

Sep. 26, 2002

Page 1 of 1

50-387/388

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THE FOLLOWING CHANGES HAVE OCCURRED TO THE HARDCOPY
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350 - 350 - PUBLIC INFORMATION MANAGER: EMERGENCY
PLAN-POSITION SPECIFIC PROCEDURE

REMOVE MANUAL TABLE OF CONTENTS DATE: 08/26/2002

ADD MANUAL TABLE OF CONTENTS DATE: 09/25/2002

CATEGORY: PROCEDURES TYPE: EP

ID: EP-PS-350

REMOVE: REV:13

ADD: REV: 14

UPDATES FOR HARD COPY **NOTE: Additional Tab** BUTED
WITHIN 5 DAYS IN A **Changes Attached**
PROCEDURES. PLEASE

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A045

PROCEDURE COVER SHEET

PPL SUSQUEHANNA, LLC		NUCLEAR DEPARTMENT PROCEDURE	
PUBLIC INFORMATION MANAGER: Emergency Plan-Position Specific Procedure			EP-PS-350 Revision 14 Page 1 of 3
<u>QUALITY CLASSIFICATION:</u> () QA Program (X) Non-QA Program		<u>APPROVAL CLASSIFICATION:</u> () Plant () Non-Plant (X) Instruction	
EFFECTIVE DATE: <u>9-25-2002</u> PERIODIC REVIEW FREQUENCY: <u>2 Years</u> PERIODIC REVIEW DUE DATE: <u>9-25-2004</u>			
<u>RECOMMENDED REVIEWS:</u> ALL			
Procedure Owner: <u>Nuclear Emergency Planning</u> Responsible Supervisor: <u>Special Assistant to the President</u> Responsible FUM: <u>Supervisor-Nuclear Emer. Planning</u> Responsible Approver: <u>Special Assistant to the President</u>			

PUBLIC INFORMATION MGR (PIM)

Emergency Plan-Position Specific Procedure

WHEN: Any SSES Emergency

HOW NOTIFIED: Conference call from the Control Room and paged

REPORT TO: Emergency Director, then Recovery Manager

WHERE TO REPORT: Media Operations Center (MOC) - initially at the SEIC and later the EMBC.

OVERALL DUTY:

Direct the PPL MOC organization to assure that timely, accurate information about the emergency is conveyed to the media, elected officials, and local residents in a manner that is clear, understandable, forthright, and sensitive.

MAJOR TASKS:

TAB:

REVISION:

Obtain a thorough understanding of the situation when alerted by the Control Room Communicator and/or page from Security that there is a problem.	TAB A	2
Begin and then continue to develop news material once you are well acquainted with the emergency.	TAB B	4
Notify selected media and public officials contacts and agency public information officers.	TAB C	4
Respond to inquiries and questions from news media, elected officials and community leaders.	TAB D	2
Take charge of rumor control at PPL.	TAB E	2
Staff the MOC with enough people to handle the expected work load.	TAB F	4
Continue to stay updated with current information.	TAB G	3
Plan for and conduct shift turnover of functions and information.	TAB H	3
Direct move to the MOC at the East Mountain Business Center, Wilkes-Barre, if necessary.	TAB I	3

SUPPORTING INFORMATION:

TAB:

Emergency Telephone Instructions	TAB 1
Emergency Organization	TAB 2
Logkeeping	TAB 3
Brief Non-Technical Description of EAL	TAB 4
Intentionally Blank	TAB 5
Emergency Classification	TAB 6
Public Protective Action Recommendation Guide	TAB 7
Control Room Notification Matrix	TAB 8
Notification Matrix (TSC)	TAB 9
EOF Notification Matrix	TAB 10
Intentionally Blank	TAB 11
Susquehanna Pre-Approved News Bulletins	TAB 12
Anticipated Question List	TAB 13
Previous Emergency Declarations at Susquehanna	TAB 14

REFERENCES:

SSES Emergency Plan

NUREG-0654, Planning Standards and Evaluation Criteria

NUREG-0731, Guidelines for Utility Management Structure and Technical Resources,
September 1980

MAJOR TASK:

Obtain a thorough understanding of the situation when alerted by the Control Room Communicator and/or page from Security that there is a problem.

SPECIFIC TASKS:

HOW:

1. Get key Plant Manager to update you on plant conditions.

NOTE:

The initial notification from the Control Room will consist only of transmitting the information on the Emergency Notification Report (EP-AD-000-310).

- 1a. Call Plant Duty Manager/ED/Shift Supervisor to find out:

- (1) Plant conditions.
- (2) What led up to this.
- (3) What errors, if any, were made.
- (4) Status now.
- (5) When problem occurred.
- (6) Reason for initial call.
- (7) Other questions geared to the nature of the incident.

2. Assess emergency so you can anticipate media involvement, duration, manning needs for the MOC, and level of outside interest, among other impacts.

MAJOR TASK:

Begin and then continue to develop news material once you are well acquainted with the emergency.

SPECIFIC TASKS:

HOW:

1. Contact the News Manager and provide instruction and advice for preparing news material, including 800 line for broadcast media and employee information line.
2. Direct the News Manager/Writer to begin developing initial news bulletin.
3. Obtain more detailed information about the emergency to give to News Manager/Writer for preparation of a news release.
4. Review and approve news release from News Manager/Writer.
5. Obtain approval of ED/RM for news release.

- 1a. Transfer what you know about the emergency and any sensitivities:
 - (1) Make sure he or she understands the basics of the situation. Ask for feedback or repetition, if necessary.
 - (2) Discuss content, focus, amount of detail, and other considerations.
- 5a. Request approval for pertinent facts only and log approval time.
- 5b. When CR/TSC is in command call the ED for approval of news release content.
- 5c. When the EOF is in command, direct the News Manager/Writer to have a hard copy of the news release delivered to the RM for approval.

MAJOR TASK:

Notify selected media and public officials contacts and agency public information officers.

SPECIFIC TASKS:

HOW:

- | | | |
|----|---|--|
| 1. | Begin these contacts within 45 minutes of the determination of an emergency and complete within 90 minutes. | |
| 2. | Make calls per TAB B of Media/ Public Officials Contact Procedure. | |
| 3. | Assign to others as they arrive at MOC. | |
| 4. | Place updating conference call to PEMA, LCEMA, and CCEMA public information officers. | 4a. Use 4902 and dial 196 or call individually. |
| 5. | Place updating call to NRC headquarters in Washington DC and/or Region I. | 5a. Use NEI resource book for telephone numbers. |
| 6. | Work to clear up any conflicting information before doing a news briefing. | |

MAJOR TASK:

Respond to inquiries and questions from news media, elected officials and community leaders.

SPECIFIC TASKS:

HOW:

1. Remove 759-2281, 759-2285, 759-4957, and 759-4903 from call-forwarding by accessing each line and dialing 195.
2. Make sure Media and Public Officials Contacts are kept up-to-date.
3. Hold briefings for reporters.
4. Answer phone inquiries.

2a. Periodic briefings by PIM or Tech Briefer.

NOTE:

The Technical Briefer usually answers any detailed questions.

MAJOR TASK:

Take charge of rumor control at PPL.

SPECIFIC TASKS:

HOW:

1. Provide a proper response on Rumor Control Form.

NOTE:

If any member of MOC Staff--Media Contact, Communicator, clerical support or any other, picks up a rumor over the phone, remind them they should document it on the Rumor Control Form, then give it to you.

2. If necessary, check with the ED/RM or someone else in the emergency organization to assess the validity of the rumor.
3. Pass on information you receive when you feel it may be of value to the ED/RM or someone else.
4. Once you've written or otherwise suggested a response, give the form to the Communicator or Tech Briefer.
5. If you are unavailable or in a briefing, the Communicator or Tech Briefer could answer the question.
6. If the rumor appears to be widespread, your answer may be used in response to next caller who poses the question.

MAJOR TASK:

Staff the MOC with enough people to handle the expected work load.

SPECIFIC TASKS:

HOW:

- | | |
|--|---|
| 1. Make sure people are called out for the emergency positions. | 1a. This will be delegated to MOC Admin. Coordinator. |
| 2. Brief facility personnel, including insight into the sensitivities of the situation. | |
| 3. If the emergency seems to be of sufficient length, contact the News Manager to have writers relocate from Allentown to the MOC. | |
| 4. If staffing is inadequate to handle all public telephone inquiries, consider call forwarding to Customer Contact Center. | |

MAJOR TASK:

Continue to stay updated with current information.

SPECIFIC TASKS:

HOW:

1. Once the TSC is manned, maintain contact with the ED through the conference call.
2. Take part in the Recovery Manager's conference, once the EOF is manned.
 - 2a. Be prepared to present MOC priorities during this conference.
 - 2b. The Recovery Manager will keep you informed of significant events between conference calls.
 - 2c. The PIM may designate someone to take part in the Recovery Manager's conference when he is not available.
3. Meet with the MOC Communicator and Technical Briefer to develop mutual understanding of information.

MAJOR TASK:

Plan for and conduct shift turnover of functions and information. Determine how long scheduled shifts should be and when turnover should take place; then conduct briefings for the MOC Emergency Organization. Make sure information and functions that are in progress during shift relief are turned over smoothly.

SPECIFIC TASKS:

HOW:

- | | |
|---|---|
| 1. Assess the duration of the Emergency. | 1a. To estimate the emergency's duration, consider these conditions: <ul style="list-style-type: none">(1) Current reactor status.(2) Emergency classification.(3) Big Picture analysis.(4) Present and future evolutions.(5) Current Rad conditions. |
| 2. Determine long term MOC manning needs. | 2a. Instruct the MOC Admin. Coordinator to call out 2nd shift. <ul style="list-style-type: none">(1) Shifts can be manned by a mixture of Primary and Relief Contacts, depending on who is on-call and who can be contacted.(2) If either the Primary or Relief contact is unavailable, make sure the Alternate contact assumes one of the shift positions.(3) Initial manning may last from one day to several weeks, depending on the nature of the emergency.(4) Provide shift overlap for all Managers and their Staffs. |
| 3. Direct the MOC Administrative Coordinator to tell relieving personnel the time they are to report. | |

SPECIFIC TASKS:

HOW:

- | | | |
|----|--|---|
| 4. | Remain at your duty station with full responsibility until properly relieved. | |
| 5. | Make sure all Staff going off duty relay pertinent information to their counterparts. | 5a. Instruct staff on what to relay, and what to withhold. In short, Staff should: <ul style="list-style-type: none">(1) Relay pertinent information and data.(2) Discuss in detail only that information that is directly related to their own function.(3) Review logbooks and status boards, as necessary. |
| 6. | If any relieving Staff are absent, make substitutions. | 6a. When relieving Staff are absent for any reason: <ul style="list-style-type: none">(1) Identify substitute Staff from one of the manning schedules.(2) Have them called in. |
| 7. | Advise out-going Staff about any protective actions that should be taken when they leave the facility. | |
| 8. | Brief the relieving PIM on the status of both the emergency and shift turnover. | 8a. Make sure the relieving PIM is fully briefed: <ul style="list-style-type: none">(1) Brief the PIM on all pertinent emergency information and data (see 1a).(2) Make PIM aware of initial and long-term manning schedules in the MOC. |

MAJOR TASK:

Report or move to the MOC at the East Mountain Business Center in Wilkes-Barre, when an alert or higher is declared.

SPECIFIC TASKS:

HOW:

1. Call the Support Services Manager to begin making arrangements.
2. Call the ED or RM to advise that all communications have been transferred to the Wilkes-Barre MOC.
3. Close the Susquehanna Energy Information Center when staff support and needed equipment have been moved.

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SUSQUEHANNA PRE-APPROVED NEWS BULLETINS

The pre-approved news bulletins reside on the PP&L Network:

- X drive: x:\Exec\Corpcom\Nucdrill
- C drive of MOC Writer's computer only: C:\Nucdrill

THIS IS A DRILL - - NOT FOR EXTERNAL USE

BULLETIN #X

TIME: XX:XX a.m./p.m. EDT/EST

DATE: XX/XX/XX

Source: Media Operations Center, (570) 759-2285

'Unusual Event' Declared at PPL's Susquehanna Nuclear Power Plant

BERWICK, Pa. (DATE)-An "unusual event" was declared at PPL's Susquehanna nuclear power plant near Berwick, Pa. at [TIME EDT/EST] on [DAY] (XX/XX) because [EXPLANATION].

An unusual event means a minor problem has occurred at the plant that could reduce plant safety. No action by the general public is required. An unusual event is the lowest of the four emergency classifications established by the U.S. Nuclear Regulatory Commission for nuclear power plants.

PPL has notified Luzerne and Columbia county emergency management agencies, as well as the Pennsylvania Emergency Management Agency, which are coordinating support services as needed. The company also has notified the Nuclear Regulatory Commission.

Details to follow.

The Susquehanna plant, located in Luzerne County about seven miles north of Berwick, is owned jointly by PPL Susquehanna LLC and Allegheny Electric Cooperative Inc. and is operated by PPL Susquehanna.

PPL has activated its Media Operations at the Susquehanna Energy Information Center along Route 11, seven miles north of Berwick. The phone number is 570-759-2285.

PPL Susquehanna LLC is a member of the PPL family of companies, PPL Corporation is a global energy company headquartered in Allentown, Pa.

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Note to Editors: A Nuclear Reporter's Notebook for the Susquehanna plant is available on the PPL media Web site under the Energy Beat section. The notebook provides specific plant and general nuclear energy information. [Sound clips also are available on PPL's news line at 1-888-228-7778.]

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BULLETIN #X

TIME: XX:XX a.m./p.m. EDT/EST

DATE: XX/XX/XX

Source: Media Operations Center [(570) 759-2285 / (570) 831-6300]

'Alert' Declared at PPL's Susquehanna Nuclear Power Plant

BERWICK, Pa. (DATE)-An "alert" was declared at PPL's Susquehanna nuclear power plant near Berwick, Pa. at [TIME EDT/EST] on [DAY] (XX/XX) because [EXPLANATION].

An alert means a problem has occurred at the plant that may affect plant safety. No action by the general public is required. An alert is the second lowest of the four emergency classifications established by the U.S. Nuclear Regulatory Commission for nuclear power plants.

PPL has notified Luzerne and Columbia county emergency management agencies, as well as the Pennsylvania Emergency Management Agency, which have staffed their emergency centers and activated support services in accordance with their emergency plans. The company also has notified the Nuclear Regulatory Commission.

Details to follow.

The Susquehanna plant, located in Luzerne County about seven miles north of Berwick, is owned jointly by PPL Susquehanna LLC and Allegheny Electric Cooperative Inc. and is operated by PPL Susquehanna.

PPL has activated its Media Operations at the [Susquehanna Energy Information Center along Route 11, seven miles north of Berwick OR East Mountain Business Center just off Route 115, south of Wilkes-Barre, Pa.]. The phone number is [(570)-759-2285 OR (570) 831-6300].

PPL Susquehanna LLC is a member of the PPL family of companies. PPL Corporation is a global energy company headquartered in Allentown, Pa.

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BULLETIN #X

TIME: XX:XX a.m./p.m. EDT/EST

DATE: XX/XX/XX

Source: Media Operations Center (570) 831-6300

'Site Area Emergency' Declared at PPL's Susquehanna Nuclear Power Plant

BERWICK, Pa. (DATE)-A "site area emergency" was declared at PPL's Susquehanna nuclear power plant in Luzerne County near Berwick, Pa. at [TIME EDT/EST] on [DAY] (XX/XX) because [EXPLANATION].

A site area emergency means events have occurred at the plant that has affected or may affect major plant safety systems. [Any radiation releases are not expected to exceed federal limits beyond plant property and no action by the general public is required.] A site area emergency is the second highest of the four emergency classifications established by the U.S. Nuclear Regulatory Commission for nuclear power plants.

PPL has notified Luzerne and Columbia county emergency management agencies, which have staffed their emergency centers and activated support services in accordance with their emergency plans. The company also has notified the Nuclear Regulatory Commission.

Details to follow.

The Susquehanna plant, located in Luzerne County about seven miles north of Berwick, is owned jointly by PPL Susquehanna LLC and Allegheny Electric Cooperative Inc. and is operated by PPL Susquehanna.

PPL has activated its Media Operations Center at the East Mountain Business Center just off Route 115, south of Wilkes-Barre, Pa. The phone number is 570 831-6300.

PPL Susquehanna LLC is a member of the PPL family of companies. PPL Corporation is a global energy company headquartered in Allentown, Pa.

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BULLETIN #X

TIME: XX:XX a.m./p.m. EDT/EST

DATE: XX/XX/XX

Source: Media Operations Center (570) 831-6300

'General Emergency' Declared at PPL's Susquehanna Nuclear Power Plant

BERWICK, Pa. (DATE)-A "general emergency" was declared at PPL's Susquehanna nuclear power plant near Berwick, Pa. at [TIME EDT/EST] on [DAY] (XX/XX) because [EXPLANATION].

A general emergency means events have occurred at the plant, or are imminent, involving failures to plant safety systems that are needed for public protection. [Radiation releases are expected to exceed federal limits beyond plant property. The public is asked to tune into an Emergency Alert System radio or television station for official information and instructions.] A general emergency is the highest of the four emergency classifications established by the U.S. Nuclear Regulatory Commission for nuclear power plants.

PPL has notified Luzerne and Columbia county emergency management agencies, which are fully operational and are taking action needed to protect public health and safety.

Details to follow.

The Susquehanna plant, located in Luzerne County about five miles north of Berwick, is owned jointly by PPL Susquehanna LLC and Allegheny Electric Cooperative Inc. and is operated by PPL Susquehanna.

PPL has activated its Media Operations Center at the East Mountain Business Center just off Route 115, south of Wilkes-Barre, Pa. The phone number is (570) 831-6300.

PPL Susquehanna LLC is a subsidiary of the PPL Corporation family of companies. PPL Corp. is a FORTUNE 500® global energy company based in Allentown, Pa.

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