



Department of Energy

Nevada Operations Office
P. O. Box 98518
Las Vegas, NV 89193-8518

December 18, 1996

U.S. Nuclear Regulatory Commission
Washington, DC 20555

Dear U.S. Nuclear Regulatory Commission:

We have developed the enclosed Customer Service Plan for the DOE Nevada Operations Office Assistant Manager for National Security organization. The purpose of this Customer Service Plan is to provide both a shared customer focus for our employees and information on our capabilities, the range of our activities, and points of contact within our organization.

The Customer Service Plan identifies specific goals for 1997. We expect to update this plan as we accomplish the stated goals and develop new goals for the future. We therefore invite your comments on the plan, our goals, and most of all our service to you, our customer.

Sincerely,

Joseph N. Fiore
Assistant Manager
for National Security

Enclosure:
As stated

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