UNITED STATES
NUCLEAR REGULATORY COMMISSION
REGION IV
612 EAST LAMAR BLVD, SUITE 400
ARLINGTON, TEXAS 76011-4125

September 22, 2009

Randall K. Edington,
Executive Vice President,
Nuclear and Chief Nuclear
Officer
Mail Station 7602
Arizona Public Service Company
P.O. Box 52034
Phoenix, AZ 85072-2034

SUBJECT: MEETING SUMMARY FOR PUBLIC MEETING WITH ARIZONA PUBLIC SERVICE COMPANY

Dear Mr. Edington:

On September 10, 2009, the NRC held a public meeting to discuss the current status of the Palo Verde Nuclear Generating Station performance improvement initiatives at the Saddle Mountain Unified School District Office Board Room in Tonopah, Arizona. The meeting attendance list, the NRC's presentation, and the licensee's presentation are included as Enclosures 1, 2 and 3.

In accordance with 10 CFR 2.390 of the NRC's "Rules of Practice," a copy of this letter and its enclosures will be available electronically for public inspection in the NRC's Public Document Room or from the Publicly Available Records (PARS) component of the NRC's Agencywide Documents Access and Management System (ADAMS). ADAMS is accessible from the Public Electronic Reading Room page of the NRC's public web site at www.nrc.gov/reading-rm/adams.html.

Should you have any questions concerning this matter, we will be pleased to discuss them with you.

Sincerely,

Michael C. Hay

Michael Hay, Chief
Project Branch D
Division of Reactor Projects

Dockets: 50-528, 50-529, 50-530
Licenses: NPF-41, NPF-51, NPF-74

Enclosures:
1. Meeting Attendance List
2. Nuclear Regulatory Commissions's
3. Palo Verde Nuclear Generating Station Presentation

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SUNSI Review Completed: DAA ADAMS: ☑ Yes □ No Initials: DAA
☑ Publicly Available □ Non-Publicly Available □ Sensitive ☑ Non-Sensitive
R:_Reactors_PV\2009\Mtg Summary 091009.doc

RIV:SPE:DRP/D	PAO	RSLO	C:DRP/D	D:DRP
DAllen	VLDricks	WAMaier	MCHay	DDChamberlain
DAA		WM	MCH	
09/14/2009	09/ /2009	09/15/2009	09/22/2009	09/ /2009

OFFICIAL RECORD COPY T=Telephone E=E-mail F=Fax

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Phoenix, AZ 85007

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Los Angeles Department of Water & Power
Southern California Public Power Authority
P.O. Box 51111, Room 1255-C
Los Angeles, CA 90051-0100

Mr. Douglas Kent Porter, Senior Counsel
Southern California Edison Company
Law Department, Generation Resources
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Rosemead, CA 91770

Mr. James Ray
Public Service Company of New Mexico
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Albuquerque, NM 87107-4224

Chairman
Maricopa County Board of Supervisors
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Phoenix, AZ 85003

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Southern California Edison Company
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San Clemente, CA 92672

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Arizona Radiation Regulatory Agency
4814 South 40 Street
Phoenix, AZ 85040

Mr. Robert Henry
Salt River Project
6504 East Thomas Road
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Mr. Scott Bauer, Director, Regulatory Affairs
Palo Verde Nuclear Generating Station
Mail Station 7636
P.O. Box 52034
Phoenix, AZ 85072-2034

Mr. Brian Almon
Public Utility Commission
William B. Travis Building
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Austin, TX 78701-3326

Mr. Dwight C. Mims, Vice President
Regulatory Affairs and Plant Improvement
Palo Verde Nuclear Generating Station
Mail Station 7605
P.O. Box 52034
Phoenix, AZ 85072-2034

Environmental Program Manager
City of Phoenix
Office of Environmental Programs
200 West Washington Street
Phoenix, AZ 85003

PUBLIC MEETING ATTENDANCE

LICENSEE/FACILITY	Palo Verde Nuclear Generating Station
DATE/TIME	September 10, 2009 6:00 p.m.
MEETING LOCATION	Saddle Mountain Unified School District Office Board Room 38201 W. Indian School Road Tonopah, AZ 85354

NAME (PLEASE PRINT)	ORGANIZATION	TITLE
RYAN TREADWAY	US NRC	SRI
Michael Hay	US NRC	Branch Chief/RPBD
Joseph Bashore	US NRC	RI
~~Fo~~Rob Henry	SRP	Site Rep.
Louis Cortopassi	APS	PLANT MANAGER
Jim Molden	APS	ENGINEER DIRECTOR
Mark Fallon	APS	Comm Leader
Dan Wheeler	APS	PID - DL
Scott Bauer	APS	DIR, REG AFFAIRS
Ron BARNES	APS	DIR, REG AFFAIRS
Betty Dayao	APS	Consultant
DAN WOOL	APS	"
Steve Sawtschenko	APS	EP DL.
MONICA RAY	APS	EP DIR
MARY PIOGGIA	APS	ER
Matt Pryor	APS	EP

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NAME (PLEASE PRINT)	ORGANIZATION	TITLE
Armand Villa	APS	EP
Jason Datson	APS	EP
Wayne Pierce	APS	EP Section Ldr
Jim McDonald	APS	CorpCom
Gordon James	GCJPK	
Dale Crozier	APS - PALO VERDE	Emergency Preparedness
Jack Arend	Citizen	
Lloyd Rogers	"	
Bob Geiger	APS	PV IS
Mike Bell	APS	PV - WRT
Terry L. Radtke	APS	G.M.
Eric Shouse	El Paso Electric	Site Rep
John Hesser	APS	APS
Andrea Villarin	LADWP / SCPPA	
Doris Heisler	Member of Comm. Adv Council + Tonopah Valley Assn Pres. Dir.	Projects Director
James Glass	APS	PV Process Improvement

PUBLIC MEETING ATTENDANCE

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NAME (PLEASE PRINT)	ORGANIZATION	TITLE
JEANNE COPSEY	APS	ECP DL
TONY MARCO	APS	HR DIRECTOR
TOM WEBER	APS	Reg Affairs DL
Glenn Hamer	Arizona Chamber	Pres. & CEO
Dwight Mims	APS	Plt Imp Reg Affairs
CALVIN BROWN	APS	Maint Mgr
Howard Ridenhour	APS	Maint. Director
Mike Navin	APS	Work Mngt Dir
Mike Sontag	APS	PI Dept Ldr
Pam + Rex Miller	Residents	
Terry Young	APS	Dir, Communications
STEVE MARSTAN	ADEM	REP PROGRAM MGR
Antonius Chan	APS	Sit Finance Mgr.
MATTHEW BENAC	APS	DIR. LONG RANGE PLANNING
JACKIE MECK	TOWN BUCKEYE	MAYOR
Margot Nelson	APS/DZ	Programs Eng. Adm

NAME	ORGANIZATION	TITLE
Michael Green	APS	Regulatory Attorney
Donna Thomas	APS	Director Executive Projects
Felipe Zubia	TEMPE Assoc.	Dir. of Entitlements
Mo Karbassiam	APS	Director/Engr
MIKE POWELL	APS	DIRECTOR, NFM
PAUL BOETTO	~~APS~~ ~~Gov.~~ SMUSD ~~School Pres~~	Board President
STEVE OLEA	ACC	Director, Utilities Div.
STACY AGUAYO	APS	MGR, REGULATORY AFFAIRS
Deanna Kupitz	BUCC	Pres/CEO
Dail Baguera	Public	

U.S.NRC
UNITED STATES NUCLEAR REGULATORY COMMISSION
Protecting People and the Environment

Palo Verde Nuclear Generating Station Performance Improvement Meeting

Nuclear Regulatory Commission – Region IV

September 10, 2009

U.S.NRC
UNITED STATES NUCLEAR REGULATORY COMMISSION
Protecting People and the Environment

Purpose of Today's Meeting

A public forum for discussion of Palo Verde's performance improvement initiatives

U.S.NRC
UNITED STATES NUCLEAR REGULATORY COMMISSION
Protecting People and the Environment

NRC Representatives

Licensee Representatives

U.S.NRC
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Licensee Presentation

U.S.NRC
UNITED STATES NUCLEAR REGULATORY COMMISSION
Protecting People and the Environment

Contacting the NRC

- Report an emergency
  - (301) 816-5100 (call collect)
- Report a safety concern:
  - (800) 695-7403
  - Allegation@nrc.gov
- General information or questions
  - www.nrc.gov
  - Select "What We Do" for Public Affairs
- Victor Dricks, Public Affairs Officer, RIV
  - 817-860-8128
  - Victor.Dricks@nrc.gov
- Feedback Forms available today

U.S.NRC
UNITED STATES NUCLEAR REGULATORY COMMISSION
Protecting People and the Environment

Reference Sources

- Reactor Oversight Process
  - http://www.nrc.gov/NRR/OVERSIGHT/ASSESS/index.html
- Public Electronic Reading Room
  - http://www.nrc.gov/reading-rm.html
- Public Document Room
  - 1-800-397-4209 (Toll Free)

Randy Edington

Executive Vice President and
Chief Nuclear Officer

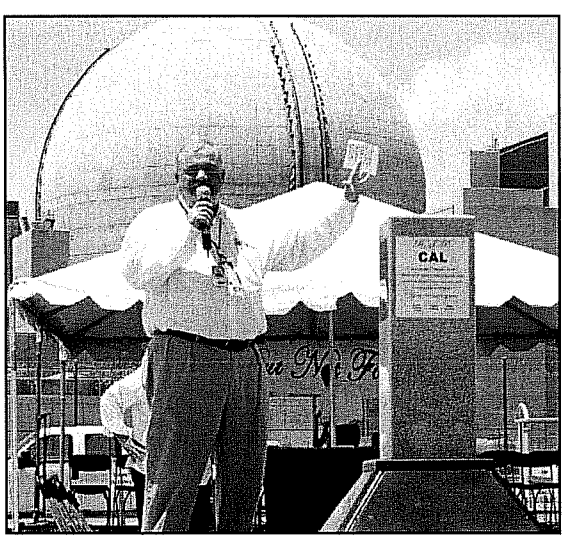
Agenda

- **Randy Edington**
  - Opening
- **Bob Bement**
  - Operational Focus, People, Knowledge and Training
- **John Hesser**
  - Engineering
- **Lou Cortopassi**
  - Plant Equipment
- **Dwight Mims**
  - CAL Status and Continuous Improvement
- **Randy Edington**
  - Closing

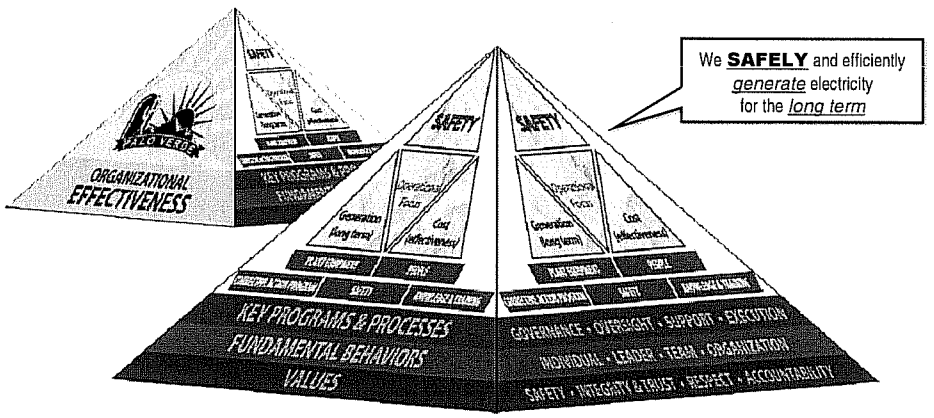
Recognize where we've been...

Emphasize where we are and where we are going

Gone, But Not Forgotten



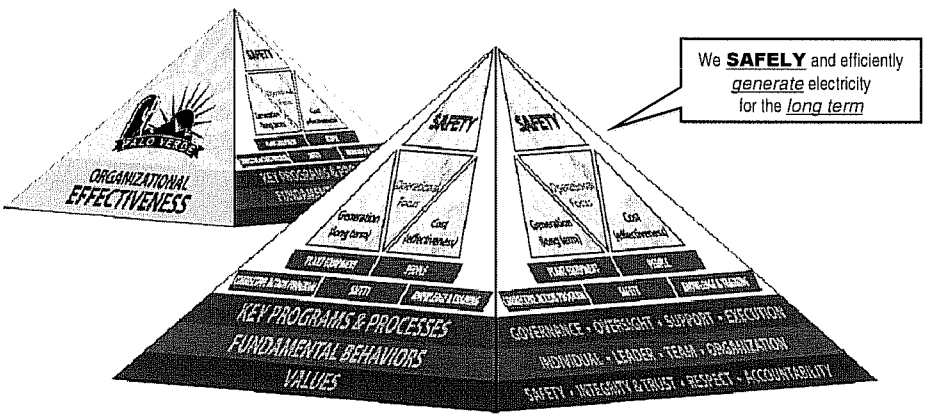
The Palo Verde Leadership Model



Bob Bement

Vice President
Nuclear Operations

The Palo Verde Leadership Model

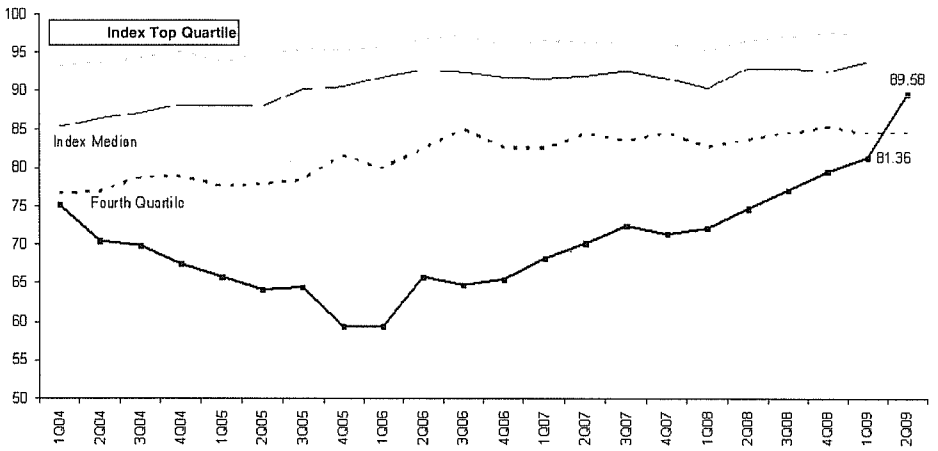


Excellence In Operational Focus...

Is a culture where the station organization is aligned to common goals and priorities that result in a plant in excellent material condition to support <u>SAFE</u> and reliable operation.

Industry Plant Performance Index

Through Second Quarter 2009



Site Operational Focus Indicator

Site Integrated Improvement Plan (2008)

OPS Aggregate Impact	Owner	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08
Operator Work Arounds	K. Atkinson	0	0	0	0	0	0	0	0	0	0	0	0
Operator Burdens	K. Atkinson	18	20	15	15	16	21	15	12	13	8	17	9
Lit Annunciators	K. Atkinson	3	5	3	2	4	3	4	3	1	3	2	3
CRDLs	G. Higgs							30	31	27	19	19	18
Long-Term Tagouts	K. Atkinson	85	85	83	79	78	77	79	73	71	67	63	64
Fire Impairments (FSCCRs)	D. Agazzi					56	43	41	45	54	42	43	28
Temporary Modifications (T-Mods)	M. Karbassian	22	16	15	16	15	21	21	27	22	23	26	24
Unplanned LCOs	J. Taylor	13		18	6			3	5	18			1
Corrective Maintenance Inventory	G. Higgs	35	49	47	30	24	23	38	21	28	27	33	30
Plant Elective Maintenance Inventory	G. Higgs					1248	1297			1213	1116	1112	1146
Window Color		White	Yellow	Yellow	White	White	Yellow	White	Green	Green	Green	Green	Green

Site Operational Focus Indicator

Monthly Trend Report (August)

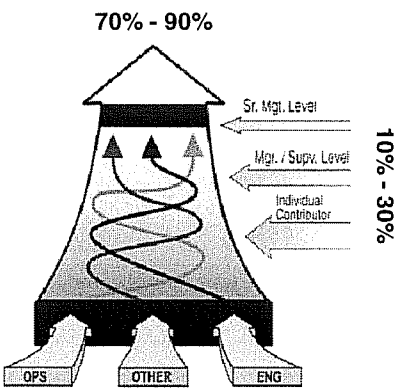
OPS Aggregate Impact	Owner	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
Operator Work Arounds	A. Nelsen	0	0	0	0	0	0	0	0	0	1	2	3
Operator Burdens	A. Nelsen	13	8	17	9	9	8	10	7	5	5	2	6
Lit Annunciators	A. Nelsen	1	3	2	3	2	0	0	1	1	8	3	4
CRDLs	C. Brown	27	19	19	16	23							
Long-Term Tagouts	A. Nelsen	71	67	63	64	80	79	89	86	88	80	80	77
Fire Impairments (FSCCRs)	K. Foster	54	42	43	28	37		40					
Temporary Modifications (T-Mods)*	P.Paranilhos	22	23	26	24	22		22	21	24			
Unplanned LCOs	D. Coxon	18							4	4	3	3	1
Corrective Maintenance Inventory	C. Brown	28	27	33	30			5	5	11	9	10	10
Plant Elective Maintenance Inventory	C. Brown	1213	1116	1112	1146	1147	1196		1086	1079	1112	1111	958
Radwaste Deficiencies	C. Brown	0	0	0	0								45
Secondary Chemistry	C. Brown	0	0	0	0							111	91
Window Color		Green	Green	Green	Green								Yellow

Hiring and Development Model... Building for OUR Future

What do you want the organization to look like in 5 years, 10 years, 15 years?

Planning for OUR future includes:

- Workforce Planning
- Initial and Targeted Hires
- Performance Management
- Development and Retention
- Compensation and Rewards
- Metrics / Effectiveness Reviews



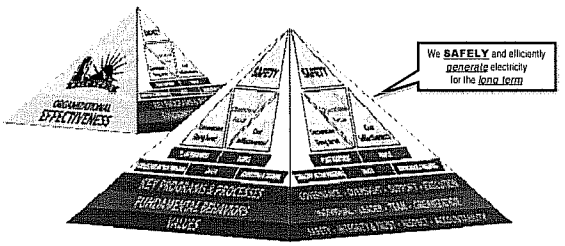
People

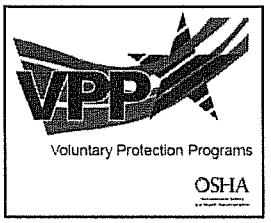
- Staffing Pipelines
- Performance and Talent Management System
- Rotational Assignments
- Succession Planning
- Knowledge Transfer and Retention

Knowledge and Training

- New Employee Orientation
- Four-week Systems Class
- Leadership Training
- Operability Determinations
- Systematic Trouble-Shooting and Decision-Making
- Risk Knowledge and Awareness
- Craftsmanship Training
- Design Basis Academy

Standards / Expectations / Accountability





John Hesser

Vice President
Nuclear Engineering

Operational Focus

- **Intolerance to Equipment Problems**
  - Minor Modifications
  - Preventive Maintenance Focus
  - Single-point Vulnerabilities
  - System and Program Health
- **Margin Recovery**
- **Component Design Basis Review**
- **Engineering Fix-It-Now**
  - Operability Determination
  - Troubleshooting Effectiveness
- **Engineering Role in Site Work Management**

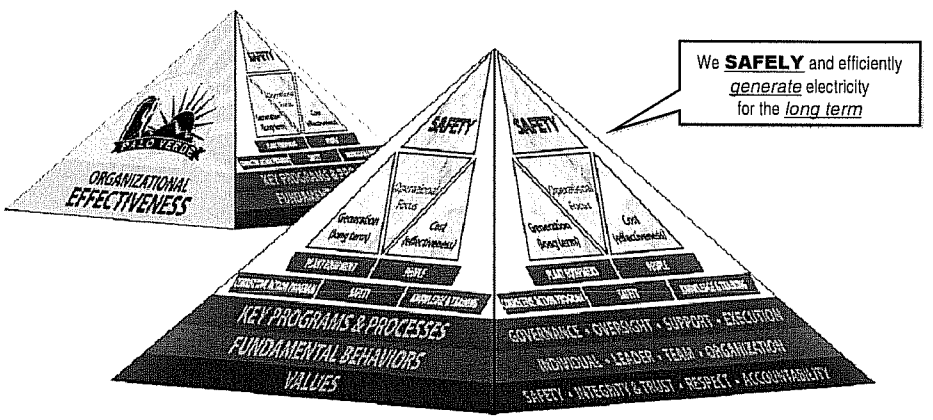
People / Knowledge and Training

- **Staffing Pipeline**
  - Leadership
    - Industry Expertise
    - Rotations
  - Legacy Program
- **Knowledge and Training**
  - Knowledge Transfer and Retention
  - KT™ Systematic Problem Solving and Decision Making
  - Root Cause Determination
  - Operational Decision Making
  - 10 CFR 100 – Parts
  - Detailed Systems Training

Engineering Quality

- **Technical Rigor**
  - ♦ Engineering Work Request
  - ♦ Human Performance Tool Usage
  - ♦ Causal Analysis
- **Performance Monitoring**
  - ♦ Engineering Management Review Meeting
    - Performance Indicators
  - ♦ Engineering Leader Observations
  - ♦ Engineering Product Review Board
  - ♦ Engineering Pre-CARB
  - ♦ Trending and Analysis
  - ♦ Engineering Section Score Cards
  - ♦ Oversight Feedback

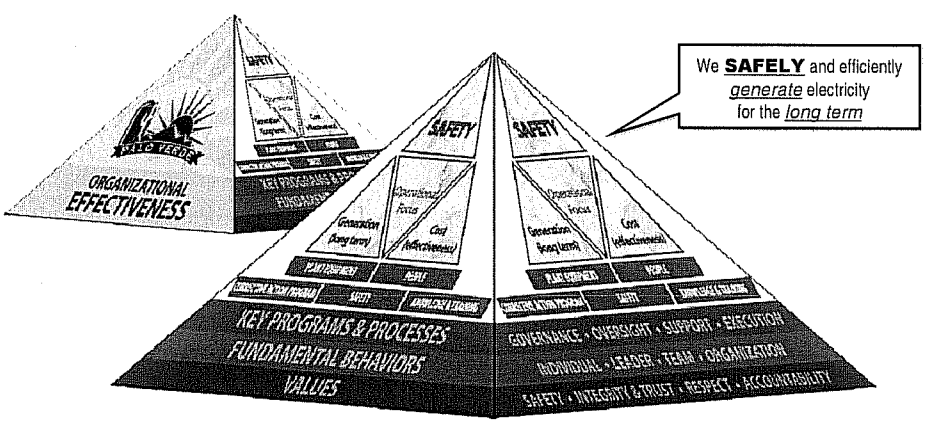
The Palo Verde Leadership Model



Lou Cortopassi

Plant Manager

The Palo Verde Leadership Model

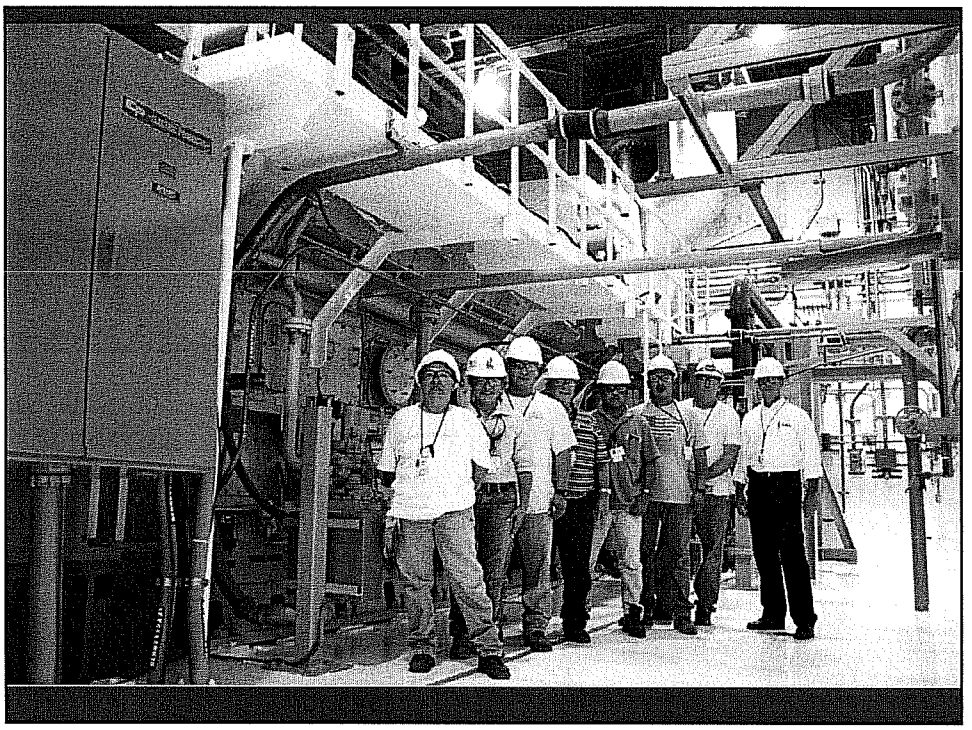


Plant Equipment

- Top 10 Technical Issues
- Long Range Planning
- Work Management
- Long-standing Equipment Issue Status
  - Key Performance Area 11
- Emergency Diesel Generator High Impact Team (HIT)

Emergency Diesel Generator HIT Results

- Validated industry assistance team results from September 2008
- Reviewed Industry Operating Experience
- Completed virtual model and common cause analysis
- Reactivated preventive maintenance tasks
- Recommended implementing the Automated Voltage Regulator upgrade
- Recommended eliminating day tank level switches



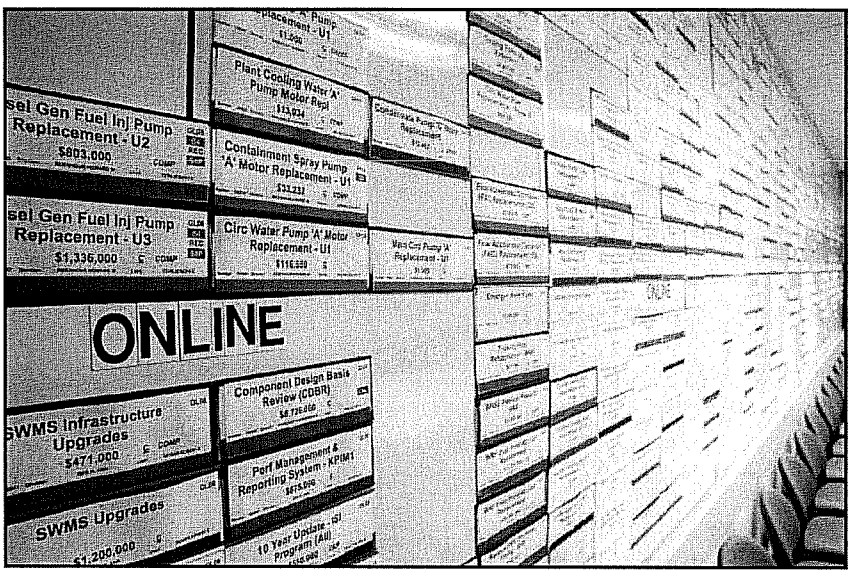
Site Top 10 Technical Issues

Site Top 10 Issues	UNIT 1	UNIT 2	UNIT 3	SPONSOR
1. Spray Pond Chemical Addition and Filtration	October 2009	October 2009	October 2009	Dan Frey
2. MSIV/FWIV Accumulator Margin	2010	2011	2010	Jim Taylor
3. Letdown Control System Instability	September 2009	November 2009	November 2009	Mike Colvin
4. Emergency Diesel Generator Leaks	Complete	Complete	Complete	Howard Ridenhour
5. ECCS Pump Oil Leaks	2009	2009	2009	Howard Ridenhour
6. PN System Inverter Reliability	1R16	2R15	Complete	Dennis Swan
7. Polar Crane Reliability	NEW	NEW	NEW	Mike Winsor
8. Charging Pump Reliability	October 2010	October 2010	October 2010	Jeff Summy
9. Feedwater Hydrazine Pump Improvement	1R16	2R16	3R16	Dan Frey
10. Fuel Building Lighting (SAFETY)	2010	2010	2010	Bill Chapin
Site Second Top 10 Issues				
11. Safety Injection System Venting Issues	1R15	2R15	3R15	Mike Colvin
12. Liquid Radwaste System Degradation	December 2009	December 2009	December 2009	Danny Arbuckle
13. Spray Pond Flow Margin Recovery	2010	2010	2010	Jeff Summy
14. 140-foot Aux Building Ventilation Control	NEW	NEW	NEW	Howard Ridenhour
15. Plant Computer System Reliability	1R16	2R15	3R16	Doug Coxon
16. Cooling Tower Improvements	Complete	2R15	Complete	Bill Chapin
17. Borated Water Management / Cask Pit Level Indication	1R16	2R15	2R16	Danny Arbuckle
18. CEDMCS System Improvements	Complete	2R15	Complete	Mike Winsor
19. OSPDS Reliability	2010	2010	2010	Mike Winsor
20. EDG Excitation System Reliability	1R17	2R17	3R17	Jeff Summy

Resolved Site Top 10 Technical Issues

Safety Injection Check Valve Reliability	High-Pressure Safety Injection Leveler Modification	Main Feedwater Pump Seal Replacement	Control Room Foxboro Chart Recorder Replacement	Unit 1 BOPRESFAS Train 'A'	Target Rock Solenoid-Operated Valve Reliability	Emergency Diesel Generator Fuel Oil Injection Pump Replacement	Emergency Diesel Generator K-1 Relay Replacement	Emergency Diesel Generator Governor Replacement	Containment Sump Screens	Reactor Coolant System Drain/Air Metal Weld Overlays	85-Acre Water Reclamation Facility Reservoir	Main Turbine Low-Pressure Turbine Rotor Replacements	Steam Generator Replacements

Long Range Planning

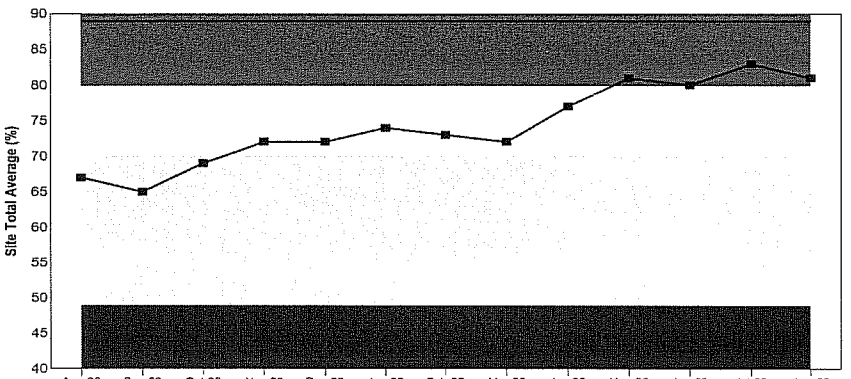


Work Management

- **Online Scope Stability / Schedule Adherence are industry top quartile**
- **Equipment Backlogs Improving**
- **Palo Verde Accountability Model — *See It, Own It, Solve It, Do It*™**
- **Organization alignment to support outage preparation:**
  - ♦ Operations, Maintenance, Engineering, Work Management, support groups
- **Improved challenge process to ensure Outage Readiness**
  - ♦ Includes T-2, Department Challenge Meetings, High Impact Teams

Equipment Reliability Index

Monthly Trend Report (August)



	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09
Site	67	65	69	72	72	74	73	72	77	81	80	83	81
Unit 1	61	60	64	65	65	66	69	65	66	75	78	81	78
Unit 2	71	69	74	78	78	81	77	78	87	90	89	90	87
Unit 3	69	65	68	72	74	75	72	74	77	78	74	78	77
Top Quartile	89	89	89	89	89	89	89	89	89	89	89	89	89

Long-standing Equipment Issues

- **Completed Key Performance Area 11 action plans include:**
  - Auxiliary Feedwater steam admission bypass valves replaced
  - Unit 1 'A' BOP/ESFAS sequencer action plan completed
  - Emergency Diesel Generator fuel injection pumps replaced
  - Main Feedwater Pump oil seals replaced
  - Safety-related underground vaults inspected and repaired
  - Safety-related manholes routinely inspected
  - High Pressure Safety Injection oil level issue resolved
  - Upgraded Emergency Diesel Generator governor design implemented
  - Long-standing Emergency Diesel Generator 2B fuel oil strainer issue resolved
  - Safety Injection Borg-Warner check valve inspections

Long-standing Equipment Issues

- **Key Performance Area 11 action plans in progress:**
  - Hydrazine pumps
  - Essential Spray Pond flow margin
  - Refueling Water Tank (RWT) air entrainment modification

Other Major Equipment Improvements

Not part of KPA 11

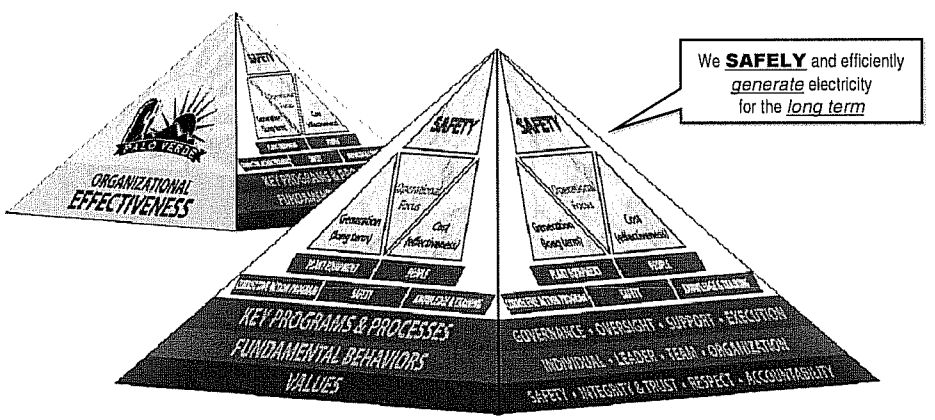
- **Control Room Foxboro chart recorders replaced**
- **Containment Sump screens replaced**
- **Weld overlay modifications for dissimilar metal welds completed on hot legs and pressurizer**
- **Emergency Diesel Generator K-1 relay replaced**
- **Cooling Tower improvements in progress**
- **Large motor rewinds in progress**
- **Single point vulnerabilities (SPV) identified for 54 plant systems and resolution in progress**
- **PC/CMC COLSS replacement in progress**
- **Reactor vessel head replacement in progress**
- **SI-651 relocation**
- **CEA replacement**
- **Condenser water box tube plugs**

Other Major Equipment Improvements

Not part of KPA 11

- Condensate demineralizer sight glass replacement
- K-Line breaker overhauls
- Station Blackout Generator critical spares
- SI system gas intrusion/venting mods
- Letdown control system improvements
- Reactor Coolant Pump seal package upgrades and diffuser inspections
- Liquid Radwaste System backlog reduction
- Inverter card replacements and overcurrent protection settings
- Coating the condenser tube sheets
- Steam trap isolation valve replacements
- Safety Injection check valve inspections and repairs
- Spray Pond chemical addition system modifications

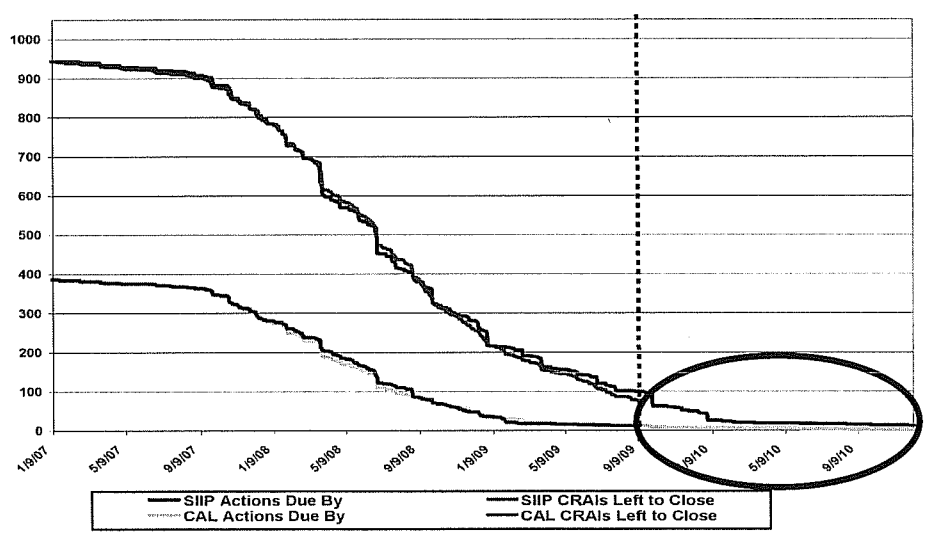
The Palo Verde Leadership Model



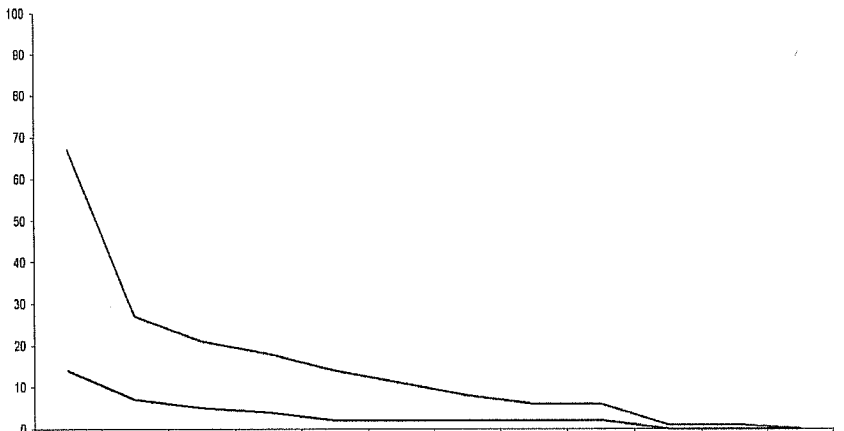
Dwight Mims

Vice President
Regulatory Affairs and Plant Improvement

CAL/SIIP Schedule Adherence

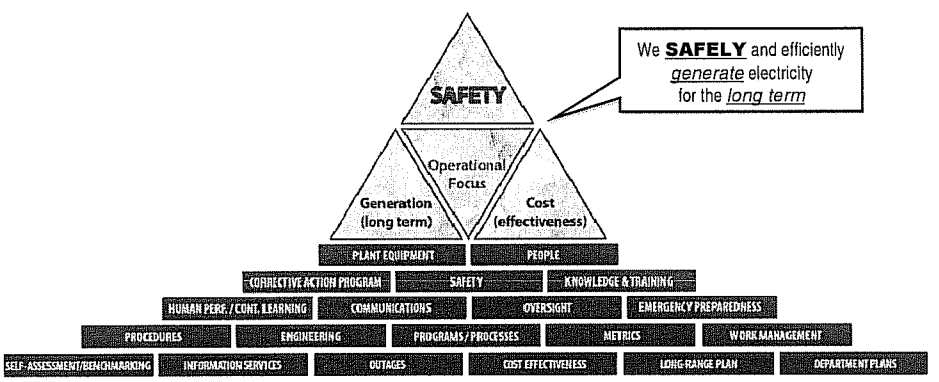


CAL/SIIP Actions Remaining

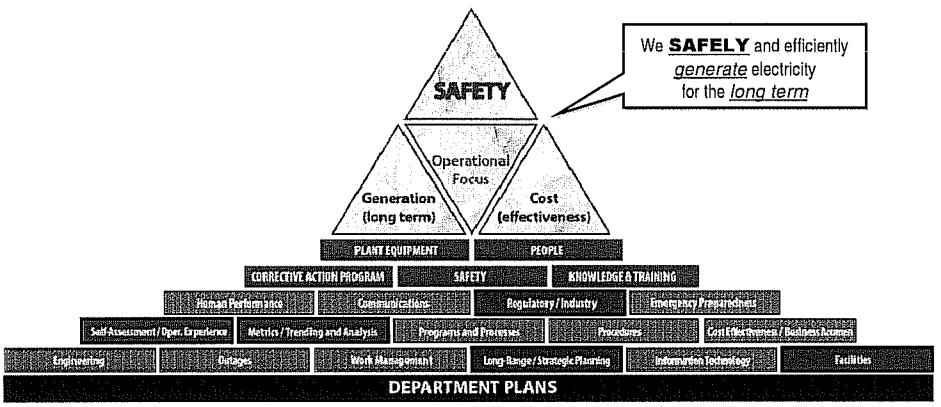


	3Q 09	4Q 09	1Q 10	2Q 10	3Q 10	4Q 10	1Q 11	2Q 11	3Q 11	4Q 11	1Q 12	2Q 12
SIIP Actions Scheduled	67	27	21	18	14	11	8	6	6	1	1	0
CAL Actions Scheduled	14	7	5	4	2	2	2	2	2	0	0	0

Site Integrated Business Plan

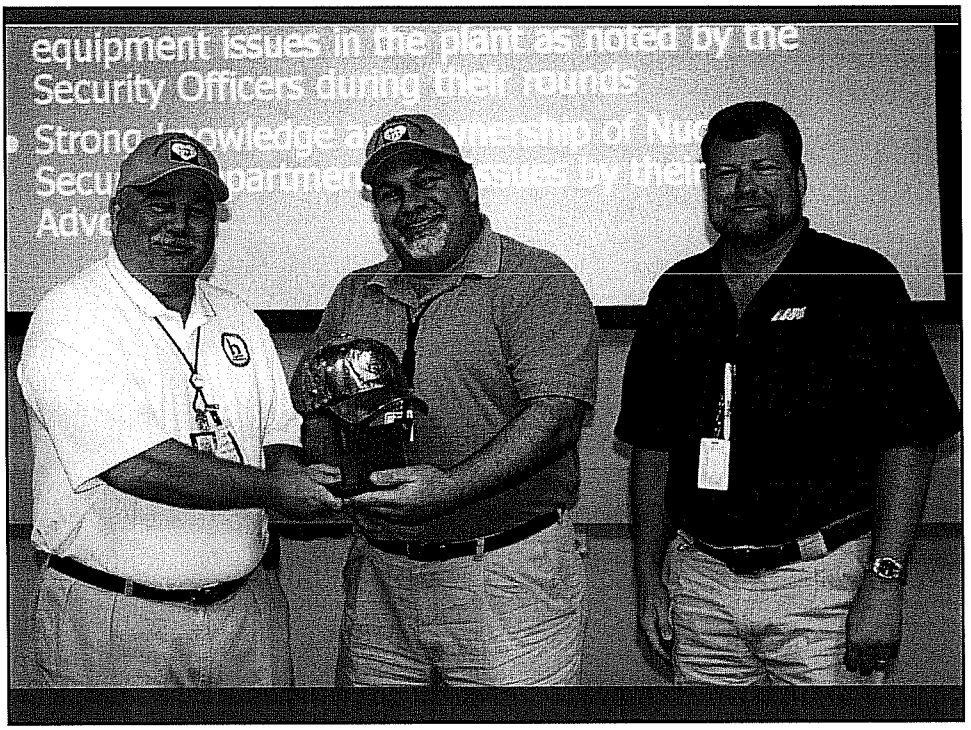


Business Plan / Strategic Plans
2010-2013 "DRAFT"



Continuous Improvement

- **Corrective Action Program**
  - Trending and Analysis
- **Safety Culture**
  - Organizational Effectiveness survey
- **Human Performance**
- **Self Assessments and Benchmarking**
- **Oversight**
  - Nuclear Assurance
  - Offsite Safety Review Committee
  - Nuclear Oversight Committee



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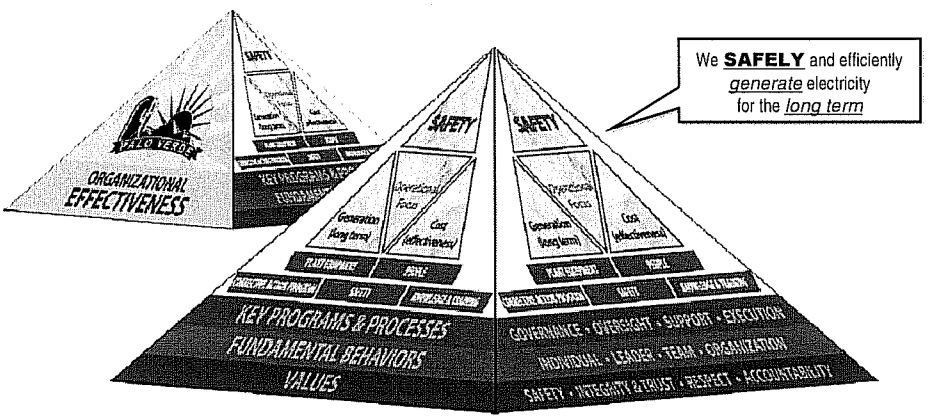
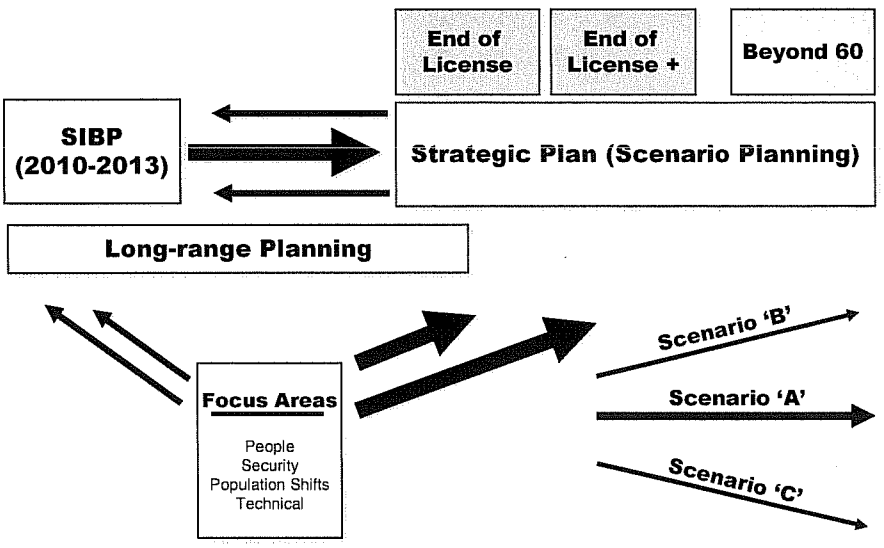
The Palo Verde Leadership Model



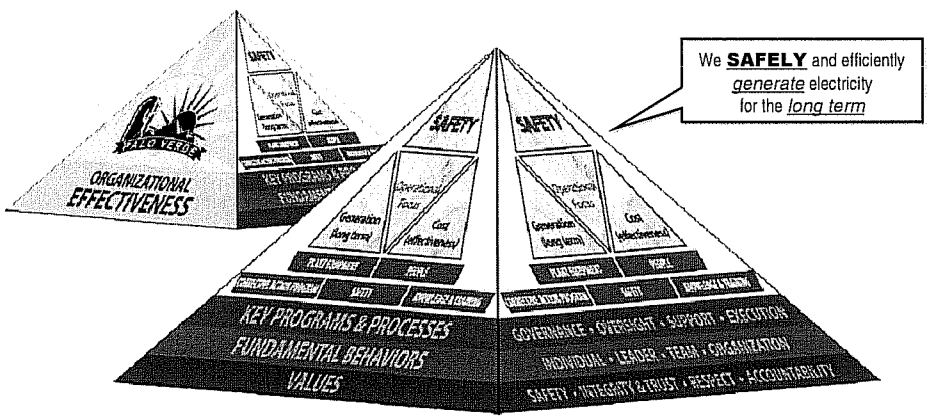
Randy Edington

Executive Vice President and Chief Nuclear Officer

Business Plan / Strategic Plans



So, where are we going from here?

- Top quartile in <u>all</u> areas
- Select areas for top decile
- Areas for industry leadership
  - <u>SAFETY</u>
  - Knowledge and Training
  - Craftsmanship

The Palo Verde Leadership Model