

January 31, 2002

MEMORANDUM TO: Patricia G. Norry  
Deputy Executive Director for Management Services

FROM: Samuel J. Collins, Director \RA\ Jon Johnson for  
Office of Nuclear Reactor Regulation

SUBJECT: RISK COMMUNICATION AND PUBLIC OUTREACH INSIGHTS  
GAINED FROM THE INDIAN POINT UNIT 2 STEAM GENERATOR  
EVENT (TAC NO. MB2446)

The purpose of this memorandum is to provide your office with risk communication and public outreach insights gained from the Indian Point Unit 2 (IP2) steam generator tube failure that occurred in February 2000. My staff completed an evaluation of risk communication issues in response to Item 2.6 in the Steam Generator Action Plan. This item directs the staff to “[i]ncorporate experience gained from the IP2 event and the [significance determination process] into planned initiatives on risk communication and outreach to the public.” Because the Office of the Executive Director for Operations has the lead for agency communication and public outreach, we are sending you this evaluation for your review and incorporation into related agency initiatives, as appropriate.

The attached evaluation contains background information and our findings for incorporation into an agency-wide risk communication plan. The information will also be incorporated into a communication plan for steam generator events that is being developed in response to a staff requirements memorandum dated December 26, 2001.

The attachment does not address issues associated with NRC communication following the events of September 11, 2001. Modifications to the attached recommendations may be necessary, consistent with any changes in guidance or policy on agency communication resulting from the September 11, 2001, events. In addition, the attachment does not fully address the role of the Office of Public Affairs, an issue we believe also needs to be considered.

Attachment: As stated

CONTACT: Margie Kotzalas NRR/PMAS  
301-415-2737

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