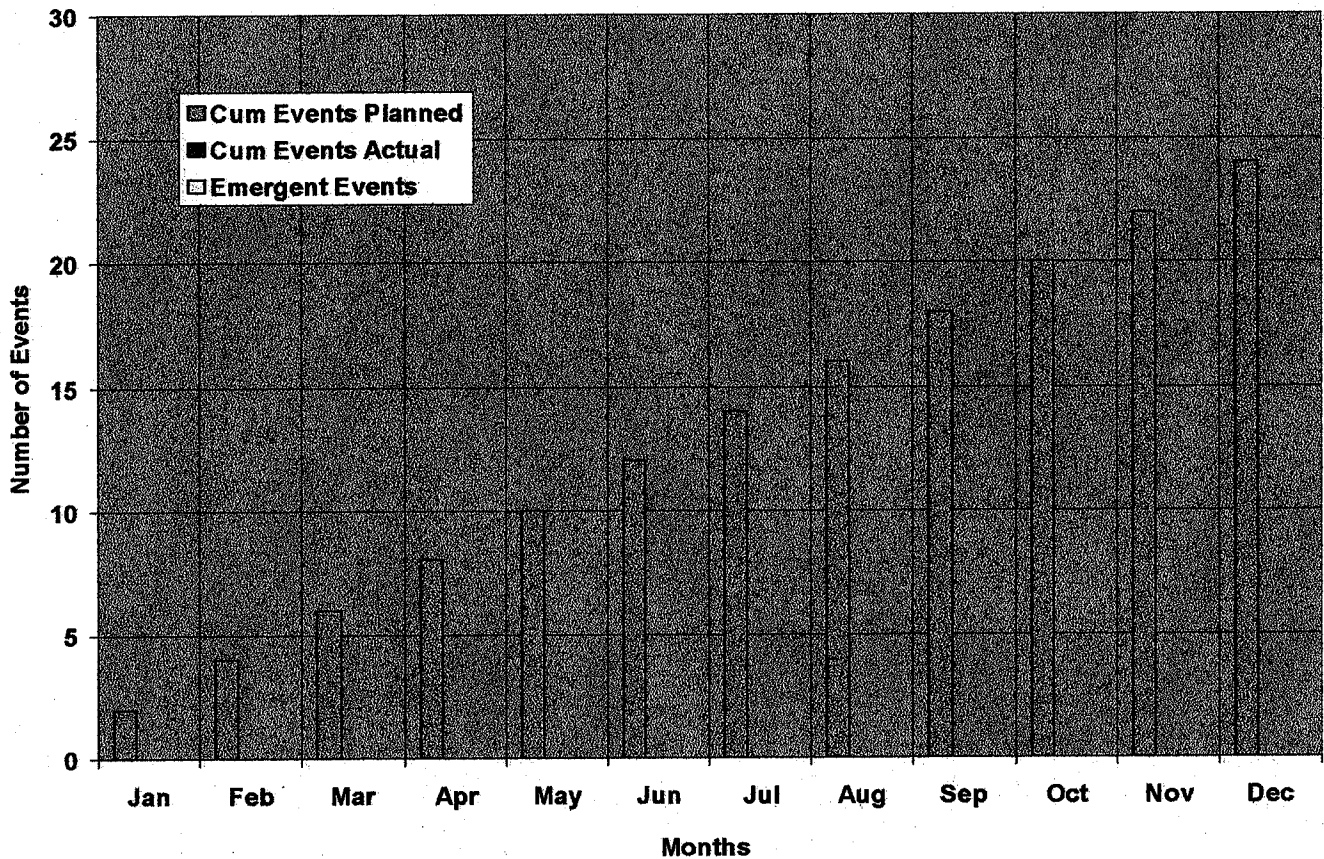
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Mgmt Planned	3	3	3	3	4	4	4	4	4	4	4	4
Mgmt Actual												
Contr Planned	2	2	2	2	1	1	1	1	1	1	1	1
Contr Actual												

Indicator Description:

This indicator shows the human resource plan, both Con Ed personnel as well as contractors, for 2001. The indicator will show the actual human resources verses the plan.

Analysis:

Community Outreach



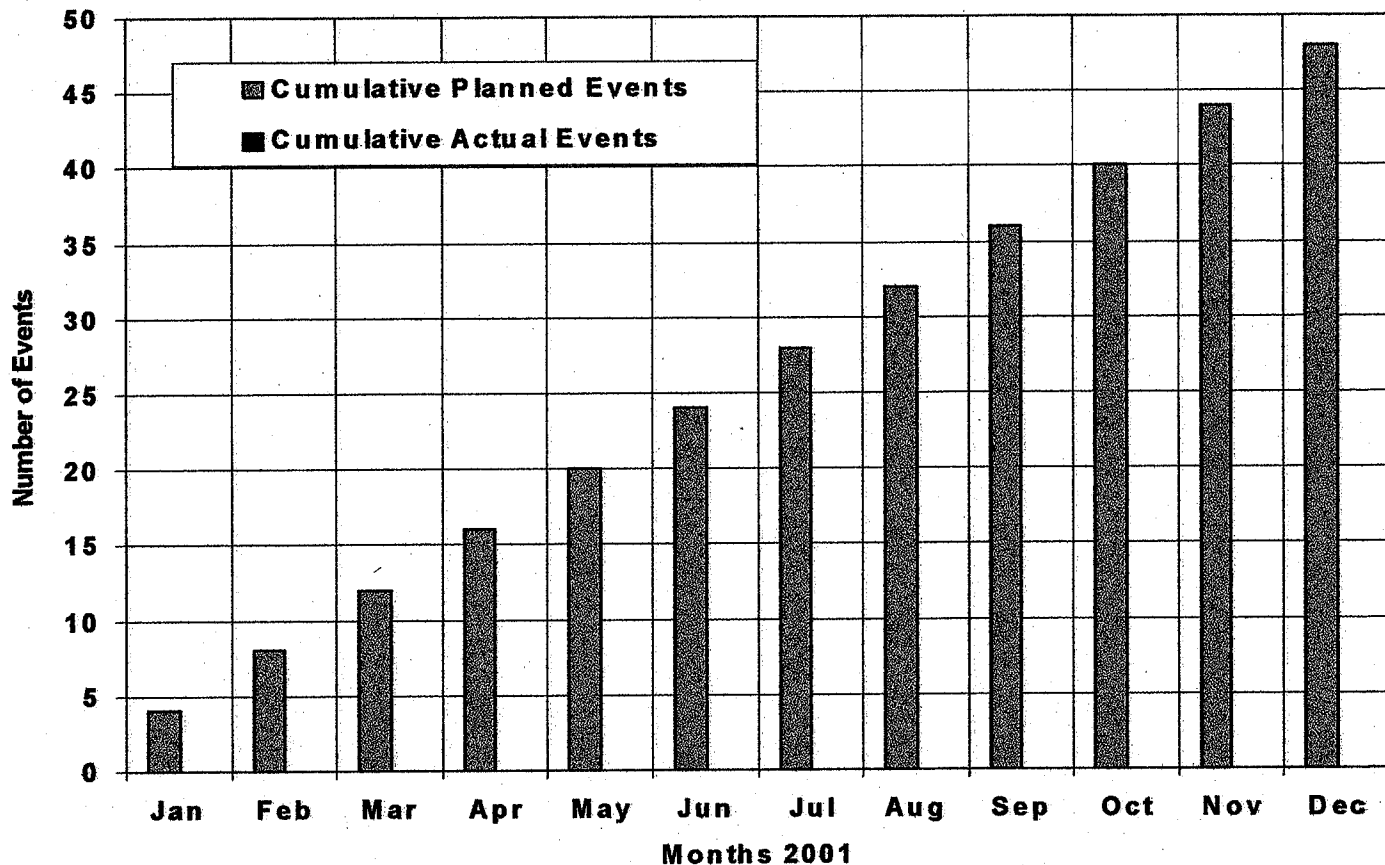
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cum Events Planned	2	4	6	8	10	12	14	16	18	20	22	24
Cum Events Actual												
Emergent Events												
# of Attendees												

Indicator Description:

This indicator shows the number of community outreach events such as Business Meetings, Business Expo, Publicity, Journal Ads, Fundraisers, FVFC, Elected Officials Updates, Health Seminars, etc. Performance against our plans will be shown in the indicator.

Analysis:

Outreach Education



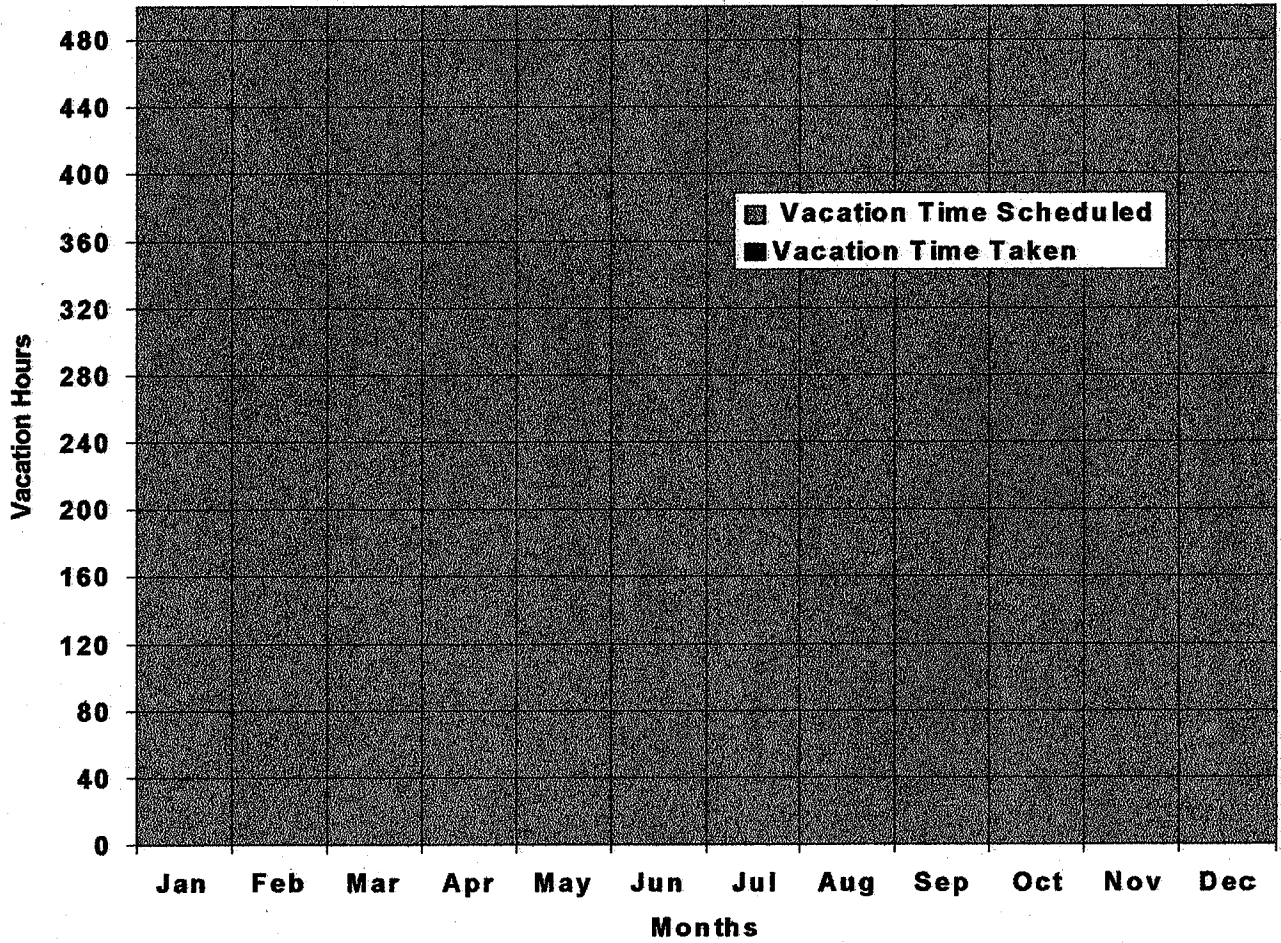
Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Cum. Events Planned	4	8	12	16	20	24	28	32	36	40	44	48
Cum Actual Events												

Indicator Description:

This indicator shows the plan for Outreach Education including events such as Plant Tours, Educational Presentations, both on and off site and Public Meetings.

Analysis:

Vacation Time

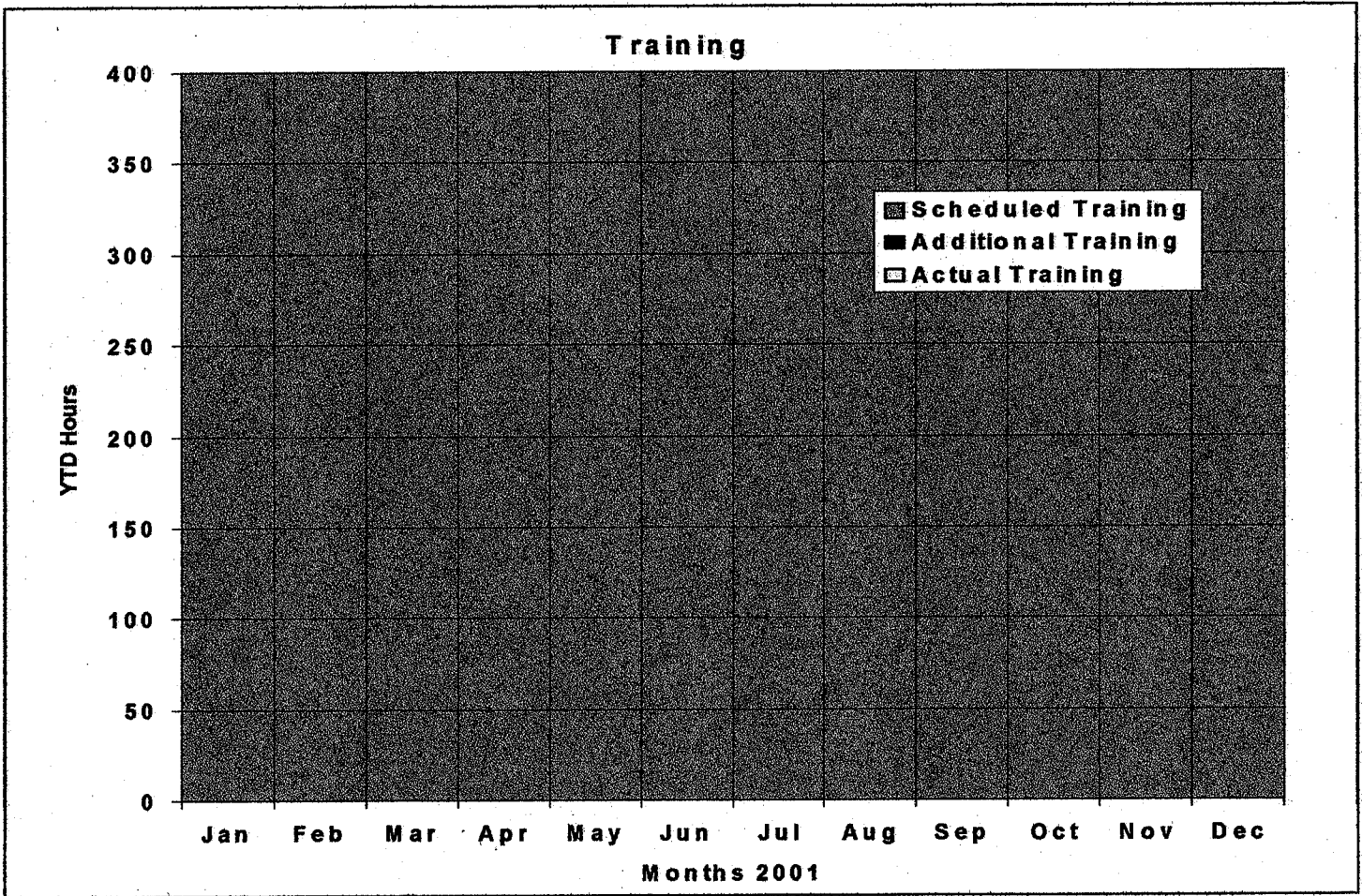


Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Vacation Time Scheduled												
Vacation Time Taken												

Indicator Description:

This indicator will be used to track the vacation time that has been scheduled and the vacation time that has been taken by the members of the Communications organization. The indicator will give some visibility to the planning for and use of vacation time to encourage full use of such time and it will provide management ongoing information for follow up action if need be.

Analysis:



Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Scheduled Trng												
Additional Trng												
Actual Training												

Indicator Description:

This indicator will show the cumulative scheduled training hours for the Communications organization plus additional training which may not be accredited by the Training Department, i.e Desktop Publishing training given by qualified staff with expertise and the actual cumulative training hours as the year progresses. This indicator highlights the importance of planning for the training and development of the skills of the Communications staff and for ensuring our staff is available for scheduled training.

Analysis:

Human Performance:

Performance indicators for Human Performance are included in the Corrective Action Group Business Plan. These indicators include an Event Free Clock and Human Performance Related Condition Reports which will be reported by Department. These performance indicators are not repeated here, however they are incorporated by reference to the Corrective Action Group 2001 Business Plan.

6.0 Appendices

6.1 Functional Responsibility

Communications is responsible for internal and external communications.

Employee Communications: Produce the Morning Meeting Highlights, the station newsletter, IP2 Update, weekly corporate highlights and other special plant bulletins such as the outage bulletins. Provides electronic sign messaging for employee interest information. Organizes communications sessions for station personnel with station executives, including Town Hall meetings with the site Vice Presidents.

Emergency Planning Communications: Responsible for internal public information emergency response team and emergency planning communications issues both of which are regulatory requirements. Supports county public information officers to insure team readiness through training and instruction. Manages the Joint News Center in conjunction with Indian Point 3. Maintains a public education program, which includes production and distribution planning of the "Planning for Emergencies" publication to all households in the ten-mile Emergency Planning Zone annually.

Media Relations: Provides crisis communications, places stories in the local weekly and industry media as warranted by Corporate Media Relations.

Government Community Relations: Develops and maintains working relationships with local elected officials and local community organizations. Represents the station position on nuclear issues at the federal, state and local level. Manages an education outreach effort, provides plant and industry information to the local public.

Multi Media Support: Provides photographic and video services along with presentation development services. Provides intranet design and logistical management for Communications internal web sites.

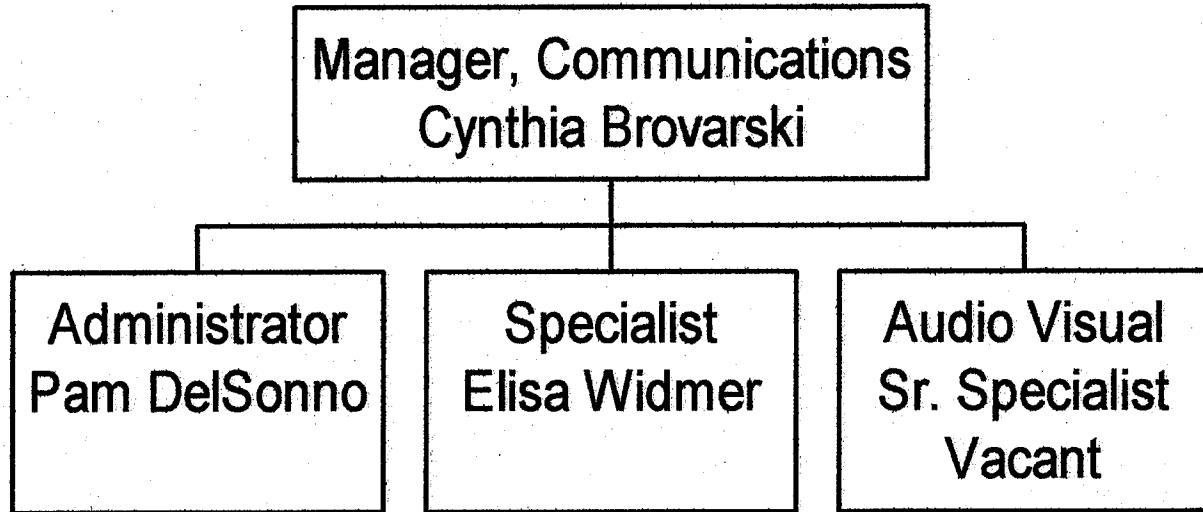
6.2 Personnel Information

<u>Name</u>	<u>Title</u>	<u>Highest Degree</u>	<u>Professional License</u>	<u>Professional Experience</u>	<u>Con Ed Experience</u>
MANAGEMENT					
C. BROVARSKI	MANAGER	H. S. GRADUATE	NONE	CUSTOMER SERVICE/ OPERATIONS/ PUBLIC AFFAIRS/ MGR. IPEEC MGR. IP2 COMMUNICATIONS	22 YEARS
P. DELSONNO	ADMINISTRATOR	GRADUATE MBA/BUSINESS	CERTIFICATE EEO – CORNELL UNIV.	CUSTOMER SVC. ORGANIZATION MGMT. TEAM LDR. MGMT. SKILLS COMMUNICATIONS	28 YEARS
E. WIDMER	SPECIALIST	BS BIOCHEMISTRY/ PHILOSOPHY	EMT LICENSE	MARKETING ORGANIZATIONAL MGMT.	11/00
WEEKLY					
NONE					
CONTRACTORS/TEMPORARY					
B. MONAHAN	AUDIOVISUAL SR. SPECIALIST	BS ORGANIZATIONAL MGMT.	NONE	AV EXPERIENCE FORK LIFT OPER./RAD. HP	11 YEARS
D. JONES	ASSOC. AV SPECIALIST	ASSOC. COMP. SCIENCE	NONE	COMPUTER PROG/ WEB PAGE DESIGN	3/00
OPEN OR REQUESTED					
1 Vacant	Audio Visual Assoc. Specialist				

Authorized Positions

	Management	Weekly	Contractors	COOP.	Totals
2000 Budget	3	0	2	0	3
2001 Budget Request	4	0	2	1	4
Change	1	0	0	1	1

6.3 Organization Chart



6.4 Operational Overview

This section covers routine, ongoing functions and activities of the organization.

Item	Project/Program	Description	Estimated Con Ed Hours	Estimated Outside Support \$'s (000)
6.4.1	Condition Reports	Complete CRs that contain: SL's, RFI'S, and ICA's. Hours are not broken out separately but are included in the items below.		
6.4.2	Internal Communications	Provide communications to employees and their families (newsletters, Special Updates, Management Bulletins, Web Pages, etc.)		
6.4.3	External Communications	Provide information to the public and government officials (participation in business and community events, updates to local public officials, "Elected Officials Day", etc.)		
6.4.4	Public Education/Info/Tours	Provide information and resources on Indian Point 2 and nuclear power, oversee the use of the Energy Education Center and conduct tours (\$10K), Conduct the Teachers Workshop (\$10K), Educational Literature/ Material purchase (\$12K)		
6.4.5	Media Communications	Provide information and act as a resource to the media on Indian Point 2. Host "Media Day" or Media education annually with IP 3.		
6.4.6	Community Relations/Support	Provide financial support to local charitable and non-profit organizations.		
6.4.7	Clerical Support/AV	Provide clerical support for the Communications functions (~1000 Hours)		
6.4.8	Audio Visual Support	Provide audiovisual support to Communications and overall Indian Point 2 organization. First 4 months continue contractor support, remaining 8 months "Con Ed" employee		

6.4.9	Emergency Planning	Support for emergency planning and participation in exercises and drills.		
6.4.10	Misc.	Petty Cash (\$5K), Material and supply costs (\$4K), P-Card/Building Services Costs (\$10K), Misc. (\$4K), Food Svcs. (\$2)		
6.4.11	Training/ Benchmarking	Complete all continuing and qualification training including GET, ESP, etc. Assume 2 wks x 4 people		
6.4.12	NRC Liaison, QA Audit Support, Self Assessments	Support for NRC licensing and inspection activities, QA audits and to conduct department planned self-assessments.		
6.4.13	Management & Supervision	Time spent in management and supervisory functions including planning, delegation and oversight of work. Assume 50% of Dept Manager time		
6.4.14	Emergent Work	Time allocated for work that emerges over the course of the year that must be done to support safe and reliable operation.		
6.4.15	Vacations, Holidays, Sick and Authorized Leave	V: 4 People 12 wks. total = 480 Hrs H: 4 People X 11Days ea. X 8 hrs = 352 Hrs S & AL: 4 People X 4 Days ea. X 8 hrs = 128 Hrs		
			Total Estimated Con Ed Person-Hours	
			Total Estimated Support \$'s (000)	

6.5 2001 Resource Plan

Section	Item	Estimated Con Ed Person-Hours	Con Ed Labor Dollars (000)	Estimated Outside Support \$'s (000)	Total Estimated Dollars (000)
6.4	Operational Overview				
4	Project Requests				
6.4 + 4	Total Resources Needed				
	APPROVED 2001 BUDGET				