Official Transcript of Proceedings

NUCLEAR REGULATORY COMMISSION

Title:

Interview of

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Docket Number:

1-2003-051F

Location:

Salem, New Jersey

Date:

Wednesday, October 22, 2003

Work Order No.:

NRC-1165

Pages 1-52

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FOIA- 2005-194

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1	UNITED STATES OF AMERICA
2	NUCLEAR REGULATORY COMMISSION
3	+ + + +
4	OFFICE OF INVESTIGATIONS
5	INTERVIEW
6	x
7	IN THE MATTER OF: :
8	INTERVIEW OF 70: Docket No.
9	: 1-2003-051F
10	(CLOSED) :
11	x
12	Wednesday, October 22, 2003
13	
14	NRC Resident Inspector's Office
15	Salem Generating Station
16	Salem, New Jersey
17	
18	The above-entitled interview was conducted
19	at 11:29 a.m.
20	
21	BEFORE:
22	Special Agent MARK A. MULLEN
23	
24	
25	
1	NEAL D. CDOCC

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1	APPEARANCES:
2	
3	On Behalf of the Witness,
4	CHARLES HESSLER
5	Of: IBEW Local 94
6	219 Franklin Street
7	Hightstown, New Jersey
8	(609) 426-9702
9	
10	ALSO PRESENT:
11	SCOTT BARBER
12	
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11:29 a.m.

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SPECIAL AGENT MULLEN: Today is Wednesday,
October 22, 3003. The time now is approximately 11:29
a.m. For the record, this is an interview of Can you spell your last name for the

record, sir?



SPECIAL AGENT MULLEN: You are employed at the Salem Generation Station owned by PSEG. Are you a



That's correct.

SPECIAL AGENT MULLEN: The location of this office is NRC Resident Office. My name is Mark A. Mullen. I'm a Special Agent with the Office of Investigations Region I King of Prussia, Pennsylvania. Scott Barber, a Senior Project Engineer, is also present for this interview. Additionally, will be represented by Charles Hessler who is a business agent of IBEW, is that correct?

MR. HESSLER: Yes, Local 94.

SPECIAL AGENT MULLEN: Is it your desire,

to have Mr. Hessler present here today?

Is it necessary?

SPECIAL AGENT MULLEN: It's your choice.

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1	That's the way I look at it.
2	I understand I would talk to
3	you, and if I needed any help I would get it.
4	SPECIAL AGENT MULLEN: Let's take a short
5	recess here.
6	(Whereupon, the foregoing matter went off
7	the record and went back on the record.)
8	SPECIAL AGENT MULLEN: We're back on the
9	record. The time now is approximately 11:32 a.m.
10	Again, the question remains. Do you want
11	Mr. Hessler here present today for this interview?
12	Yes.
13	SPECIAL AGENT MULLEN: Thank you.
14	Do I get privilege to
15	whatever is said here, not so much the tape but
16	whatever comments you have?
17	SPECIAL AGENT MULLEN: Well, no, and I was
18	going to get to that right now. Let me just go over
19	this, and then I think I will answer your question.
20	This interview is being recorded. It will be
21	transcribed later. As part of that, if there is a
22	reason to come back here, which there will be at some
23	point, we can work out where you can, if you would
24	like to, you can make the request. We can arrange for
25	you to review your transcript if you so desire.

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However, you won't get a copy of it. After an investigation, you can FOIA it through the Freedom of Information Act. But you can't get a copy of it until it's after. Again, you have to FOIA and certain things would be taken out. Bottom line is you can review it. You just can't make copies of it and that sort of thing. Okay?



Okay.

SPECIAL AGENT MULLEN: The subject matter of this interview concerns safety conscious work environment at Salem, safety versus productivity, and those types of issues. Do you understand that?



SPECIAL AGENT MULLEN: Would you please stand, sir, and raise your right hand to be sworn in? WHEREUPON,



was called as a witness and, having been first duly sworn, was examined and testified as follows:

SPECIAL AGENT MULLEN: Please have a seat. Generally before we get into the subject matter, briefly, if you don't mind, a little bit about yourself. Your date of birth and place of birth.



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SPECIAL AGENT MULLEN: Your current home 1 2 address. 3 4 Home telephone SPECIAL AGENT MULLEN: 5 number. 6 7 SPECIAL AGENT MULLEN: Work telephone 8 9 number. 10 11 SPECIAL AGENT MULLEN: Is there any education or military that you would like to highlight 12 13 for the record? If not, could you please explain briefly your nuclear power industry experience and 14 then more detail in the last three to five years of 15 what you have been doing? 16 17 18 19 20 21 22 23 24 25 **NEAL R. GROSS**

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I hope that adds up.

SPECIAL AGENT MULLEN: Absolutely.



That's ball park.

SPECIAL AGENT MULLEN: As we started this interview, Ι mentioned safety conscious work environment here at Salem and safety versus productivity. Hopefully that got you thinking. Ι told you a little bit about that before the interview today. I'm sure there are some things that you would like to get into. We're going to give you the opportunity to get into that.

At the same time, there are just some general questions I would like to ask you first. That will start you down that line, and then go ahead and run with it. Let me start off here with some general questions. Have you ever participated in any formal or informal surveys regarding the safety culture at Salem or Hope Creek?



Yes.

SPECIAL AGENT MULLEN: Can you tell me when approximately?

We just did one that I participated in within the last month. I don't think the results are out yet, but I was handing out the

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1	surveys. I did participate in it.
2	SPECIAL AGENT MULLEN: Had you
3	participated in the past in that type of program?
4	No.
5	SPECIAL AGENT MULLEN: Any reason why?
6	Because I didn't feel they
7	listened to what we had to say, and I didn't feel that
8	they got back to us on the information we provided.
9	I felt it was very ambiguous the way they asked the
10	questions. You could interpret it any way you wanted,
11	so I didn't think there was any value added to what
12	they did.
13	SPECIAL AGENT MULLEN: When you say
14	"they," you are just speaking of management in
15	general.
16	Management in general,
17	surveys in general. If they are not done well, you
18	can pretty much interpret them any way you want. You
19	ask about a supervisor. Which supervisor? I would
20	rather you talk to me and ask me questions, and I will
21	tell you what my field is and you go that way. I'm
22	not a survey person.
23	SPECIAL AGENT MULLEN: What changed more
24	recently to give you the invite to participate?
25	

Ŧ	we accually carked about doing surveys. I gave them
2	the do you want the working man's perspective on why
3	we don't do surveys because they didn't have a good
4	participation. I told them exactly what I told you.
5	I said I'll show you that they can participate. I
6	will try to get you 100 percent of the Salem NCOs and
7	NEOs to participate in the survey. One time only I
8	will ask them to do that just to show you that we can
9	participate and that's not the problem, and I did
10	that.
11	SPECIAL AGENT MULLEN: Was there
12	significant input from the NEOs? Did most participate
13	from your knowledge?
14	I'll tell you right now I had
15	100 percent participate, but I did not review them.
16	I just handed them in the other day.
17	MR. BARBER: Can I ask a question on this?
18	On the surveys, is there any open-ended questions?
19	Are they all multiple choice, five answers or
20	something?
21	I believe there are ten
22	questions on it. I have a copy of them. They are in
23	my bag if you would like to look at them later.
24	MR. BARBER: Yes, we can look at them
25	later.

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They are just general

questions in nature from strongly disagree to strongly agree to neutral. I did not look at what anybody filled out. They were all anonymous. I saved copies of everyone that did them so when I do see the results, I can look back and see how operations fit into it. That's just what I do.

MR. BARBER: I want to make sure I understand what was done. The survey really was what you describe as multiple choice. Was there anywhere where they could describe concerns or issues that they may have had?

on the bottom, yes. It said "Write any comments you may have on the bottom. Use the back for continuation." As a matter of fact, one of them had continuation on it because I was copying it and I saw the back so I had to run another copy and do it two-sided

SPECIAL AGENT MULLEN: On the survey, did you have the opportunity to review it? Were you allowed to review it, or were you supposed to just be a conduit to get the information?

I'm sure I can review it. I did not review them yet. I do have copies of them.

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1	No one's name is on them. The only thing I verified
2	is that it was all checked and represented. I threw
3	PS ops on the top of mine, not the ones they handed
. 4	in. One guy had written Salem ops on the top. I was
5	going to do that on all of them, but I thought that's
6	not a good idea. It's probably a way to do it in the
7	future, but why should I isolate one department? So
8	I handed them in as is. I have all the ops ones in my
9	bag.
10	MR. BARBER: Thanks.
11	SPECIAL AGENT MULLEN: You said you are a
12	is that correct?
13	That's correct.
14	SPECIAL AGENT MULLEN: Were you asked to
15	be a member of the
16	We recently
17	SPECIAL AGENT MULLEN: You specifically.
18	Me?
19	SPECIAL AGENT MULLEN: Yes.
20	No, I was not specifically
21	asked.
22	SPECIAL AGENT MULLEN: How did you become
23	a member?
24	: We do off-shift bids here in
25	operations and for various departments. In-house we
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We talked and said one of us should probably take this. We don't want to lose the position, and it will give us the opportunity to work on things on day shift too. I said if you want it you can have it. I'll give you first crack at it. He didn't want to drive here five days a week because it was five eights. So I said I'll do it then. That's how I did that.

SPECIAL AGENT MULLEN: Earlier, and correct me if I'm wrong, I thought you mentioned something about I wanted to show or we wanted to show NEOs can participate. Who specifically did you want to show?

Just the committee in general. It ranged from union to management employees. I don't even know who it was said don't say 100 percent because you won't get it. I didn't think I would get 100 percent, but I did. It required me calling two people at home. I told them you are not going to get paid for this.

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That's the ones I like.

SPECIAL AGENT MULLEN: The ball is going to be in your court. What is your assessment of the safety culture at Salem/Hope Creek? Are we just going

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1	to be talking about Salem with you?
2	In fairness, you pretty much
3	have to just do Salem. I really can't give you a good
4	perspective on Hope Creek.
5	SPECIAL AGENT MULLEN: I will take Hope
б	Creek out of my questioning. Again, what is your
7	assessment of the safety culture at Salem? Again,
8	take your perspective and if there are others that
9	come into this.
10	I don't think it's where it
11	needs to be. They created the safety councils. I
12	have been on them in the past and got very frustrated
13	because all you do is sit around and talk about what
14	you are going to do and nothing really gets
15	accomplished.
16	SPECIAL AGENT MULLEN: For example?
17	You just talk about doing
18	things and correcting them, and that seems to be all
19	you do. You talk about getting things fixed.
20	SPECIAL AGENT MULLEN: Is that like
21	looking at condition reports that have been written
22	and those types of things?
23	It's anything. I think
24	safety is better now because we have the teams in
25	place, and they are sticking together longer than they
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1	ever have. But to be perfectly honest with you, if
2	someone like myself or if we don't drive
3	them home, they don't go anywhere. The process
4	doesn't work itself.
5	SPECIAL AGENT MULLEN: Explain "drive them
6	home."
7	You have to bird dog people
8	to get things done. You have it. Now, what are you
9	doing? I need help with this.
10	SPECIAL AGENT MULLEN: You have to follow
11	up on things, right?
12	You have to follow up.
13	SPECIAL AGENT MULLEN: That's everybody's
14	job probably.
15	I would like to think if I
16	raised an issue it would work through the process, but
17	unfortunately it does not work that way. When I drive
18	it home, I go through the chain of commands. I do
19	emails. I do paper trails. I emailed you here on
20	this document here. I have that stuff that I keep if
21	that's what I do. I write notifications saying write
22	back. Has this been closed? No, it hasn't been
23	adequately closed.
24	SPECIAL AGENT MULLEN: So when things have
25	been documented through emails or following up with

phone calls on people, from your perspective, you are saying it's gotten better now but only if you do these extra things that you are talking about.

You have a whole lot of success. Once in a while you will get someone that owns something that will do it.

SPECIAL AGENT MULLEN: Ownership all the way through. They don't need to be called again or pushed again with an email or something.

Yes, I mean everybody is overloaded. Now that you do that and people can see that you can do that, you become a dumping ground. The guys say I have a safety concern, and they go to me. I say did you follow the process. Come to me if you wrote a notification or did it and you can't get it done. I'll try to help you along.

But it's getting overwhelming now. It gets very frustrating. You get to the point where you want to get out of it because it's just too burdensome. It's a hassle. It's not the optimum system. There are good people, and there are bad people. There are people that will say that they will do something and don't. That's very generalized, but we have a long way to go.

You have access to my stuff. Read through

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it. I get told I bring emotions into it a little too much. Sometimes I do. It gets to that point to where it wasn't the first time I raised. It's just something I have to work on.

MR. BARBER: Can you think of anything recent that's been on your mind?

here that's driving me crazy. It's still not fixed right.

MR. BARBER: What is it?

light procedure. It's just too cumbersome. There are so many rules and so many things written in the process that some of them, if you take them out, they really don't compromise safety. But if you put them in, you make life difficult for everybody. I can't have a power strip under my desk working with a computer unless it's been inspected and has a tag on it. Give me a break. I don't do that at home. I buy it. I look at it. I give it a general once over.

But it has to be tagged and dated and all of that. Extension cords running through outside for temporary sumps (PH) with nothing on them. They're supposed to be wrapped. That's not the way to do things, but that's the way things are done. We

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overlook them to get the job done rather than to do the right thing and go through the time to change a procedure, and that's all it would take.

That sounds like a business efficiency, business effectiveness issue. Is there anything that comes to mind that's a safety issue, whether it be radiological safety or nuclear safety,

Other than the ones you have, I have the fuel -- that I brought up after our thing when the fan was open and exposed which is a safety concern. The fan was rotating backwards. You have to get something done with this. It took me saying do I have to call OSHA here. Then it was fixed. Ιt shouldn't come to that extreme. It's a ten day period and you don't do anything.

Another guy emailed me. He saw my email and said did you like what I wrote. I wasn't the only one chasing the issue. But people bring it up from different areas, and there just wasn't an urgency to Now it's fixed. That's the ultimate get it done. goal but the path it took to get there. The problem I had in the past was because I do that and am relentless I'm a problem. It's better to store him off over here and let me deal with something else that

won't raise any issues.

I'm real simple. I'll do what you say. Here's my procedures. I want you to follow them. I can do that. If I waiver, am I going to get in trouble? I don't want to do verbatim compliance to a point to where you are going to do something wrong. Let's get it corrected. Write why you do it. Document it. It's real simple. If you don't like it, change it. We'll follow it. That's what you expect me to do. Don't harass me or give me a hard time for doing what you ask.



That's correct.

SPECIAL AGENT MULLEN: Are there any other nuclear safety issues that you would look at as far as productivity versus safety that have been brought to your attention or you specifically are aware of that you felt could have been handled better? There's this

feeling that it's all about productivity, forget the safety, when you bring up issues and concerns. Get

First hand, I can't think of My whole point is that the environment they create for people to raise issues or to try to do the right thing, if it's a cumbersome process, they shy away from that. I don't think that's promoted. perceived as a robot. As far as talking to my plant manager now, I go to him with issues and he just says okay I hear what you are saying. No, I don't find that behavior acceptable. Yes, I'll talk to my

If I hear it one more time, I'll die. Give me a break. You are not doing anything. The same issues are still there. When I go to you, they shouldn't treat me wrong because I'm doing what you ask. Until you change that culture, we have a long

MR. BARBER: Can you give me an example of one of the things you have taken to him? It sounds like you are talking about managers.

Yes, my first line, I'll tell you right now. This instance right here. I took this to him, and this has not been resolved yet.

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sorry. I have not had resolution on this yet.

SPECIAL AGENT MULLEN: When you say "this," are you talking about --

The pump issue, that's correct. In the report that they put out, it was handled incorrectly. I can live with that. Everybody knows who it is. Nothing is anonymous around here. It wasn't intentional. The guy who did it is a nice guy and didn't mean to upload names and everything on there, but it was done.

In there it mentioned there were six supervisors interviewed and they all saw as a problem. If I'm not a problem, why would they perceive me as a problem? I want you to get to the root of that. I don't need to know who they are. That has not changed. They assume I do a lot of things. I was in a safety meeting the other day. We had a roll out that was given. My understanding was it was supposed to be an hour. It was ten minutes. For some reason, someone took that to whoever was in charge of doing the roll outs. I don't know who it was. We had another roll out done because it was inappropriate and I have done well. The supervisor was a supervisor with an attitude giving a roll out on safety.

We're in a room like this. Now you are

going to put 20 people in this room. There's not seating for everybody. Everybody is whisked in there at the end of the day like it's punishment. It's 6:55 p.m. We're done at 7:00 p.m. Roll everybody in there with no supervisors. One of the guys said where are the supervisors. Well, I'll give that to them tomorrow. Now, I have been told I didn't do a good job so I'm giving this roll out. Here it went, on and on.

I sit down. At the first meeting, he told everybody to get comfortable and it was going to take a while. It was a ten minute meeting. Now, I have one at the end of the day. I'm getting comfortable. I sat on the floor. You are not going to get this if you are sitting on the floor. I said where am I supposed to sit. Come up here and sit right in the front chair. Okay. I want you to pay attention. I said are you insinuating I don't pay attention. We got into it right from the get go and off it went.

No, I wasn't happy with that at all. I talked to the ops manager about it. I said I don't need this. I said I didn't even bring the issue up. I listen to what you say. I didn't know it was supposed to be an hour. I didn't call anybody. I don't know what happened. Evidently something

happened wrong and I don't know how it happened.

That's the environment that's out there.

In fairness to them, this is a first line supervisor. These guys are getting hit up above. Their raises depend on how much work they get done, not how well they do it or the quality of it. That's a fact. One of the supervisors mentioned I have a family to raise too. He used to really try to see our side and try to get things fixed. He was squashed and got zero raise. What is he going to do?

Any first hand nuclear safety, I can't think of any off the top of my head that I have been involved with first hand. My concern all along is that they don't promote you doing the right thing. You are not looked at as a good employee to do the right thing. I live it. You can talk to as many people as you want to about it. To me, it's very obvious. Like I said, I have expressed it to you, to to my senior management. I don't know what else to say about it. I can try to dig stuff up and give it to you, but that's what's out there.

SPECIAL AGENT MULLEN: You talk about digging stuff up. One thing that's helpful when we deal with these work environment issues is certainly your impression. We want to know what you think of

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1	the environment, but it's really helpful if we have
2	examples that we can fall back on, we can point to, we
3	can look at, and we can review. So if you have some
4	of those.
5	I can give you examples. My
6	problem is time right now. You have to give me time.
7	SPECIAL AGENT MULLEN: Yes.
8	I have my bag that has stuff
9	in it. I have a file cabinet at home that has stuff
10	in it. I have a box in my back seat that has stuff in
11	it. For me to weed through it, certainly I had a hard
12	time getting things to
13	We're in an outage now. For me to gather it and
14	logically give it to you, I mean I get
15	SPECIAL AGENT MULLEN: Is there anything
16	that stands out in your mind that we can do follow up
17	on that you can give us a start on?
18	MR. BARBER: In the last two or three
19	years.
20	SPECIAL AGENT MULLEN: Yes, we're looking
21	for something where there was some plant issue. Maybe
22	the plant was shut down or it was being held down
23	because of some equipment problem or some physical
24	problem with the way something operated. Maybe there
25	was a situation where there was a push to do something

and there was a bypass of a procedure step that's an important procedure step.

Or there was a tech spec that was ignored, like if there was a surveillance requirement that said you have to go out and do this under these conditions. That's the kind of stuff we're looking for. We're looking for something that we can point to and say here this is the example where production took precedence over safety or there's a violation. You did this activity and you didn't follow your license. You didn't follow the tech specs. You didn't follow the procedures.

I can just give you industrial safety. I can give you two instances with a circuit or breaker that didn't go in right. They are documented. You wrap the breaker and there's a switch in the back of one of the ones. I have notifications on it. I can give you that information later. I don't have it off the top of my head.

SPECIAL AGENT MULLEN: Okay.

What happened is some of the breakers do not roll in right. There's what they call a top switch. I think it's trunk operated switch in the back, some permissive limit switch. It's bending. Whether it's not manufactured right or it wasn't

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designed to be wrapped in and out as many times, I

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separate occasions. I have the dates for that and everything because him and I tend to clash.

MR. BARBER: Was that within the last two years?



Yes, sir.

MR. BARBER: In your view for that set of circumstances, what would be the proper way that it should have been handled? In other words, what would be the ideal way?

The proper way? That breaker should have come out of the cubicle, which it can do. It was already out. You wrap that route. You put it around. You take it out and you replace the switch or you bend it up. You don't stick anything in the cubicle and pry it. I'll tell you right now - and you know because you are an electrician - there were shutters in the back. It's not in the rack in position. It's racked out, but I'm sorry. That's not how you do it. First of all, he shouldn't have been doing it. Second of all, that's not the right way to do it.

MR. BARBER: So you are saying the maintenance activity was complete, and this was something that was done after.



The maintenance activity had

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1	nothing to do with the breaker. The activity that was
2	done is we routinely clean water boxes. I don't know
3	how much you know about that.
4	MR. BARBER: Yes.
5	We take the circulator out.
6	MR. BARBER: So this was part of the
7	tagging.
8	Tagging the water box. Let's
9	get it back. Look at it. Here it is. Trying to get
10	the circulator back in.
11	MR. BARBER: So this was a byproduct of
12	taking the circular pump breaker out to do the water
13	box cleaning.
14	Yes.
15	MR. BARBER: Got it.
16	I recently had to go do it.
17	The same thing happened. What they have now is they
18	have a washing tag hanging on the breaker, the exact
19	same one. It's still not fixed. That's probably gone
20	over a year now.
21	MR. BARBER: Did you put a notification in
22	on that?
23	Yes, I did one better than
24	that. It had been written up numerous times in the
25	past. I researched all the ones that I could find on

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it. I did it while I was with safety still. All of these were researched within the last six months. The whole course of it is over a period of two years. I identified all the ones there. a notification on us not training properly to shield a problem. I said we may have a problem with this device. I worked with the engineers up there.

MR. BARBER: Who owns that? Is that a system engineering problem, or is that a maintenance problem?

engineering problem, but the problem was it wasn't getting to them to evaluate. It's gotten to them now, so why it's not fixed now I don't know. I could go forever tracing these things down.

MR. BARBER: Some of it is trying to figure out who the right people are to work on the component.

The initial problem I saw in there is the screening process. When we did it, if it's not IDed right, because I had to go through numerous IDs to find them all to try and tie them together, to me, all that stuff should be done up front so you get it, so it's channeled the right way, and the guy knows about it. If you don't know about

2	MR. BARBER: Right.
3	I had a recent problem. We
4	have a stupid hose
5	SPECIAL AGENT MULLEN: Excuse me. The
6	screening process you were talking about, is that a
7	biproduct of the SOP controlled notification process?
8	Yes, the work management
9	process. When it comes in, here's the problem. Let's
10	try to channel it the right way. Is it coded right?
11	Does it have the right component ID on it? To me,
12	that's
13	SPECIAL AGENT MULLEN: You are saying you
14	fixed that. You think there was a problem with that,
15	and you fixed it.
16	No, I did not fix that. I
17	found everything associated with this problem. Did I
18	fix that process? No.
19	SPECIAL AGENT MULLEN: But I meant in the
20	instance of this circular one.
21	This circular one, yes, I
22	addressed it out there. Now, I haven't pushed on it
23	anymore. It's still in my box. To me, it's a safety
24	issue. When I get time, I will go back and shoot an
25	email and say what's up with this thing. Like I said,

something, shame on you. You're not going to get it.

out there with We had a problem with some 2 I'm on the 3 also. tagging. MR. BARBER: Okay. 4 So we were out there. I said 5 6 here's one and here's the white tag. electrician needed when you do this. But what is he 7 going to do? Is he going to pry the switch up? 8 9 went out there with an electrician. We tried to get We said it won't go in. I don't know what 10 11 happened. They probably got somebody else to do it. I have no idea. 12 MR. BARBER: Is this on unit II? 13 14 Unit II, yes. MR. BARBER: So it's not really needed now 15 because the unit is shut down. 16 It's not needed right now, 17 but it's also an identical problem on unit I. 18 You have the same concerns over there. 19 20 MR. BARBER: I'm not trying to minimize 21 it. I'm just trying to understand where it is. It's both units. I actually 22 got it to a point where I tracked it to the cubicles, 23 to the circulators, more so in the other ones. 24 Ιt doesn't mean it was just them, but it could be because 25

I was just out there on an unrelated problem. I was

They have a great tool out there that they use 2 already. 3 4 MR. BARBER: Okay. You bring up some good 5 The thing I'm struggling with is I'm trying 6 to understand where the process is breaking down. Because you see something and that's not right, that's 7 That's not bad. That's good. You saw there 8 good. was a problem with trunk operated switch. 9 Then you start thinking maybe it's a generic issue which is 10 So maybe it's affecting other circular pump 11 breakers. Now it gets put in the notification system 12 It should lay out something. 13 process. But there were eight other 14 notifications on the same thing at that point. 15 MR. BARBER: For the same pump or for the 16 same breaker? 17 No, some of them for the same 18 and some of them for different. Like I said, two 19 20 stood out more than others. Others were for different I just pulled them all together and 21 referenced them all in one notification and said here 22 you go. We have a problem with the way we do things. 23 How that panned out, I don't know. 24

they were racking it out more than the other ones.

MR. BARBER: Was that a recent one so it's

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still in the process kind of thing?



As far as I know it's still

in the process because it's not fixed yet.

SPECIAL AGENT MULLEN: So how they are being screened through the work management process, that's where it's falling short.

Well, that's the first piece of it. That's how you get it to at least be identified correctly and where you are going to set it Like I said, mine are more so just safety issues. I'll tell you right now. I really don't have a problem. I have heartaches getting there, but I don't do the wrong thing. If someone is going to do the wrong thing, they are going to get somebody else to do it. I will stop it. It will be done right. Unfortunately I feel I pay for that. That's the problem I can't deal with. When we clean the water our prcoess calls for boxes. us to write notification, like with any work, to identify a The water box is dirty. It needs a notification. We, as operations, are very weak in working as a maintenance organization. We don't do We just tag it out and go in and clean it.

How do you track if you have a problem?

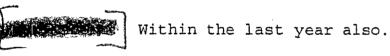
The process says if you have something that requires

2

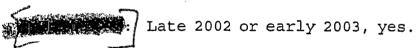
maintenance or any corrective action, you write a notification. Then if that notification needs tags, it's changed to an order. The order is permitted to the tag out for the worker safety. We got it. That doesn't happen.

One of the supervisors, a good quy up there, he wrote it up. Here's what we're going to do and close it out. Nothing is done yet. I wait four I write it again. months. This was written up before. What are we going to do? Nothing. They closed it out saying we're working on it. This is working.

SPECIAL AGENT MULLEN: When was that?



SPECIAL AGENT MULLEN: Within 2003?



MR. BARBER: So your specific concern with

this is related to process concerns, right?

It's a safety tagging process concern. operations up. We are not good being a maintenance organization. We're in the practice of usually hanging tags and setting other people up. When we actually have to do the work, we are weak in it. Our guys aren't trained on it. don't know what to look for. That's evident. We've

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1	had roll outs. Check your tags. We just don't do the
2	maintenance organization part of it well.
3	MR. BARBER: All right.
4	But it was a head beating
5	thing. I'll let you know that issue is fixed now. I
6	had problems with the orders getting permanent tag
7	out, and I had to write it up again.
8	MR. BARBER: I'm trying to understand your
9	point. Your point is every time you do water box
10	cleaning there should be a tag out.
11	There always is a tag out.
12	SPECIAL AGENT MULLEN: Completely
13	comprehensive.
14	There should be a
15	notification and a subsequent order to track that so
16	when you use SAP you go back and say I cleaned the
17	water boxes and it still happens. I cleaned 22 out 20
18	times. We might have a problem there. That's how you
19	track it. If you don't do that, you go on personal
20	knowledge. Yes, I think I cleaned that one before.
21	MR. BARBER: I got you.
22	The other piece of it is
23	there's a process and it says we do this. If we
24	don't, why aren't we doing this? Well, we're working
25	on getting it. What are you doing until that point?

It's in an operations standards. We have contractors not following the standards. I bring it

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We have a

hose

The blue is

is

yellow

Then it's I'll

That's fine as

You have to

Anything else?

He is supposed to

24

25

up to our ops manager at the time. These guys just don't know you have it in an ops standard is his answer. Everyone is required to follow the operation standards.

MR. BARBER: Who was the operator?

great as long as they know it's there, but they don't know it's there. You have to put it in a document that they know where it is. Put it in the safety manual so they all know what color hoses go to where. Yellow hoses run on the air line. They turn the wrong one on. You set people up to fail.

We just had another event at the beginning of this outage. Wrote it up, yellow hose runs from an air line. Wasn't in use yet. Wrote it up. Referenced all the other orders for the hoses. Say level two repeat occurance.

MR. BARBER: Let me ask you a question related to this hose problem. I'll ask it from a different perspective just so I can understand where you are coming from on this. If you were the VP or the plant manager and this problem was brought to you, how would you handle it if you had the staff working for you? I'm just trying to understand what it is that you would think in this instance would be the

ideal performance steps that should have been taken

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MR. BARBER: But is that 100 percent

complete?



No, you can have the total

program in there. Hose is an easy one.

MR. BARBER: Okay.

You can have how you control

them out of the store room and all of that. how I think it should be handled. In here, you say we have a hose control program. I think it should be infill only. Reference to me a couple of tidbits on there and reference to me a good procedure to go to. That's what I think.

MR. BARBER: What Ι was trying understand is, in my own mind, is this something that should be part of GET, or should it be part of something that they would get on-site?

It certainly should be covered in GET, yes. It should be covered in there along with the safe hose program that's under housekeeping, where we don't put chromates or service water in our system. To me, that's also in an ops standard. That's not applicable to just us. Everyone drains systems. As a matter of fact, three outages ago we had guys thought they were doing no water on the floor and no water in the drains.

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The guys were cleaning a pipe, pumped it into a barrel, service water, didn't get any water on the floor, took it up to 100 elevation and dumped it in the floor drain. They thought they were going I didn't get any water on the floor, but you dumped the service water that had the chlorides into the floor drain which just increases our processessing. They just didn't know because you didn't put it out to where it was available for them.

MR. BARBER: Okay.



I'm babbling on here.

MR. BARBER: That's okay. That's what we're here for. We want to hear what you have to say.

I got of everyone should be held accountable to that is not the answer I wanted to hear. Labeling is another issue. It's very integral. I think it's written too cumbersome. I think you can ease it up a little bit and still not compromise safety. By no means do I think you should pull things out that are good, but as written we do not follow it.

You can't hang a label and follow it because of the recent staffing changes. We had a label control coordinator or a station label guy. He's gone. He's retired. He's out. There's nobody.

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1	MR. BARBER: So you are saying you follow
2	the process.
3	I follow the first part of
4	the process. I don't know what happens the rest of
5	the way because you can't do it all the way through.
6	MR. BARBER: Have you ever gotten any
7	feedback on any safety issues that you have identified
8	notifications on that in fact they have been resolved
9	and you have looked at them and said yes this is good
10	or no it's not good?
11	Yes, I have. I can't give
12	you any particulars. is our
13	All safety notifications are reported down. They go
14	back. All of these safe notifications have been
15	closed. Please take a look at yours and see if it has
16	been.
17	MR. BARBER: Have you gotten any back that
18	have been closed?
19	Yes.
20	MR. BARBER: Were you satisfied with them?
21	No, I was not.
22	MR. BARBER: In all cases or just some.
23	I can't say all cases. The
24	majority of cases they are not closed to my
25	satisfaction. I write an email saying no I'm not
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1	Sacistica.
2	MR. BARBER: Is there a common theme to
3	these? Is it just they are not getting to the bottom
4	of the problem?
5	I don't think they get to the
б	root cause of a lot of them. That's the bottom line.
7	I don't think it's any secret that our corrective
8	actions are less than adequate.
9	MR. BARBER: Okay.
L O	If you look at the hose one,
11	I had a corrective action that was not applicable to
L2	the other unit. You have to be kidding me. They
L3	didn't focus on the root cause of the issue.
L4	MR. BARBER: Okay.
L5	Hopefully it will get there
16	this time.
L7	MR. BARBER: Do you have any impressions
18	as to why that is? Why is it that Salem can't solve
19	its problems? Is it because the process is too
20	cumbersome? Is it because people don't care? Is it
21	because there is not enough money to fix the problems?
22	What's behind that?
23	It's not easy to do it. A
24	lot of the issues we have identified can be corrected,
25	but it's going to be a little hard in the beginning

when you first do it. But it will help from here on out. If you don't take that time the first time to fix it, it's going to be a problem every time you do it. You have to take that time.

A lot of that could be captured in the post-job briefs. Post-job briefs are nonexistent. If I get one in 100 post-job briefs, I have gotten a lot. We say post-job briefs but we don't. That's where you get your lessons learned. You don't have to stop the process in there. The process allows you places to comment in the procedure and fix it and go on. I'm not looking to stop it. Let's capture it, and we'll get it fixed for the next time.

MR. BARBER: Okay.

SPECIAL AGENT MULLEN: You mentioned



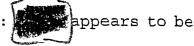


SPECIAL AGENT MULLEN: You said he's the

: We have a couple of different councils. We're in the operations council. I'm the low, so I work pretty close with on

SPECIAL AGENT MULLEN:

resolving safety issues.



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T	De Changed.
2	Yes, we battle too much
3	between company and union where we shouldn't have to.
4	SPECIAL AGENT MULLEN: Is it labor
5	management or is it just all levels of the
6	organization? You may see it at your level but
7	I can't tell you what I see
8	at the top. I hear one of the supervisors say I
9	didn't get a raise last year because I tried to slow
10	down and do the right thing and I can't do that. They
11	are getting told what to do. There's budget crunches,
12	deregulation out there.
13	SPECIAL AGENT MULLEN: Who said that?
14	What supervisor said that? Were you present when he
15	said that?
16	No, it was second hand.
17	SPECIAL AGENT MULLEN: Who was the
18	supervisor that mentioned that?
19	
20	SPECIAL AGENT MULLEN: Okay.
21	He really tried to do a nice
22	thing there: As you can see, he has since been let
23	down. I think he's a good guy. Unfortunately he's
24	been beat up too bad.
25	SPECIAL AGENT MULLEN: I'm sorry

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Continue your thought there. You had something else you were going into.

No, I think that's the root of all things. You have a lot of guys down at the lower levels - I'll call it middle to upper management - that sees the wrong idea. Maintenance went through their thing where we got more wrench time in the field. We need more wrench time. The process is the problem. They took their chairs away. We're not allowed to sit in the ofice. It's just not the way to do things. Then you just end up hating each other even more.

SPECIAL AGENT MULLEN: I want you to take one last minute here before we conclude. We'll come back if we have to if you think of additional things that you think we should know, but I want you to take the extra minute now and maybe something will pop up in your mind there. Is there anything you missed?

I'm sure there's probably a lot of things I can go over. My deal is to present a mindset to where I think the problem is. It's not any one specific instance. The way things are going just carries over.

MR. BARBER: You made a comment about



Did you

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1	have an impression of that? Is that a positive or a
2	negative?
3	I think it's great. I'm
4	hoping it's great. I'm hoping it can make a big
5	change because things were very good. I came back
6	into operations in late '96. He was here and then
7	left. Things were really good. Everything was
8	working well. Everyone was working together. We got
9	things done. From then to now, it slid to getting to
10	the point where I don't think it could get any worse
11	and it keeps getting worse.
12	SPECIAL AGENT MULLEN: How are you
13	evaluated on your work,
14	I have had no bad evaluations
15	other than one.
16	SPECIAL AGENT MULLEN: Do you actually
17	receive a performance appraisal, or do you get a
18	verbal? How does that work?
19	Performance appraisals. I
20	have copies of all of them.
21	SPECIAL AGENT MULLEN: I guess what I was
22	going to is you had mentioned you don't like being
23	labeled. You bring up issues and you are getting
24	tired of that. Does your supervisor or management
25	strike back at you by giving you crappy assignments?

1	fou are saying your periormance appraisals are good.
2:	I get pretty much meaningless
3	assignments. My supervisor who gives me my appraisals
4	I get along with very well. I think he's a good guy
5	too. (PH) does the right thing. We discuss
6	issues. He helps me drive at the right path.
7	SPECIAL AGENT MULLEN: I guess my last
8	thing would be along those lines. You have mentioned
9	you are getting some sort of push back-type thing that
10	is not favorable. You get tired of some of the
11	responses you get. You are labeled as a problem and
12	those types of things. Have other people come to you?
13	Do they feel the same way when they bring up issues,
14	concerns?
15	Yes, they do. You mean their
16	perception of what happens to me.
17	SPECIAL AGENT MULLEN: Their perception of
18	what happens to you. Have they come forward to you
19	and said that happened to me too?
20	No, I have not gotten that.
21	They can see that it's happened to me. They send me
22	out to the switch yard to do readings for the day. I
23	don't say that I mind.
24	SPECIAL AGENT MULLEN: You mean a lot of
25	the times they are not splitting it up amongst all the

	1
1	They are just picking on you.
2	Well, one of the other
3	made a comment to me the other day of how do I get the
4	easy jobs that you get all the time now.
5	SPECIAL AGENT MULLEN. Okay.
6	I said why don't you bring
7	that up.
8	SPECIAL AGENT MULLEN: All right.
9	I think that speaks for
10	itself.
11	SPECIAL AGENT MULLEN: That's all that I
12	have.
13	MR. BARBER: I don't have anything else.
14	SPECIAL AGENT MULLEN: Have I or any other
15	NRC representative threatened you in any manner or
16	offered you any reward in return for this information?
17	No, sir.
18	SPECIAL AGENT MULLEN: Have you provided
19	this information freely and voluntarily?
20	Yes, sir.
21	SPECIAL AGENT MULLEN: One last time, do
22	you have anything else?
23	No, sir.
24	SPECIAL AGENT MULLEN: Okay. The time now
25	is approximately 12:25 p.m. This interview is
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70

Docket Number:

1-2003-051F

Location:

Salem, NJ

were held as herein appears, and that this is the original transcript thereof for the file of the United States Nuclear Regulatory Commission taken by me and, thereafter reduced to typewriting by me or under the direction of the court reporting company, and that the transcript is a true and accurate record of the foregoing proceedings as recorded on tape(s) provided by the NRC.

Ann Marie Smith

Official Transcriber

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