



Public Meeting with NRC Region III
July 29, 2009

NextEra Energy Point Beach Meeting with NRC Region III

Agenda

Introductions

General Plant Status/ Update

Larry Meyer

Substantive Cross-Cutting Themes

Corrective Action

Brad Castiglia
John Ramski

Documentation

Tom Vehec
Greg LeCloux
Rob Harrsch

Safety Culture

Larry Meyer

Closing Remarks

Larry Meyer

Questions/Discussion

General Plant Status and Update

Larry Meyer
Site Vice President



Nuclear Excellence Model



FPL GROUP. Nuclear Fleet

April 2010

Organizational Excellence

Summary of Related Metrics

Description	Site Current Month	Site YE Forecast	Site Goal	Superior Performing Plants Goal	Comments
Manager and Supervisory Engagement					
INPO Index	94	96	96	93.5	
Site Human Performance Event Rate (Station)	0.019	0.020	0.020	0.025	event rate per 10,000 man-hours
Number of Key Vacancies	1	0	0	NA	Eng Director on-site; Chem Manager in progress
Recovery Plan Due Date Compliance	*	*	*	NA	Estimated at 85%
Field Observation Program Participation	100%	100%	100%	100%	based on dept. performance
Field Observation Program Quality	91%	90%	85%	*	based on observation feedback
Training Observation Participation	100%	100%	100%	100%	
Corrective Action Health Index	85	85	85	85.0	
Number of CAP overdue	0	0	0	NA	past 30 days
Average age of open CAP actions	97	<120	<120	NA	days
Causal Quality	90	90	90	NA	past 30 days
CAP action backlog	1021	850	950	NA	number of open actions (data from 7/15); 950 is Fleet excellence goal.

Generation Reliability

Summary of Related Metrics

Description	Site Current Month	Site YE Forecast	Site Goal	Superior Performing Plant Goal	Comments
Equipment Reliability					
% of Systems Health Reports Updated Quarterly	100%	100%	100%	N/A	New tool implemented; 1Q09 System Health Reports completed on 5/27*.
System Walkdown indicator	100%	100%	100%	N/A	
Number of Engineering vacancies	4	0	0	N/A	One supervisory and two program engineering positions vacant.
Number of Red and Yellow systems	8 red 18 yellow	3 red 16 yellow	14 red 10 yellow	N/A	System color based on ERdashboard data for 1Q09.
ERI	75	85.5	82.5	87	U1-64/U2-86; additional focus required to meet year end target.
Forced Outage Rate	0	0	1%	0.81	
Number of Critical Component failures	7	≤12	≤12	12	7 resets year to date through 7/23.
Number of Critical Components reviewed	30,000	30000	30000	N/A	Review completed in June.
PMO burn-down curves	on track	At or below target	At or below target	N/A	
Long Range Plan Project Completion Rate	100%	100%	100%	N/A	Quarterly indicator; results are 2Q09 data

Operational Excellence

Summary of Related Metrics

Description	Site Current Month	Site YE Forecast	Site Goal	Superior Performing Plant Goal	Comments
Operations/Operational Focus					
Number of Operator Distractions (Operations Focus Aggregate Indicator)	153	55	131	N/A	On track to reach year end goal
Site Operational Concerns Indicator	9 of 9 completed	N/A	100% completed on time	N/A	Measures Site's response to operational concerns; # completed in month identified
Number of Open Operability Issues	41	24	24	8	4 or less per Unit
OWA/Burden Index	U1 - 93% U2 - 99%	U1 - 94.5% U2 - 96%	U1 - 94.5% U2 - 96%	N/A	
Reactivity Management Index	100.0%	99.7%	≥ 99.0%	99.5%	
Component Mispositioning Indicator	1 (3 level 3 YTD)	<12	95% (index value)	12	Indicator revised to be cumulative; superior performing plant goal is 12 level 3, 2 or 1 mispos per site per year.

Operational Excellence

Operational Focus

Making the Plant a Little Bit Better Every Day

- Control Board Deficiencies 30 → 17
- Operator Burdens 15 → 7
- Operator Round Deficiencies 43 → 14
- Boric Acids Indications 100 → 20
- Numerous Equipment Improvements/
 - Pump Performance
 - Red monitoring systems
 - Façade Freeze Protection
 - Charging Pump VFDs
 - 13.8 KV Breakers

We are making progress!

General Plant Status and Update

Making the Plant a Little Bit Better Every Day

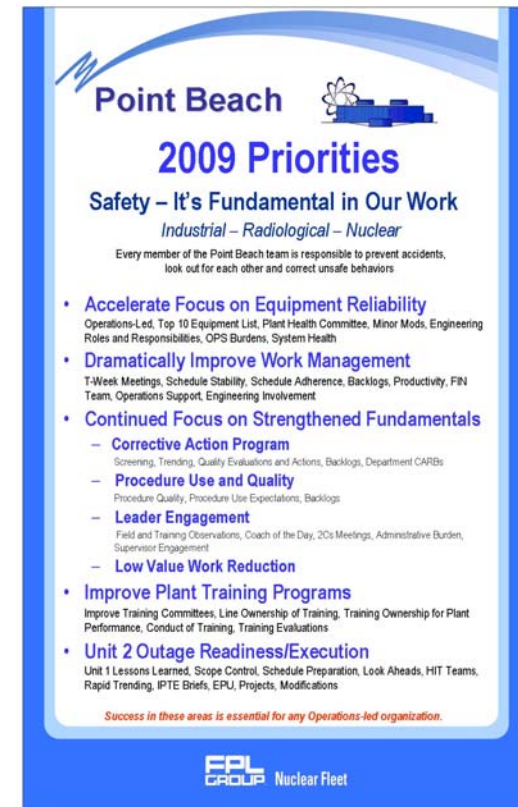
- External Perspective
 - PBNP is improving
- Assessments
 - PI&R
 - INPO Evaluation
 - Safety Culture Independent Assessment
 - Documentation Independent Assessment
 - CAP Internal Assessment
 - Nuclear Oversight
 - Corporate
 - CNRB

General Plant Status and Update

Making the Plant a Little Bit Better Every Day

- Path forward on our journey to excellence:

- Fundamentals
- Contractor Safety
- Plant Improvements
- Work Management and lateral integration
- Human Performance
- Site standards in legacy areas
- Developing Engineering workforce
- Building Maintenance pipeline
- Quality of life



We will never be satisfied!

Substantive Cross-Cutting Theme Update

CORRECTIVE ACTION

Aspect P.1.d

Brad Castiglia

Performance Improvement Manager

John Ramski

Reactor Operator

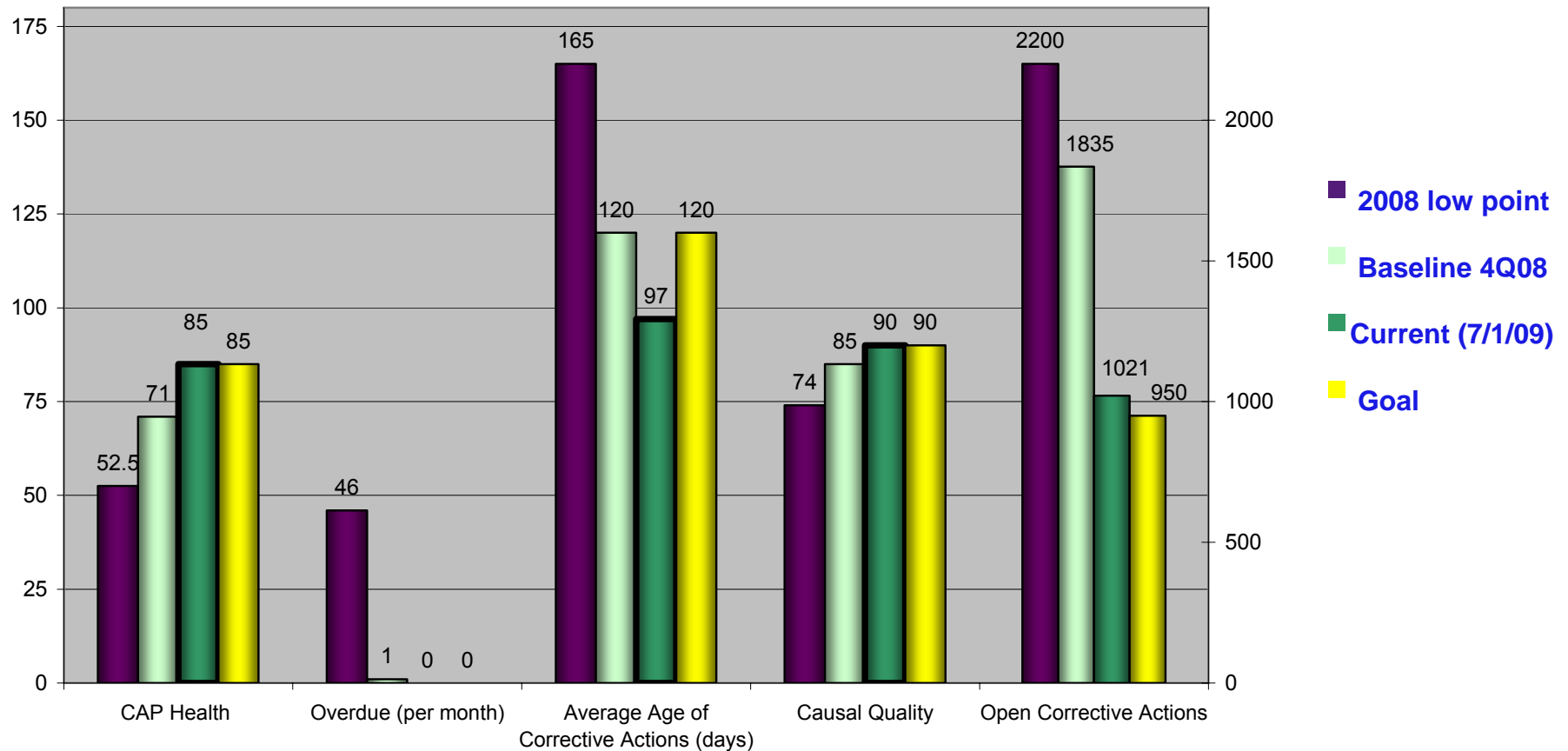
CORRECTIVE ACTION

Key Corrective Actions Update

- Previously implemented actions continue
 - ACE Review Board
 - Department Corrective Action Review Boards
 - Department & site CAP metrics
 - CAP inventory reduction
 - Quarterly quality self-assessments
- New causal analysis training implemented
- Self-Assessment concluded:
 - All interim, routine and corrective actions from the P.1.d RCE properly implemented
 - Significant improvements in implementation and effectiveness of the program
 - Focused opportunities for improved Department CARBs

Organizational Excellence

2009 CAP Improvements



CORRECTIVE ACTION

Sustainability

Prevention

- Values and beliefs
- Causal training and qualification
- Feedback to initiators
- Corrective actions institutionalized

Detection

- Weekly monitoring of key site and department CAP health attributes
- Department and station CARBs
- Quarterly self-assessments of CAP closure quality
- Use of Department Corrective Action Coordinators

CORRECTIVE ACTION

External Perspective on CAP

- Healthy MRC and CARB meetings
- Point Beach corrective action program is in keeping with current industry standards and practices
- No areas for improvement or performance deficiencies were identified in Performance Improvement cross-functional area
- Positive comments on use and integration of performance improvement tools

CORRECTIVE ACTION

Workforce Perspective on CAP

CORRECTIVE ACTION

Current and Planned Focus Areas

- Improvements in CAP Trending & Analysis
- Continued focus on causal analysis and action closure quality
- Continued CAP inventory reduction
- Strengthening feedback to initiators

CORRECTIVE ACTION

Conclusion

- Implementation and effectiveness of the corrective action program has improved significantly
- No new crosscutting examples have been identified for P.1(d) since 4Q08
- Improvements are sustained through values, procedures, training, monitoring and oversight

Our corrective actions and results demonstrate we have resolved this issue and will not regress.

Substantive Cross-Cutting Theme Update

DOCUMENTATION

Aspect H.2.c

Tom Vehec

Maintenance Manager

Greg LeCloux

Mechanic Electrician Lead

Rob Harrsch

Operations Manager

Documentation

Key Corrective Actions Update

- Safety-related pump maintenance procedures revised
- Review of open significant PCRs against upcoming work activities using the T-8 week schedule continues
- Operations, Radiation Protection and Chemistry Human Factor reviews complete; identified enhancements that are in progress
- Incorporation of proven high-quality fleet procedures continues

Documentation

Sustainability

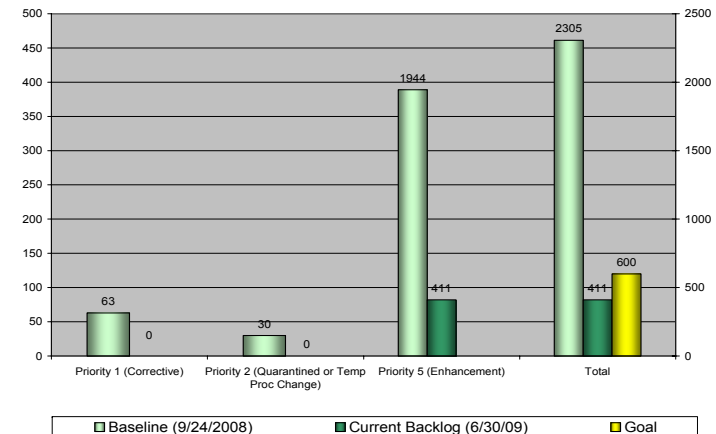
Prevention

- Values
- PCR initiation
- Ownership
- Improvements institutionalized

Detection

- Observations
- Procedure Backlog and Quality Performance Indicators
- Approval of PCR by procedure owner

PCR Backlog Reduction Effort



Documentation

Results

- PCR backlog reduced from 2300 to 411; backlog of correctives reduced from 93 to 0
- Procedure related events decreased from 13 per year to 1 (year to date) following implementation of the RCE recommended actions
- Recently completed pump overhauls have achieved excellent results:
 - CCW pumps
 - SW pumps
 - Turbine driven AFW pump

Documentation

Results (con't)

- Timely and effective operator response to Unit 1 Condensate Pump transient
- Operations Decision Making Issues actions procedurally controlled
- Major upgrade to Containment Closure Tracking procedure
- Reduced the number of “Skill of the Craft” activities in Operations
 - Ice melt adjustments
 - Minor turbine load adjustments
- Reviewed Operations procedures to identify potential Human Performance error traps
- Challenged cause of elevated risk for a surveillance; led to improved testing methodology

Documentation

External Perspective on Documentation Quality

- External assessment noted engagement of station in documentation improvements:
 - Individual craft are assigned as procedure owners
 - All procedure reviews and changes go through the owner prior to being implemented
 - Resulted in improvements in the charging pump maintenance procedure in regard to seal package work
- No issues related to document quality identified in recent external assessment

Documentation

Independent Assessment of Documentation Quality

- Assessment of procedure quality improvements performed in May
 - Corrective actions are having a positive effect on quality of procedures
 - Actions were too narrowly focused on Maintenance; actions expanded to include Operations, Chemistry, Radiation Protection and Engineering
 - Broaden Maintenance actions to other Maintenance procedures as appropriate

Documentation

Worker Perspective on Documentation Quality

Documentation

Current and Planned Focus Areas

- Procedures
 - Assessment of procedure writers group
 - Use of an INPO Assist Visit
 - Integration of procedure reviews into training
- Work Packages
 - Consistent inclusion of job-specific OE
 - Work package feedback used for planning improvement
 - Increased detail in work packages performed by contractors

“When the procedure works, we follow it; when it doesn’t,
we fix it.”

Documentation

Conclusion

Documentation quality has improved

- Procedure related events have decreased
- Line is engaged in document quality improvements
- No new crosscutting examples were identified for H.2(c) in 2Q09; steadily improving trend since 4Q08
- Improvements are sustained through values, procedures and training

Our corrective actions and results demonstrate we have resolved this issue and will not regress.

SAFETY CULTURE

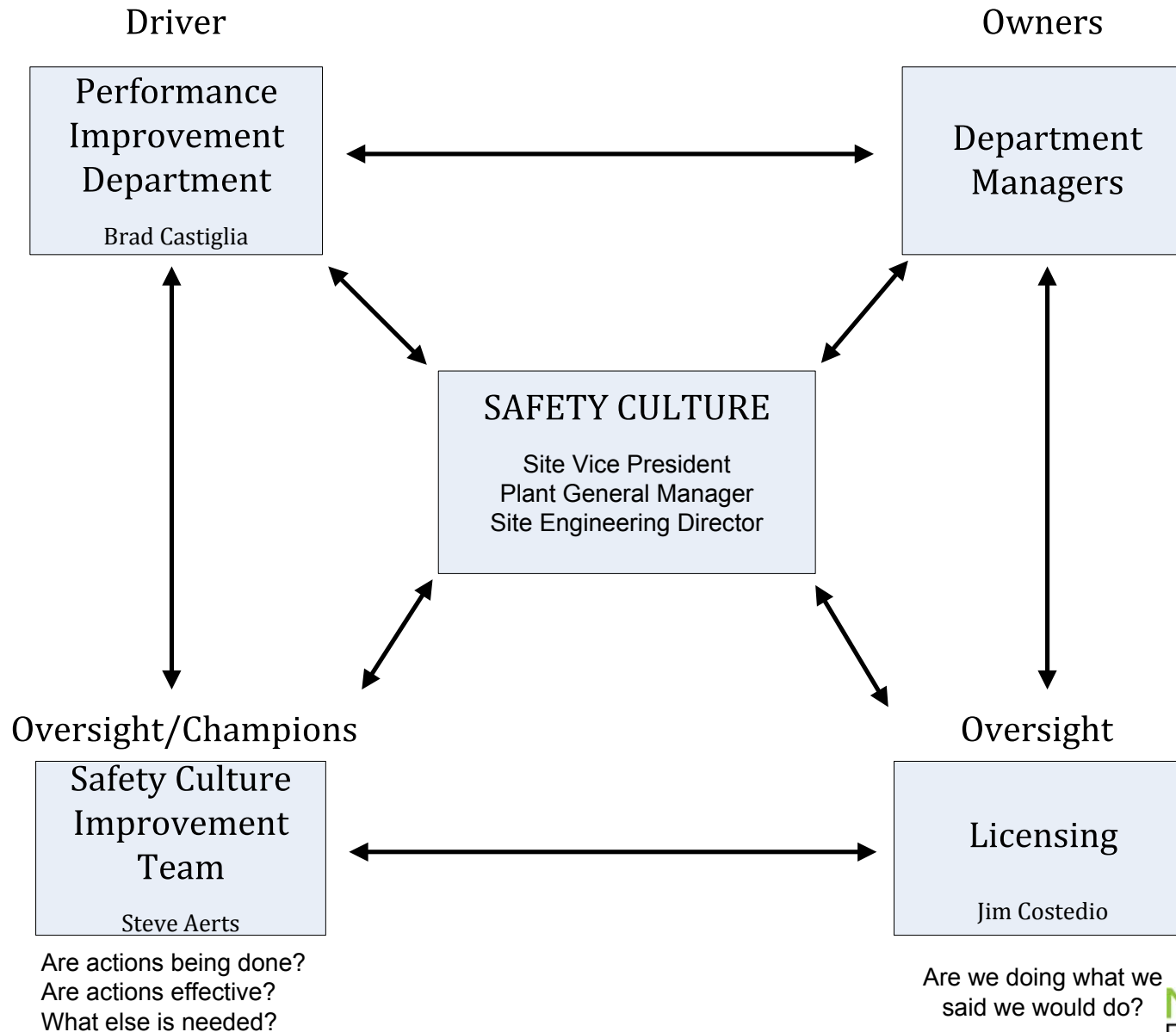
Larry Meyer
Site Vice President

SAFETY CULTURE

We Understand and Are Addressing the Drivers

- Imbalance Between Staffing and Workload
 - Site staffing levels
 - Priorities
 - Low value work
- CAP Effectiveness
 - Leadership focus
 - Feedback/Communications
 - Backlog of issues
- Leadership Effectiveness
 - Leadership instability
 - Leadership availability
 - Leadership accountability and engagement
 - Vertical/lateral alignment
- Balance Between Production & Safety
 - Leadership messages
 - Outage performance
 - Corporate influence
 - Core values

WE HAVE AN EFFECTIVE STRUCTURE



NUCLEAR SAFETY CULTURE IMPROVEMENT TEAM

- New Members
- New Focus
 - NSCIT role revised from implementation to oversight
 - Line organizations responsible for oversight
- New Meeting Agenda
 - What is happening?
 - Is it effective?
- New Outlook – moving towards prevention/detection
- Conclusions

Safety Culture

Results of Independent Assessment

- June 23-25, an independent team assessed safety culture corrective actions for:
 - Effectiveness
 - Sustainability
- Conclusion:

“The team concluded that the 2008 completed corrective actions and planned corrective actions are more effective than the 2004 and 2006 corrective actions and provide reasonable assurance that the progress can be sustained.”

Safety Culture

Results of Independent Assessment

Key difference observed between 2004/6 and 2008 is that actions are more robust:

- The changed role of Nuclear Safety Culture Improvement Team (NSCIT) from performance to oversight
- Quarterly subjective scorecard
- More effective CAP program
- More positive attitude due to the presence of effective station leadership and a serious and dedicated plant owner
- Improvement in processes that underlie a strong nuclear safety culture
 - Plant Health Committee
 - Long range plan
 - Site CARB

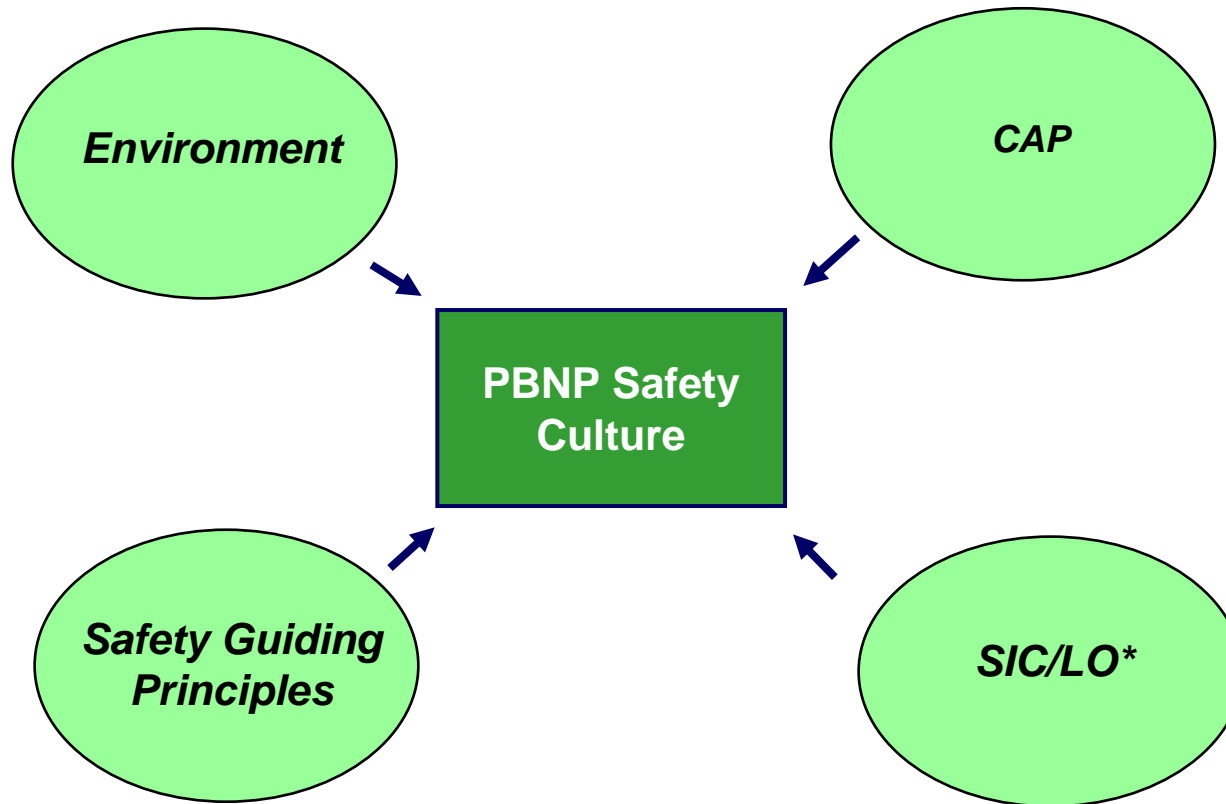
Safety Culture

Results of Independent Assessment

Recommendations included:

- Transition driving force from senior station leadership to department managers and supervisors
- Further increase confidence in CAP through improved trending
 - Items closed to trend
 - Proactive trending
- Transition from responding to surveys (correction mode) to charting our own path consistent with rising industry standards

Safety Culture Vision



Effective, engaged and approachable leadership highly committed to principles for a strong nuclear safety culture

*** SIC/LO – Self-Improving Culture/
Learning Organization**

Safety Culture

Current and Planned Focus Areas

- Maintain focus on fundamentals
 - Approachable leadership style
 - Communications and engagement
 - Continued focus on CAP
- Improve bottom-up communication and lateral integration
- Extensively involve workforce in excellence plan development
- Close monitoring and early detection of adverse trends

Safety Culture Conclusions

- Independent review concluded that corrective actions are working and sustainable
- External review concluded PBNP Safety Culture was solid
- Safety Culture is an on-going focus for the station
- Metrics going forward will include:
 - FPL Fleet Engagement Surveys
 - SNAP surveys



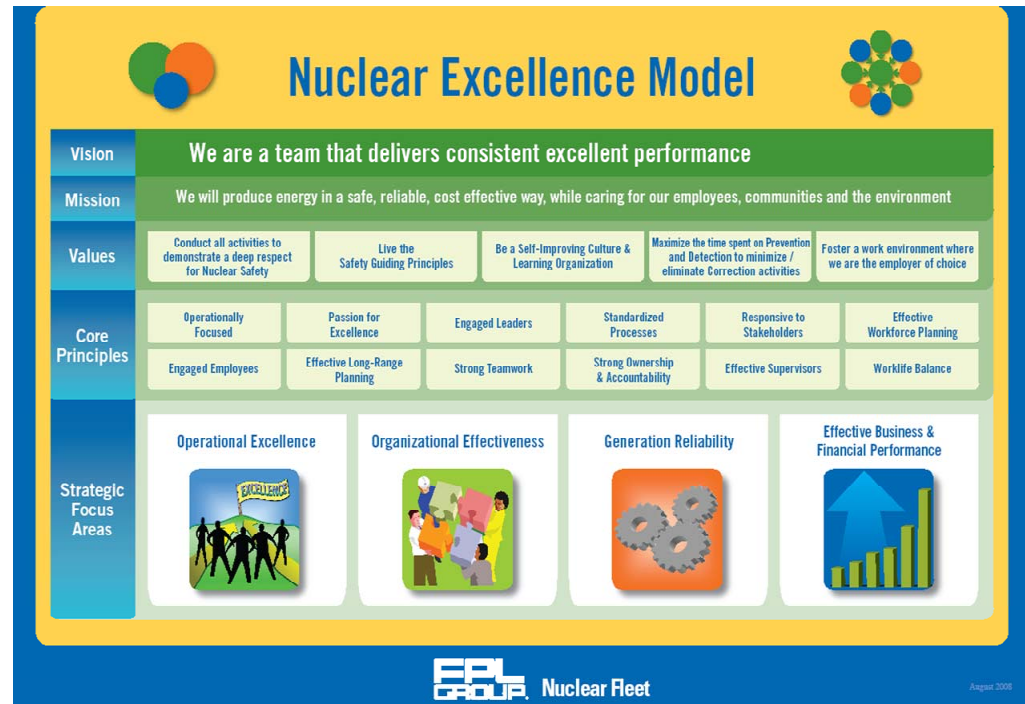
CLOSING REMARKS

Larry Meyer
Site Vice President

Closing Remarks

- We continue to do what we said we were going to do
- We have confidence that our actions are effective and sustainable:
 - Drivers are understood
 - Core values and principles in place

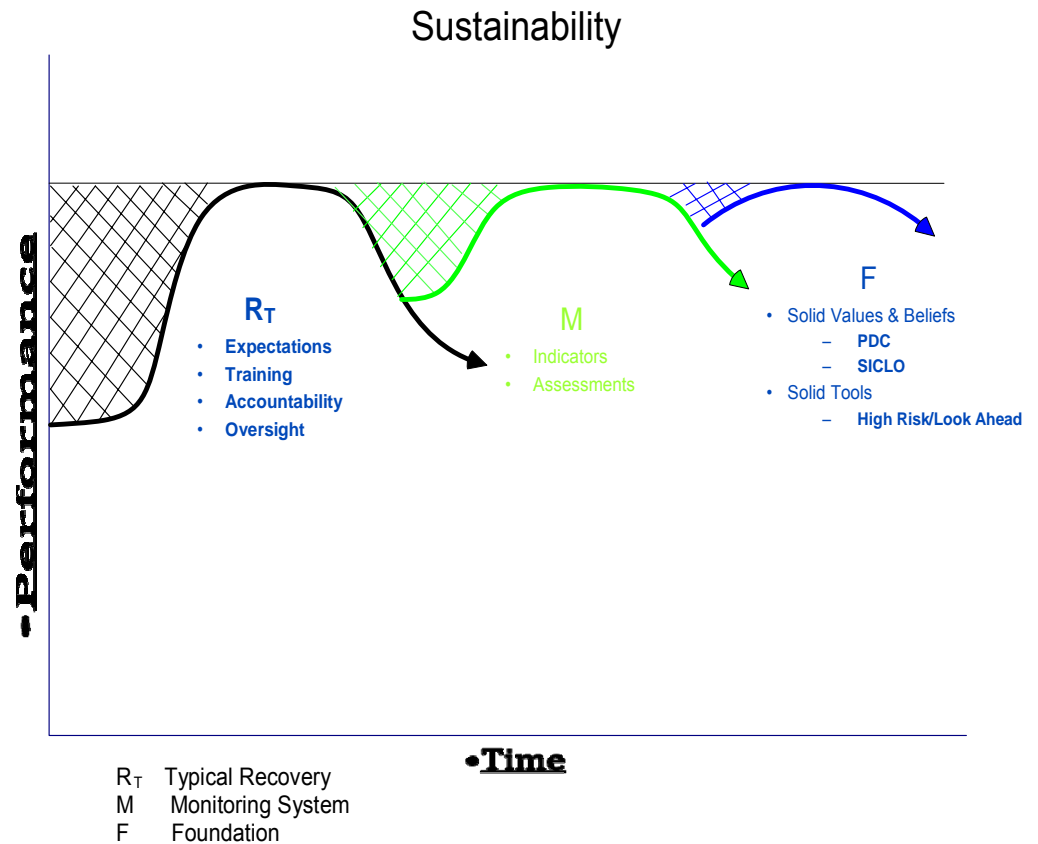
THIS IS OUR MODEL FOR ACHIEVING EXCELLENCE



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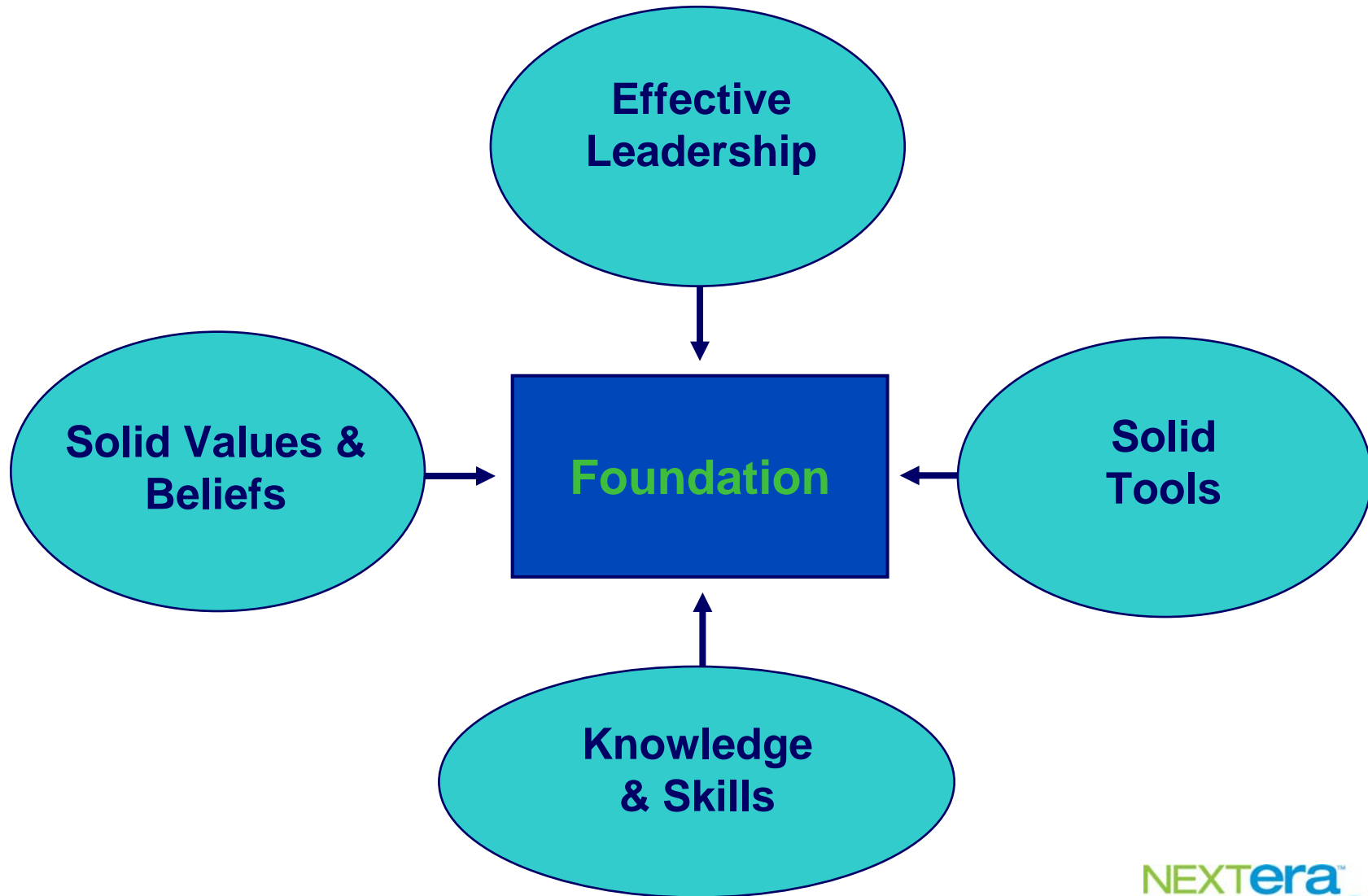
Closing Remarks

- We have confidence that our actions are effective and sustainable:
 - Organizational capacity exists
 - Oversight ensures fixes remain in place
 - Approach to recovery focuses on sustainability



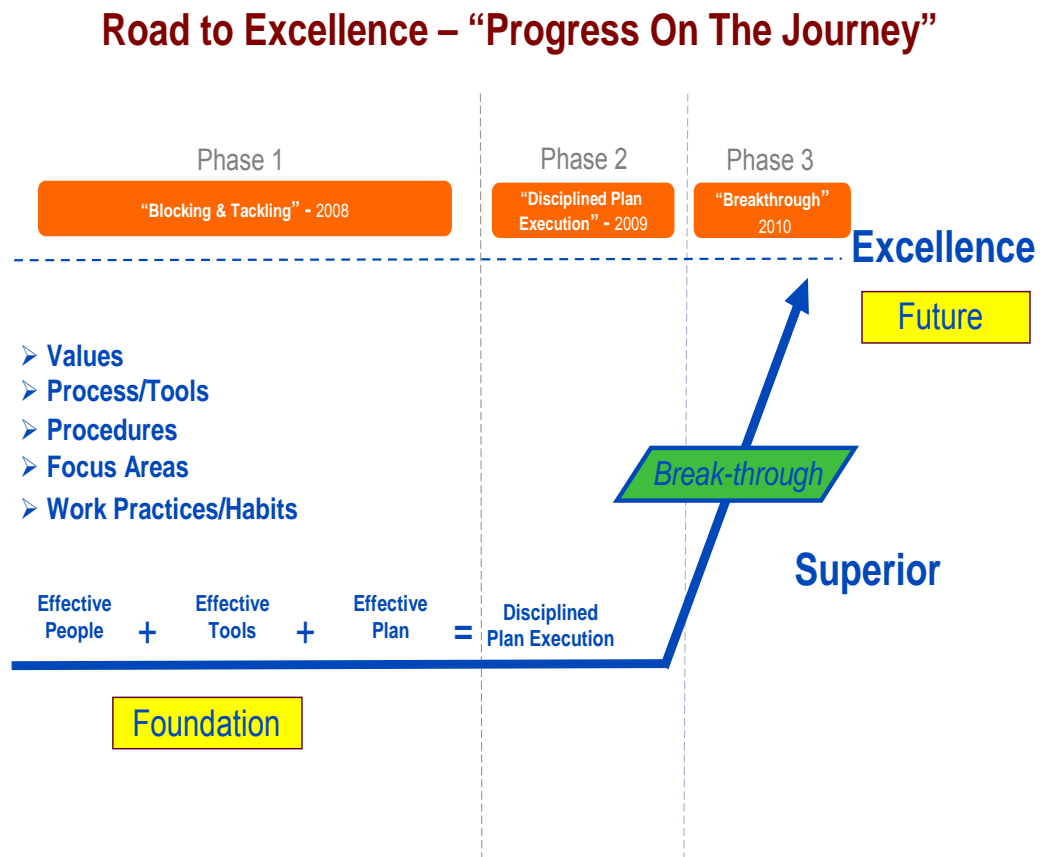
Closing Remarks

Making our plant a little bit better every day



Closing Remarks

- PBNP has turned the corner; changing behaviors into results
- P.1(d) and H.2(c):
 - Actions taken
 - Demonstrated sustainability
 - Improved performance



QUESTIONS