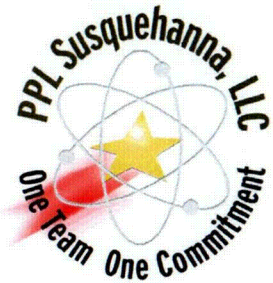
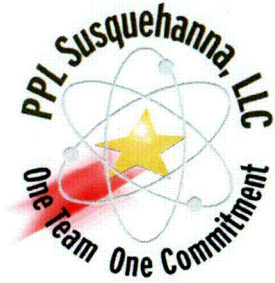


NRC Annual Assessment Meeting
April 27, 2004



PPL Susquehanna Team

- **Bryce Shriver** **Senior VP and Chief Nuclear Officer**
- **Rich Anderson** **Vice President - Nuclear Operations**
- **George Jones** **Vice President - Special Projects**
- **Bob Saccone** **General Manager - Nuclear Engineering**
- **Al Wrape** **General Manager - Nuclear Assurance**
- **Terry Harpster** **General Manager - Plant Support**



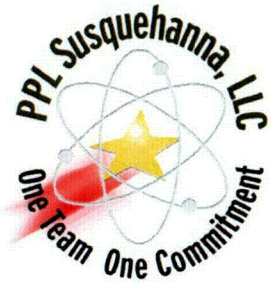
Strategic Objectives

- **Exemplary Safety Performance**
- **Operational Excellence**
- **Excellent Financial Performance**
- **Exceptional Teamwork and Commitment**

PPL Susquehanna

Building for the Future





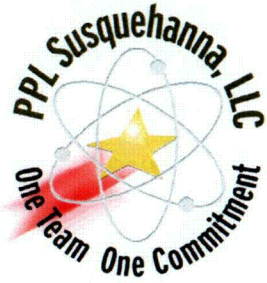
Problem Identification and Resolution

- **Objective - learn from events to improve Susquehanna performance.**
- **2004 Key Initiative actions:**
 - ⇒ **Clarify standards**
 - ⇒ **Improve procedures, training and job aids**
 - ⇒ **Increased use of trending and operational experience**
 - ⇒ **Improve accountability**
 - ⇒ **Strengthen independent internal reviews**



Human Performance and Industrial Safety

- **Objective - apply proven techniques to avoid injuries and reduce human errors.**
- **Actions successfully reduced significance and number of Operator performance findings.**
- **Broadly address issue and accelerate our improvement efforts:**
 - ⇒ **individual worker focus - human performance simulator**
 - ⇒ **procedure improvements**
 - ⇒ **supervisory coaching and oversight**

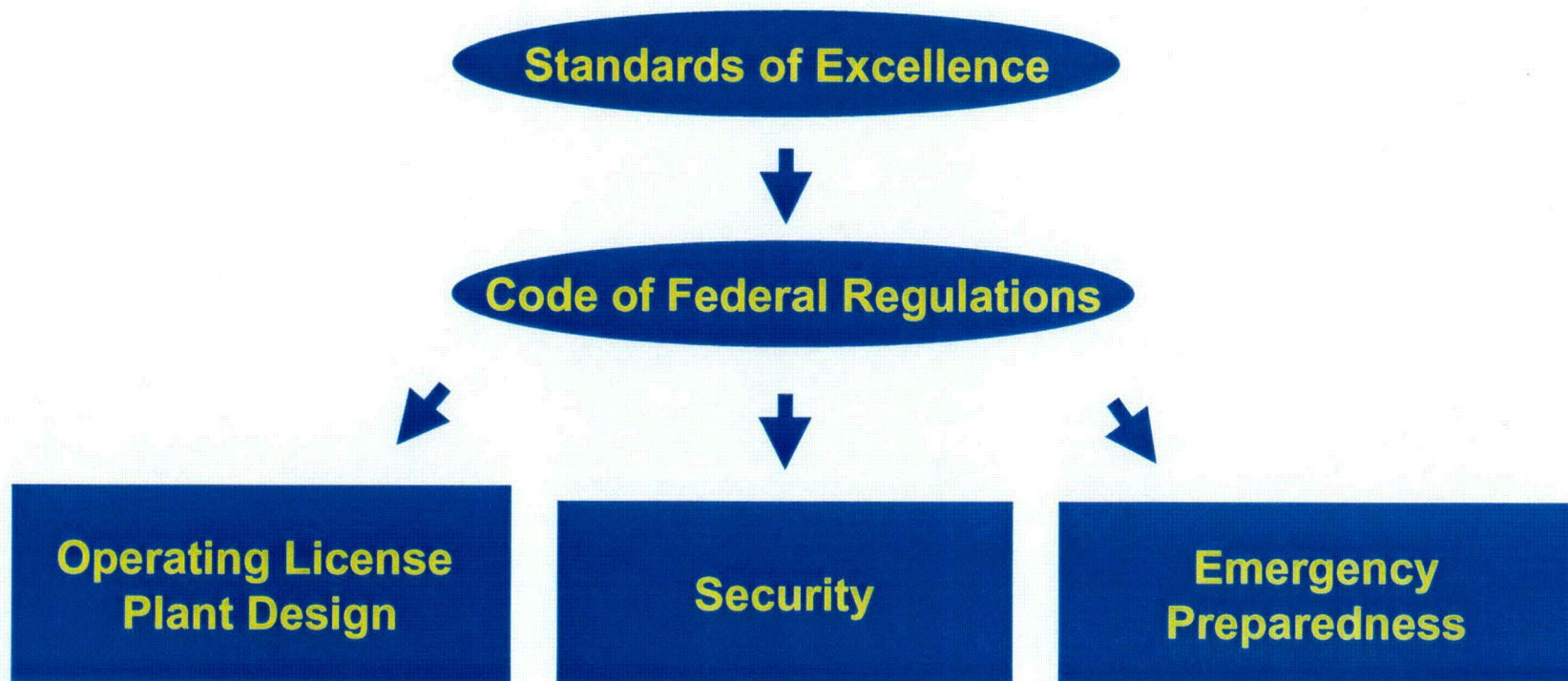


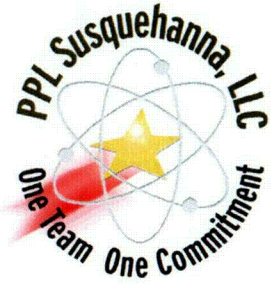
Achieving Excellence in a Competitive Environment

- **Operate and Maintain Plant for Safe and Reliable Performance**
- **Carefully Planned Actions to Grow Revenue**
- **Well-Considered, Conservative Decisions to Reduce Costs**

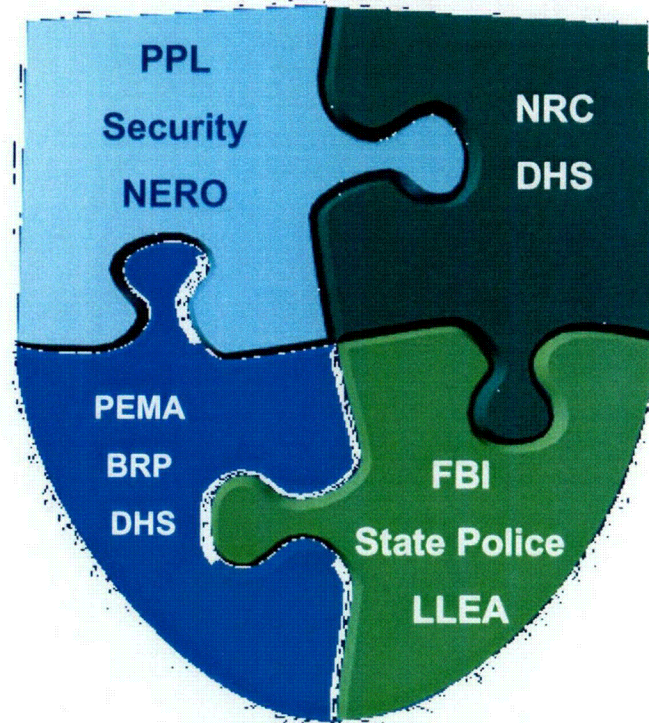


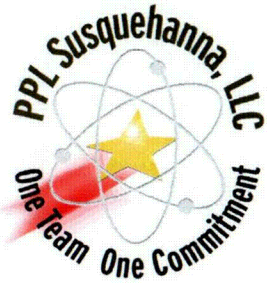
Nuclear Safety, Security, and Emergency Preparedness





Integrated Team



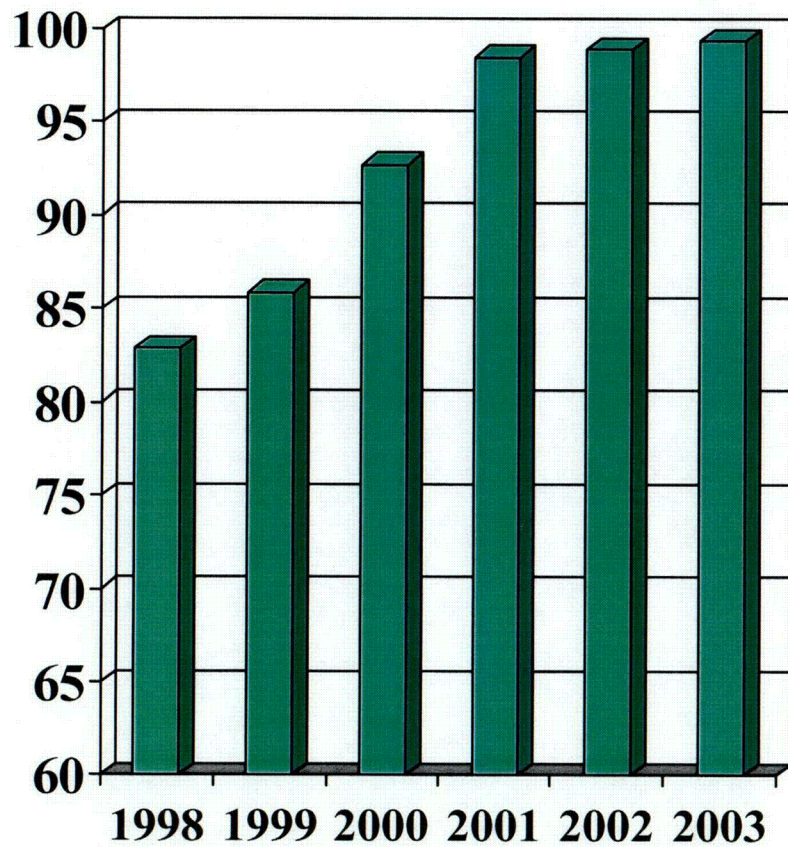


Future Initiatives

- **License Renewal**
- **Extended Power Uprate**
- **Dry Fuel Storage**



Station Performance Index



Index Parameters

- Safety System Performance
- Fuel Reliability
- Industrial Safety
- Radiation Exposure
- Unplanned Shutdowns
- Chemistry Performance
- Station Availability

