

CV
From: Cynthia O'Daniell
To: David Vito
Date: 3/9/04 11:06AM
Subject: Comments and Questions on PSEG resp 2/27 to NRC review of Work Environ.....

see attached

B-97

**Comments and Questions on PSEG response of 2/27/04 to
NRC review of Work Environment**

1. One of the biggest challenges in your reviews, as we see it, is to make sure that individuals, throughout the organization and at all levels, will talk freely and in detail on these sensitive subjects. Please describe your efforts to ensure that you are able to get good information in your reviews. (Followup questions would provide the review/interview techniques, e.g. how interviewees were selected, how interviews are done, and how you make sure you get to issues that have created controversy, how you ensure folks will not be intimidated by the process, etc.)
2. The 2/27 PSEG response says in a couple places that you are trying to "enhance" the work environment -- "enhance" connotes efforts to improve something that is already a strength -- please explain.
3. How much detail will you be providing to NRC regarding the results of the Synergy, USA, and IAT reviews?
4. To what extent are results of your own assessments thus far (Synergy survey, USA review, other reviews) consistent with our interim results provided in our January 28th letter?
5. Your letter (on pages 2 and 5) refers to immediate actions to emphasize the importance of a SCWE, including training of managers -- please provide more detail on the training of managers. Also, how are you gauging the effectiveness of other immediate actions?
6. On page 3, PSEG outlines the framework to be used for the independent assessment teams (IAT) findings and recommendations. The fourth item is "management" effectiveness in resolving retaliation and chilling affect issues". This description connotes a fairly high threshold for identifying issues as problems in this area. Please explain.

Blough Comments
3/8/04