

UNITED STATES WUCLEAR REGULATORY COMMISSION

REGION IV

611 RYAN PLAZA DRIVE, SUITE 400 ARLINGTON, TEXAS 76011-8064

MAR - 7 1996

Washington Public Power Supply System ATTN: J. V. Parrish, Chief Financial Officer 3000 George Washington Way P.O. Box 968, MD 1023 Richland, Washington 99352

SUBJECT: PUBLIC MEETING ON FEBRUARY 15, 1996 - OVERSIGHT PANEL MEETING

This refers to the NRC Oversight Panel meeting open to public observation conducted on February 15, 1996, at the Washington Nuclear Plant (WNP-2), in Richland, Washington. This meeting was the fourth meeting between the NRC Oversight Panel and the Washington Public Power Supply System (Supply System) regarding the operation of the WNP-2 facility. Attendees at the meeting are listed in Enclosure 1 to this letter.

The purpose of the meeting was to discuss several areas of the Supply System's Performance Enhancement Strategy (PES), which included a general status overview, business plan and PES alignment, human performance, general plant operations, health physics, engineering, and maintenance activities. The discussions provided your perspectives of the status and progress of the initiatives which are part of the PES. These discussions were beneficial in furthering our understanding of your areas of emphasis. We were interested to hear your perspective on the organizational and management changes made related to those departments reporting directly to you. We note your intention to perform another self-assessment using independent reviewers following the 1996 refueling outage. A copy of the slides presented by the Supply System are provided as Enclosure 2.

We recognize that the next Oversight Panel meeting would normally be held in April 1996, a month with the Regulatory Information Conference already planned. We also recognize that mid-April is the beginning of your scheduled refueling outage. We will be contacting the Supply System staff to establish the specific date of the next meeting.

In accordance with 10 CFR 2.790 of the NRC's "Rules of Practice," a copy of this letter will be placed in the NRC's Public Document Room.

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

Sincerely,

Felliper

J. E. Dyer, Director

Division of Reactor Projects

Washington Public Power Supply System

Enclosures:

1. Attendance List

2. Presentation Slides

Docket: 50-397 License: NPF-21

cc w/enclosures: Washington Public Power Supply System ATTN: G. O. Smith, WNP-2 Plant Manager P.O. Box 968, MD 927M Richland, Washington 99352-0968

Washington Public Power Supply System ATTN: Chief Counsel 3000 George Washington Way P.O. Box 968, MD 396 Richland, Washington 99352-0968

Energy Facility Site Evaluation Council ATTN: Frederick S. Adair, Chairman P.O. Box 43172 Olympia, Washington 98504-3172

Washington Public Power Supply System ATTN: D. A. Swank, WNP-2 Licensing Manager P.O. Box 968 (Mail Drop PE20) Richland, Washington 99352-0968

Washington Public Power Supply System ATTN: P. R. Bemis, Director Regulatory and Industry Affairs P.O. Box 968 (Mail Drop PE20) Richland, Washington 99352-0968

Benton County Board of Commissioners ATTN: Chairman P.O. Box 190 Prosser, Washington 99350-0190

Winston & Strawn ATTN: M. H. Philips, Esq. 1400 L Street, N.W. Washington, D.C. 20005-3502 bcc to DMB (IE45)

bcc distrib. by RIV:
L. J. Callan
DRS-PSB
Branch Chief (DRP/E, WCFO)
Senior Project Inspector (DRP/E, WCFO)
Leah Tremper (OC/LFDCB, MS: TWFN 9E10)

Resident Inspector MIS System RIV File Branch Chief (DRP/TSS) M. Hammond (PAO, WCFO)

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| RIV:C:DRP/E | D:DRP | |
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| HJWong;df* | JEDyer Valu | |
| 3/5/96 | 3/7 /96 | |

*previously concurred

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bcc to DMB (IE45)

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| RIV:C:DRP/E | D:DRP | |
| HJWong;df* | JEDyer Vin | |
| 3/5/96 | 3/7 /96 | |

*previously concurred

ENCLOSURE 1

ATTENDEES AT NRC/WPPSS MEETING ON FEBRUARY 15, 1996

OVERSIGHT PANEL MEETING

Washington Public Power Supply System

- J. Parrish, Managing Director
- P. Bemis, Vice President, Nuclear Operations
- R. Webring, Vice President, Operations Support
- J. Baker, Vice President, Resource Development J. Kucera, Vice President, Administration/Chief Financial Officer
- G. Smith, Plant General Manager
- J. Swailes, Director, Engineering
- W. Barley, Manager, Quality
 J. McDonald, Assistant Engineering Manager
- C. Schwarz, Manager, Operations
- M. Monopoli, Manager, Maintenance J. Albers, Manager, Radiation Protection
- D. Swank, Manager, Regulatory and Industry Affairs
- J. Peters, Manager, Quality Programs
- A. Langdon, Assistant Operations Manager
- G. Sanford, Manager, Planning, Scheduling, and Outage
- M. Price, Lead, Long Range Planning
- P. Ingersoll, System Engineering Supervisor
- J. Holder, Regulatory Programs
- J. Taylor, Information Specialist
- S. Senner, Public Affairs Officer
- M. Hatcher, Staff Attorney
- J. Engbarth, Executive Board Auditor

NRC

- J. Dyer, Director, Division of Reactor Projects (DRP)
- W. Batemam, Director, Reactor Projects Regions III/IV, NRR
- K. Brockman, Deputy Director, Division of Reactor Safety
- H. Wong, Chief, Project Branch E, DRP
- R. Barr, Senior Resident Inspector, DRP
- G. Replogle, Resident Inspector, DRP
- J. Mitchell, Office of the Executive Director of Operations
- D. Kunihiro, Regional State Liaison Officer, Walnut Creek Field Office
- M. Hammond, Public Affairs Officer

Others

- D. Williams, Nuclear Engineer, BPA
- D. McManman, Tri-City Herald

WNP-2

Management Oversight Meeting

February 15, 1996

Opening Remarks

♦ J. V. Parrish, Managing Director

- Current Challenges

- Institutional Focus

Introduction of Presenters & Agenda

Paul R. Bemis

·Introduction of Presenters & Agenda

- Agenda
 - PES Status

- P. R. Bemis
- Business Plan & PES Alignment
- M. Price
- Site Human Performance
 J. Peters
- General PlantG. O. Smith

Introduction of Presenters

Business Plan & Performance
 Enhancement Strategy (PES) Alignment

Human Performance

Plant Issues

Introduction of Presenters & Agenda

- Operations
- Health Physics
- Engineering
- Maintenance
- Closing Remarks

- C. J. Schwarz
- J. P. Albers
- J. McDonald
- M. M. Monopoli
- J. V. Parrish

Performance Enhancement Strategy Status

• P. R. Bemis

PES Status - Overview

WNP-2 Performance is Slowly Improving

 Performance Enhancement Strategy is Contributing to Improved Performance

PES Status - Overview cont.

Early signs of degraded performance have been identified and are being aggressively addressed

 Sustained Improved Performance Remains Goal

PES Status - Summary

- Lessons Learned from Six Months of Experience
 - Management in each functional area has adopted the Performance Enhancement Strategy methodology.
 - Measurement standards employed at the functional level have a direct correlation to the attainment of corporate business objectives.

PES Status - Summary

- Lessons Learned from Six Months of Experience cont.
 - Employees are performing their tasks, on a more consistent basis, in a manner consistent with management's expectations.
 - Early signs of culture change are evident

PES Status - Summary Cont....

- Continued Sense of Cautious Optimism
- Positive Progress To Date
- Too Soon To Declare Victory
- Performance Enhancement Strategy
 Requires Assessment Over Long Term
- Closing

Business Plan & PES Alignment

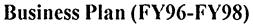
Mike Price

SUPPLY SYSTEM PLANNING PROCESS

"WE HAVE A PLAN!"

Strategic Planning (FY97-FY01)

- •"Our Vision of the Future"
- •Mission & Vision Statement
- Strategic Objectives & Targets



- •Business Objectives & Strategies
- •Management Initiatives
- •Key Performance Indicators



Performance Enhancement Strategy

- Achieve and Sustain
 - •Safe Performance
 - •Superior Performance
- Identify, Track & Trend Initiatives

Long Range Projects Plan (FY96-FY97)

- •Developed by Project Review Committee
- Approved by Senior Management
- •Includes
 - Project Modification Requests
 - Major Maintenance
 - Major Programs



Fiscal Year Budget (FY96-FY97)

- •Identification of Work (Projects & LOE)
- •By Work Alignment of Resources
- •By Organization Alignment of Resources

PES RELATIONSHIP TO BUSINESS PLAN

BUSINESS PLAN

- Six "Plant 2" Objectives
 - » Safe Operations
 - » Generation Performance
 - » Organization Performance
 - » Public Confidence & Trust
 - » Station Condition
 - » Cost Competitiveness
- Specific Management Initiatives will help improve performance
- **♦ PES RELATIONSHIP TO BP**
 - All PES Objectives support a Business Plan Objective
 - Seven PES Objectives aligned with a Business Plan Initiative

PES OBJECTIVES ALIGNED TO BP INITIATIVES

| (Vice President Nuclear Operations) VPNO Objectives | | (Organization Performance) OP Initiatives | |
|--|---------|---|---|
| VPNO 0.1.1 Improve Manager/Supervisor Performance | | -> | OP6 Improve Manager/Supervisor Performance |
| VPNO 0.2.1 Improve Human Performance at Plant 2 | | -> | OP9 Human Performance Improvement |
| VPNO 0.3.1 Improve the Effectiveness of Corrective Action | | -> | OP10 Corrective Action Program Performance |
| VPNO 0.4.1 Simplify Administrative Procedures | 4 | -> | OP7 Simplify Work Processes and Improve Procedures |
| VPNO 0.5.1 Simplify Management Processes | | -> | OP7 Simplify Work Processes and Improve Procedures |
| (Additional Improvement Initiatives) All Objectives | | (Sta | ation Condition) and (Cost Competitiveness) SC and CC Initiatives |
| All 7.1.1 Implement Maintenance Rule | 4 | > | SCT2 Implement Maintenance Rule |
| AII 7.3.1 Convert existing Tech Specs to Improved Tech Specs | 4 | <u> </u> | CC5 Conversion to Improved Tech Specs |

Human Performance

John Peters

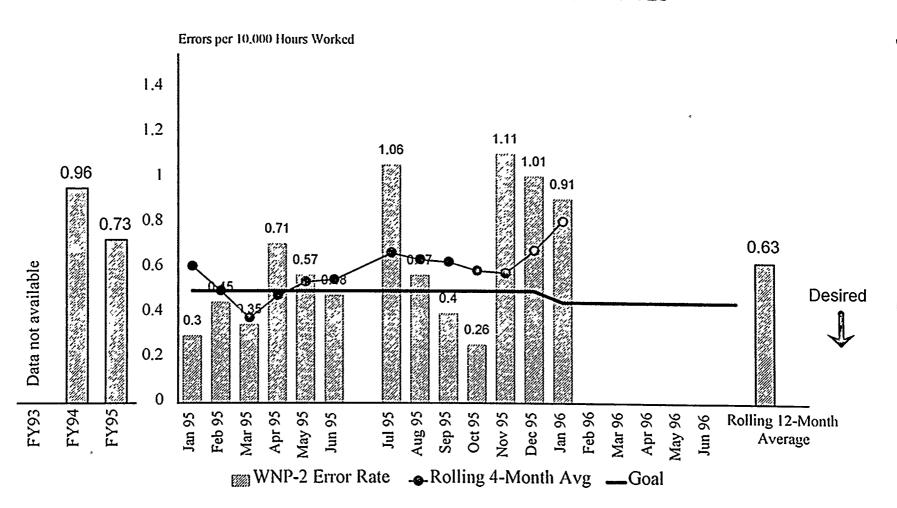
Core VPNO Objectives

0.2 Human Performance

- 0.2.1 Improve human performance at WNP-2
 - » Management initiative to improve human performance completed.
 - » Human performance coordinator position established.
 - » Internal and external attitudes regarding human performance identified.
 - » Current initiatives to improve human performance completed.
 - » Assess devices being used to monitor human performance completed.

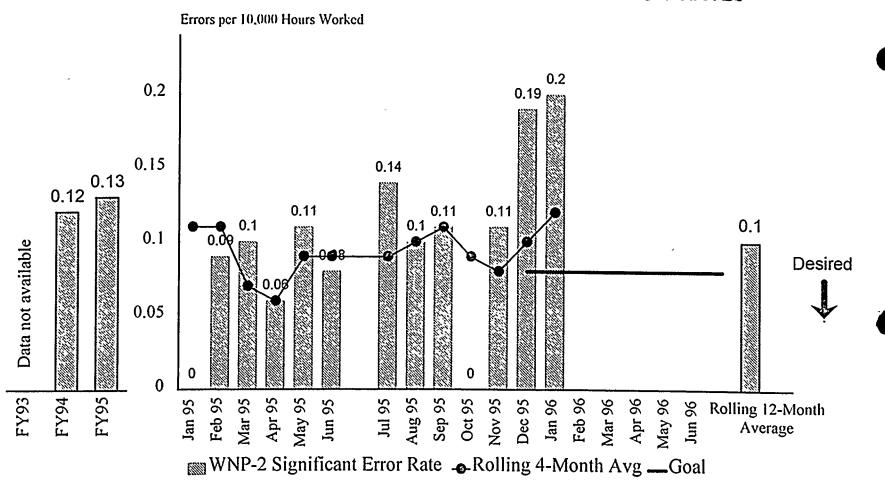
Personnel Error Rates

WNP-2 MONTHLY & FISCAL YEAR ERROR RATES



Personnel Error Rates

WNP-2 MONTHLY & FISCAL YEAR SIGNIFICANT ERROR RATES



Operations Overview

Greg O. Smith

Maintaining Our Focus Station Priorities

- **♦** Teamwork
 - Common Goals
 - Radiation Exposure
- Efficiency
 - Cost of Power
 - Station Budget
 - Capability Factor
- Excellence
 - Material Condition
 - Personnel Performance

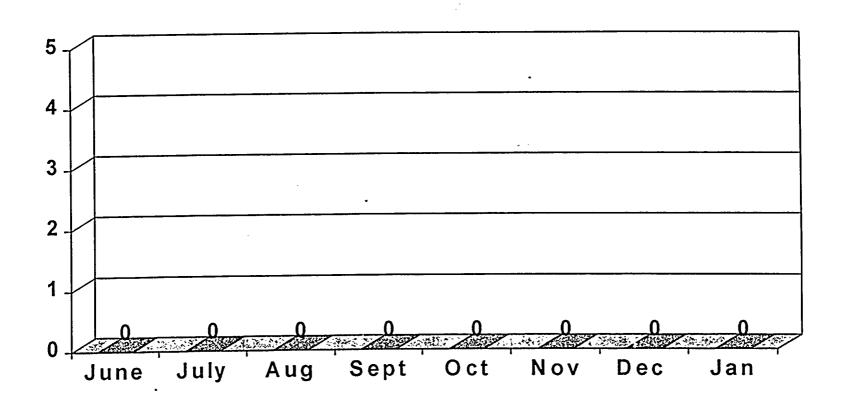
Operations Update

Chris Schwarz

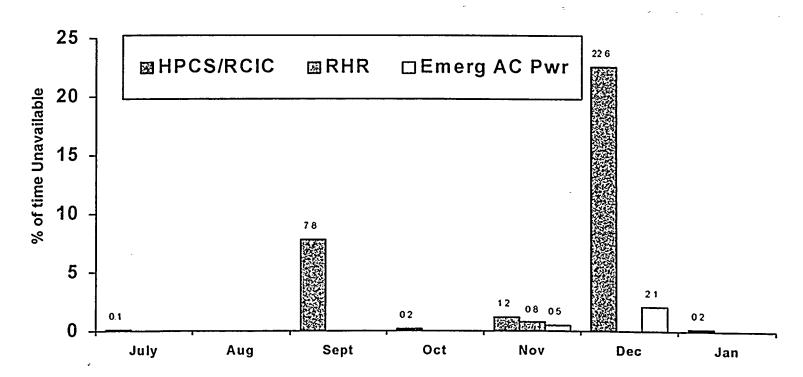
WNP-2 Operations

- Ownership
- Demanding Customer
- Solving our Problems
- Human Performance

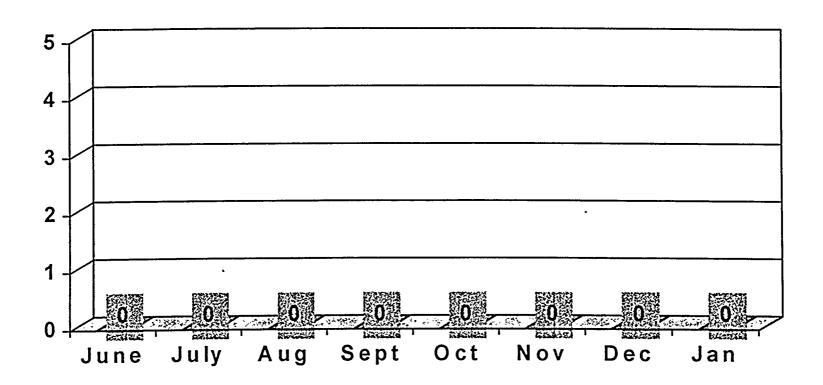
Unplanned Scrams



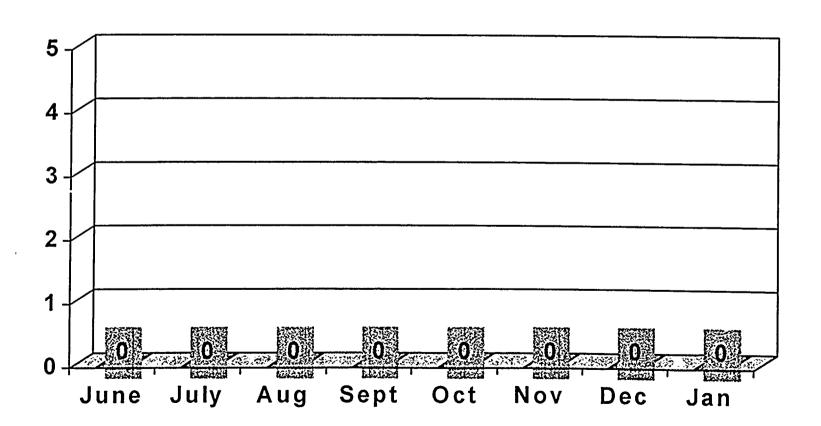
Safety System Performance



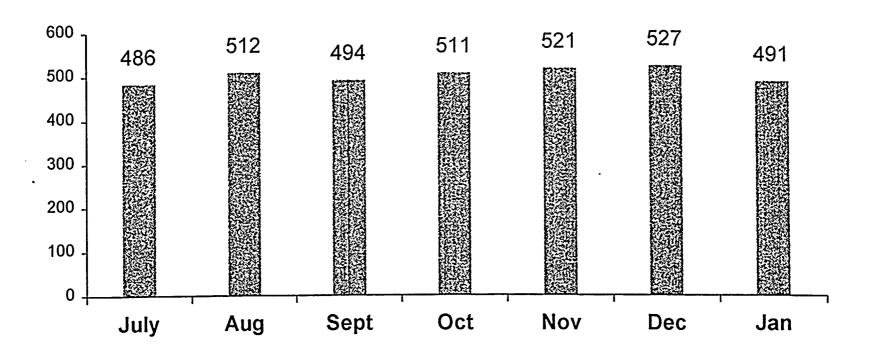
Unplanned Safety System Actuations



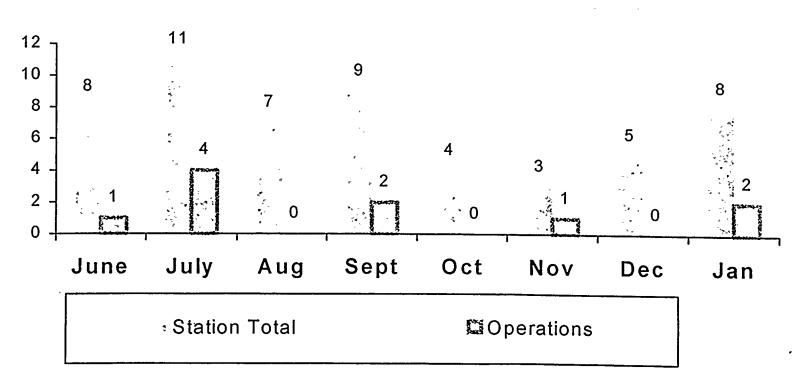
Emergency Generator Unreliability



OI-9 Observation Totals

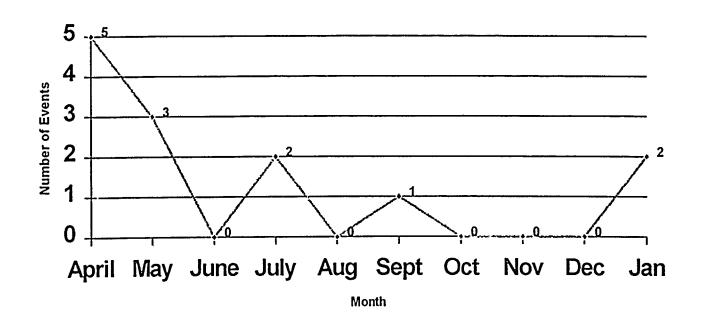


WNP-2 Operations Significant PERs

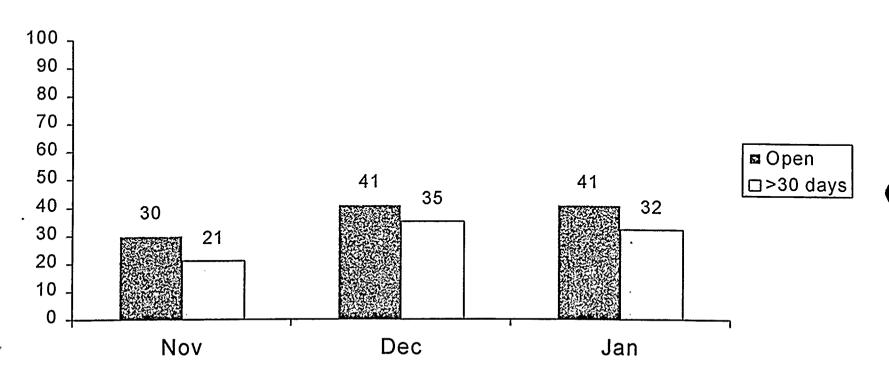


Operations Management Involvement

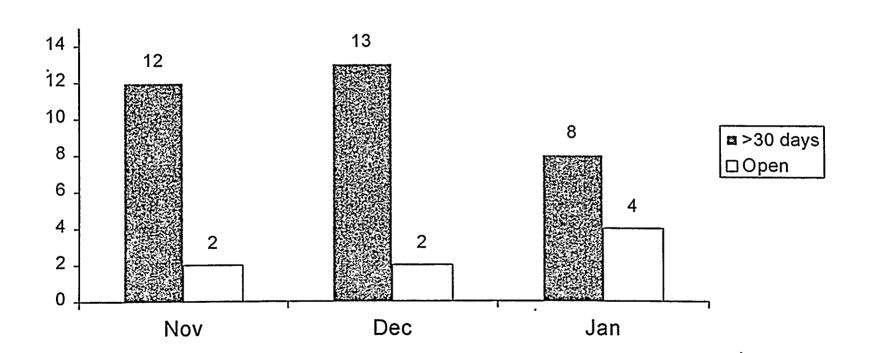
HPI - Clearance Order Performance



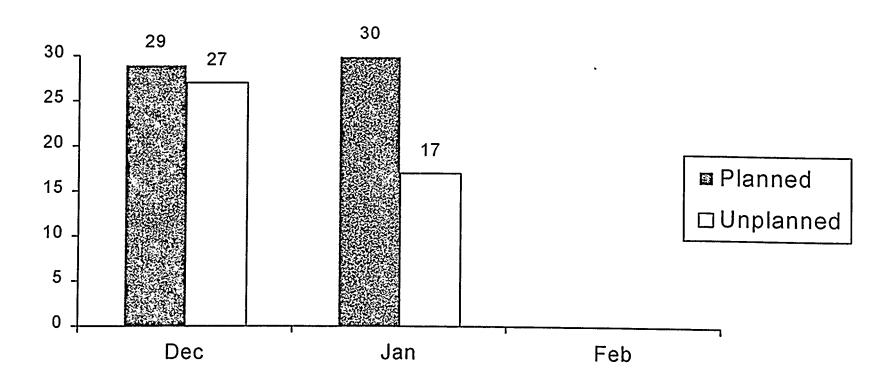
Open Work - Caution Tags



Open Work - LCO & Inop Broke/Fix

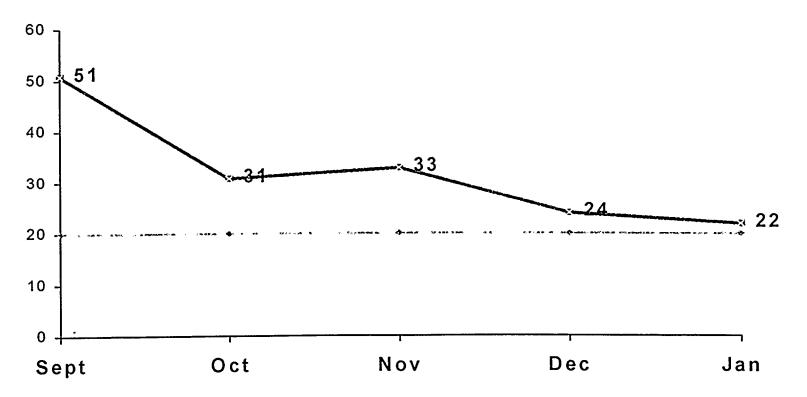


LCO Entries

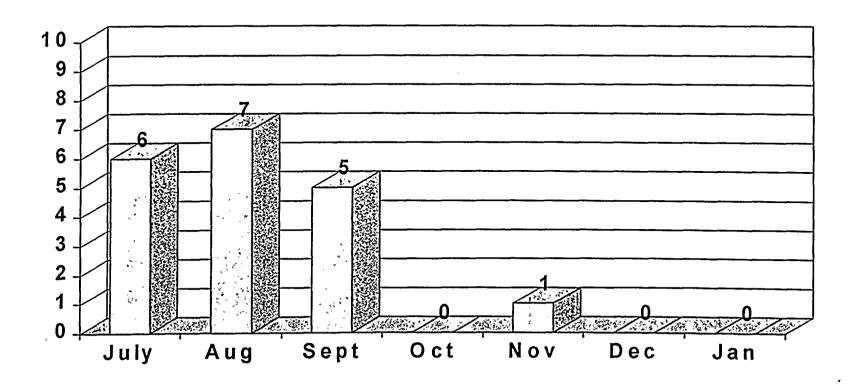


Control Room Non Outage Deficiencies

Expectation is 20 or less

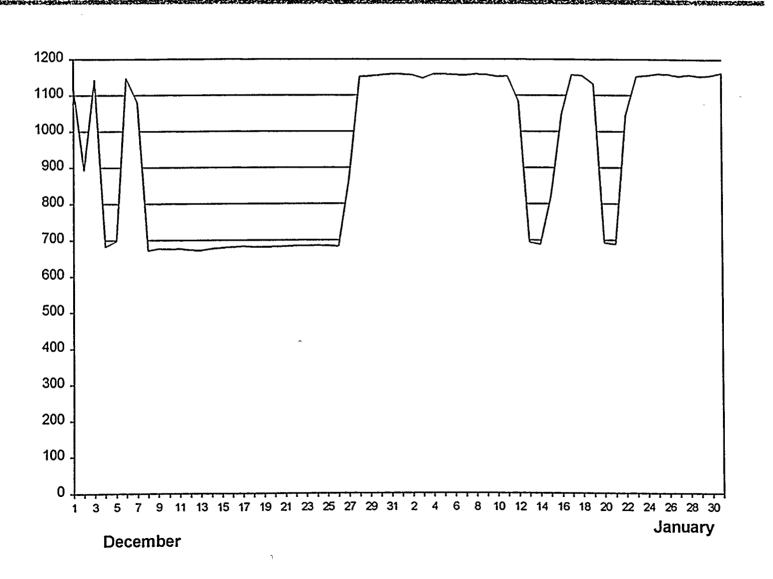


QA PER Refurbishments

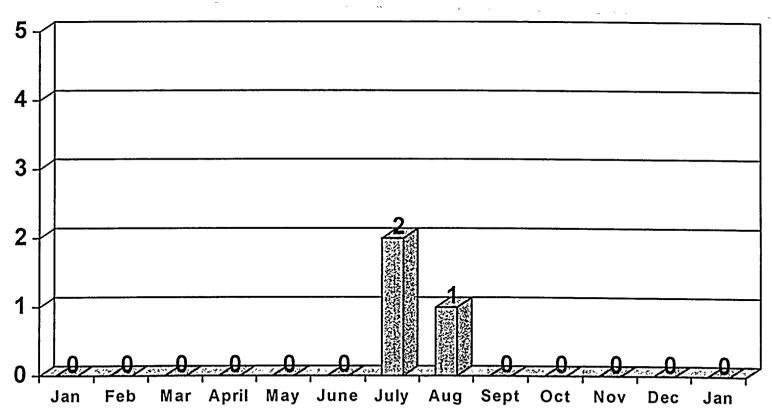


Daily Load Profile

December - January



CR Mispositioning/Reactivity Events



Ops/Eng Communications

September



- Feedwater Flow Calcs

- October
 - RCIC-V-28



- **♦** November
 - Cond Demin Sulphates

December

- Service Water Piping
- A RFPT Elect Speed Degradation
- RCIC Steam Supply Hanger
- DG-1 Electronic Governor

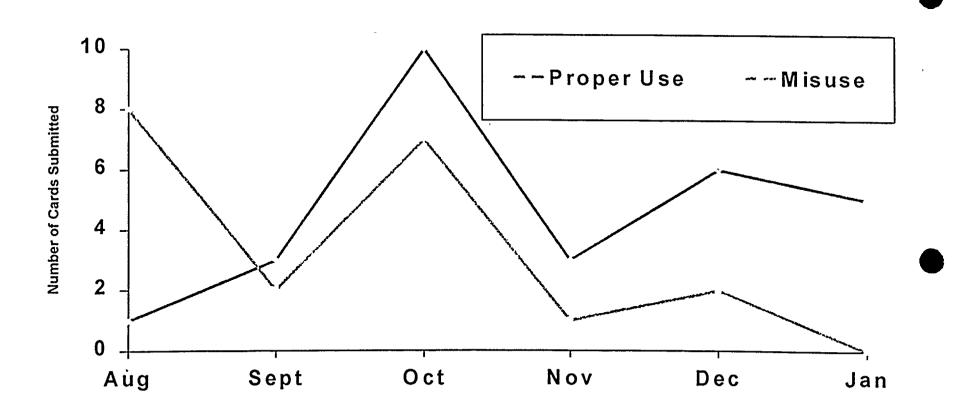
January



- TSW Leak
- RCIC Gasket Leak
- Potter Brumfield Relay
- DG Vent/Dampers (Cold Weather Ops)

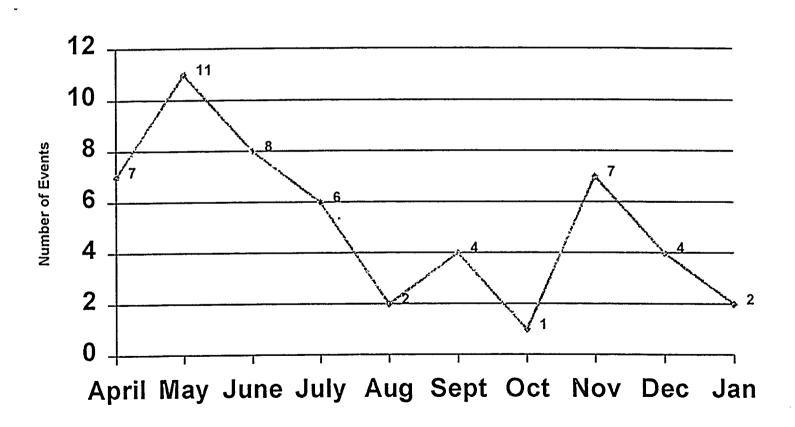


Gold Card Program - Procedure Compliance



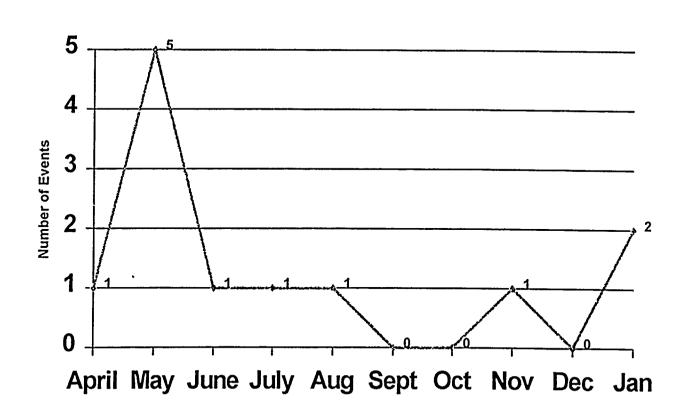
Operations Programs & Procedures

HPI - Procedure Compliance



Operations Programs & Procedures

HPI - Configuration Control



- Equipment Operator Support
- Latest INPO Assist Visit (August 1994)
- ***Inadequate Equipment Operator Performance:**
 - Plant Labeling
 - Teamwork
 - Discipline
 - Communications
 - Self-Checking

Quality of Operations EO Support Initiatives - Labeling

- * RCIC
- SW Pumphouses
- ♦ RHR A,B,C

♦ CAC

DEPCS

ASD Glycol

HPCS

480V MCCs (>65)

CRD Pump Room

250V DC Buses

Quality of Operations EO Support Initiatives - Teamwork

- Crew Reorganization October 1995
- Ops Teambuilding Session 1995
- Simulator Scenarios
- **♦ EO Break Room/Production Center**
- EO diverse assignments (FIN Team, PER Dispositioners, Labeling Coordinator)

Quality of Operations EO Support Initiatives - Discipline

- First line supervisors increase supervisory skills
- Positively reinforce correct behaviors (OI-9s)
- Performance manage habitual performance problems
- OI-23 Human Performance Improvement Program
- Improve performance evaluations
- **♦ RO/SRO selection process**

Quality of Operations EO Support Initiatives - Communications

- Periodic meetings between Ops Manager & EOs
- Shift Crew Team Building sessions continuing
- Plant General Manager meetings with EOs
- Weekly Human Performance Indicators
- OI for Performance Expectations in Ops

Quality of Operations EO Support Initiatives - Self-Check

- Gold card results show areas of improvement
- **♦ Increase supervisory focus on reinforcing correct behaviors**
- Management Oversight Program provide monitoring, coaching and feedback
- Increase Ops management rounds with equipment operators
- Self-check simulator scheduled 1st qtr of 1996

Quality of Operations EO Support Initiatives - Operator Pipeline

♦ 6 new EO trainees started January 8, 1996

Quality of Operations Outage Preparedness

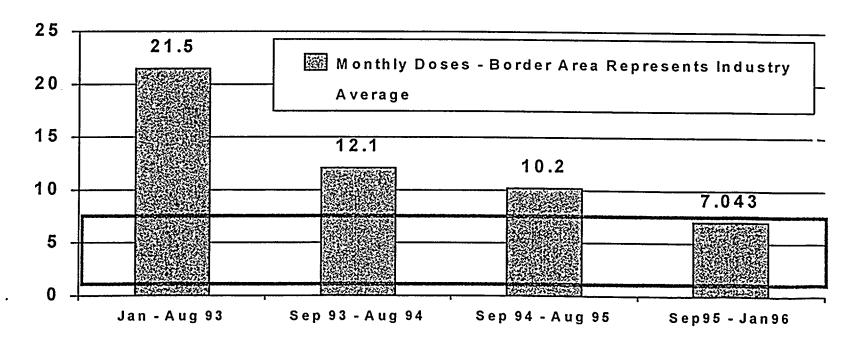
- Contract GE Fuel Movement
- Clearance Reduction Program
- Improvements Resource allocations (turnover, preps)

Health Physics Performance Update

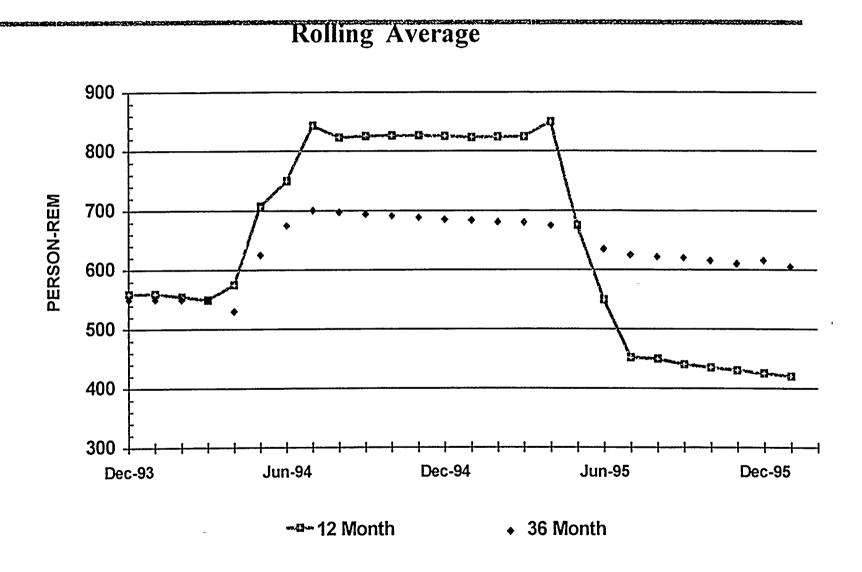
John Albers

WNP-2 Non Outage Average Monthly Doses

 5.3E.1 Reduce personnel radiation exposure to a level consistent with comparable Boiling Water Reactors

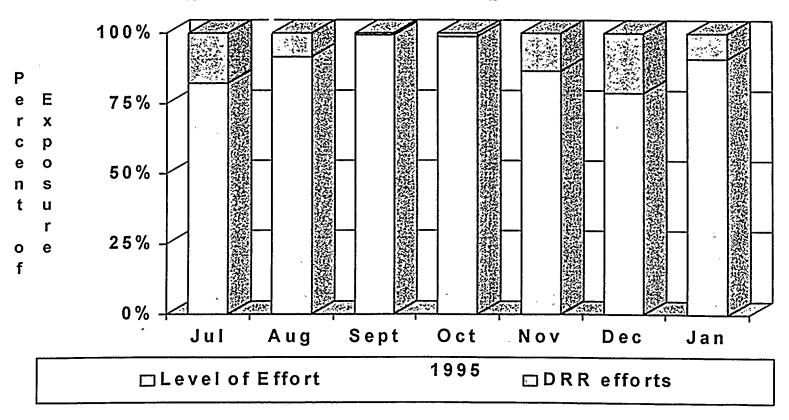


RADIATION EXPOSURE



Monthly Dose Attributed to Dose Rate Reduction (DRR) Efforts

 5.3E.1.A Implement WNP-2 Business Plan concerning reduction of occupational and collective personnel radiation exposure



DOSE REDUCTION EFFORTS SHIELDING PROGRAM

Scheduled Future Permanent Shielding Projects

- CRD Vault
 - Reduction of general area dose rates from 200 mrem/hr to 30-40 mrem/hr
- <u>CRD Table Shielding</u>
 Reduction in dose rates from 4-8 R/hr to less than 100 mrem/hr.
- RHR Pump Room- Pumps A & B
 Shielding of pump discharge bells results in removal of high radiation area.
- EDR Line (Above Tool Crib)

 Reduction in contact dose rates from 3-5 R/hr to 4-6 mrem/hr.

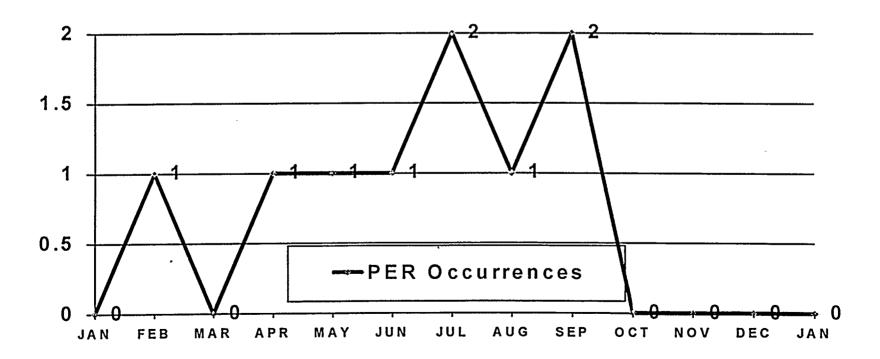
DOSE REDUCTION EFFORTS SHIELDING PROGRAM

Scheduled Future Temporary Shielding Projects

- <u>CRD Vault</u>
 During room modifications
- Contaminated Area Reduction
 Temporary shielding installations in support of contaminated area reduction efforts

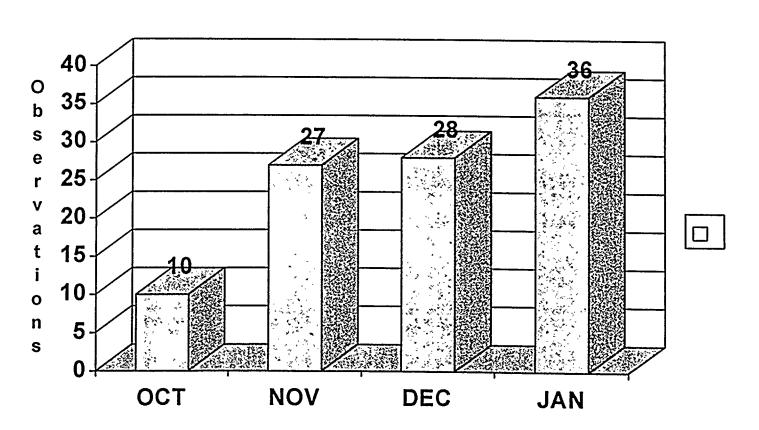
PER Trending PERs Classified as "Personnel Error"

* 5.3E.2 Continue to foster an environment which encourages adherence to radiological requirements.



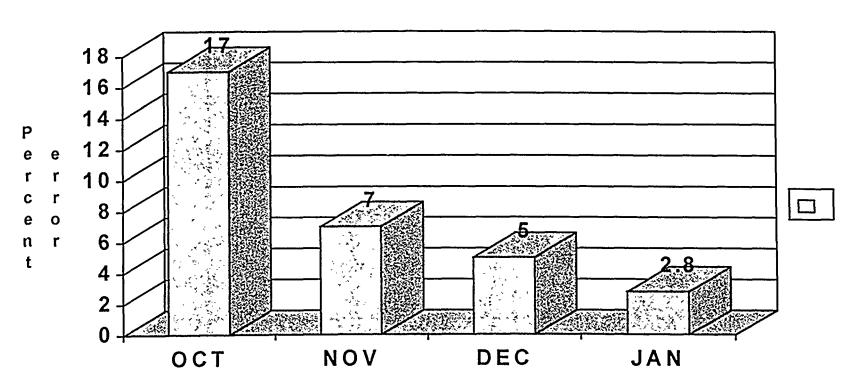
Human Performance Indicators

Performance Oversight Observations



Human Performance Indicators

Human Performance Weaknesses



HUMAN PERFORMANCE IMPROVEMENTS

NRRPT Training & Examination

- Examination Taken November 11, 1995
- Attendance: 13 Health Physics Personnel
- 12 out of 13 Passed.

Engineering Performance Status

John A. McDonald

System Report Cards

| SYSTEM | Rx/TG Trips | CF Losses | ESF Act. | MRule Stat. | Deficiencies |
|--------|-----------------|--------------|-----------------|-------------|---------------|
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Improvement Areas

- System Engineer Design Basis Knowledge
- Prioritization of Work
- Systems with Deficiencies
- **♦ Independent Reviews**
- Communication

Improvement Areas (Cont'd)

- Operability Issues
- Comprehensive Assessment of ConfigurationControl
- Self Critical Behavior

System Engineer Operations Support

- **Examples of Good Support to Operations**
 - Substation Supervisory Problem
 - DG Air Gauge Troubleshooting
 - TSW Leak / RCIC Gasket Leak
 - On-Line Tube Plugging
 - SSPV Diaphragm Industry Issue

System Engineer Operations Support

- Revised TI 2.1
- **♦ Improvement Areas**
 - DMA Damper
 - DG Heaters

Design Support for Outage

Scope

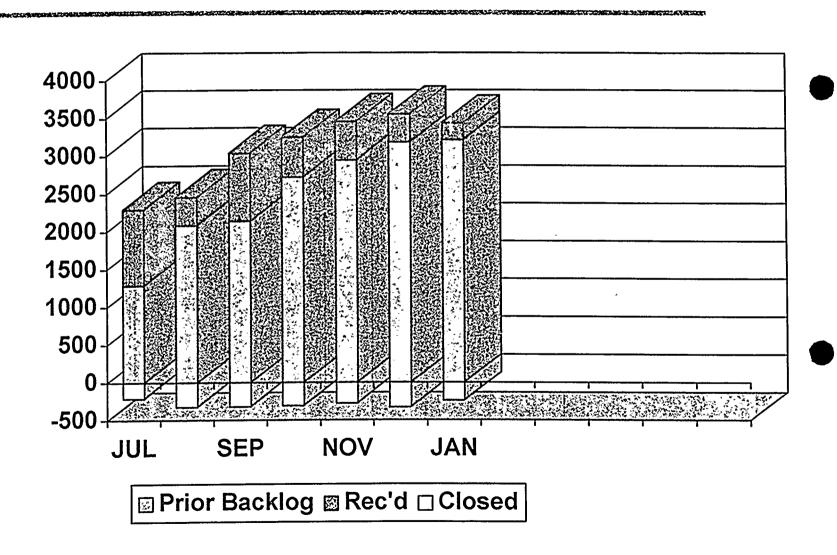
- Outage Installation Activities (16)
 - » 6 ASD & Digital Feedwater reliability enhancements
 - » 5 Other reliability enhancements
 - » 4 ALARA improvements
 - » 1 Material condition improvement
- Pre-Outage Installations (4)
 - » 3 ALARA improvements
 - » 1 ABB fuel-related

Design Support for Outage (Cont'd)

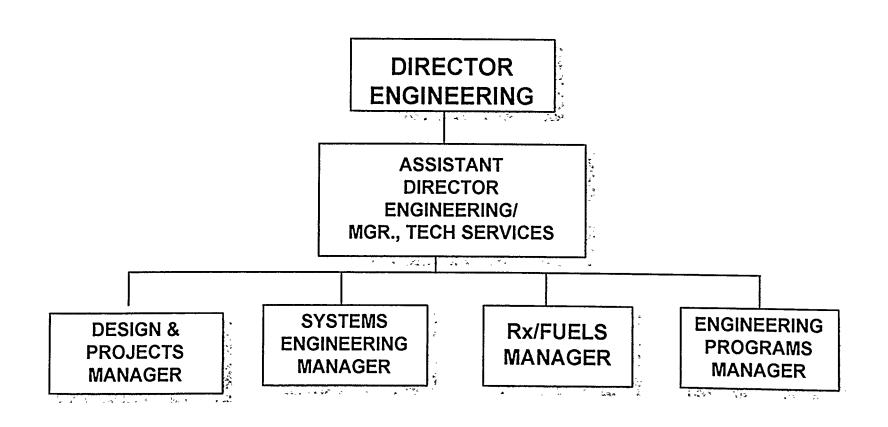
Current Status

- 13 of 16 outage designs completed
- 3 of 4 pre-outage designs completed
- 70 of 118 outage work order tasks planned
 (118 of 118 by March 2)
- 26 of 33 pre-outage work order tasks
 planned (33 of 33 by March 15)

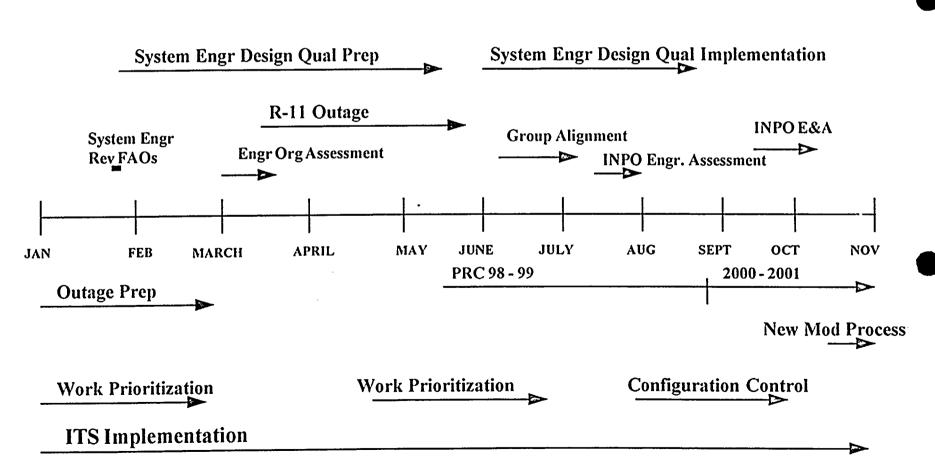
Engineering Level of Effort



Engineering Organization Chart



Engineering Initiatives



Prioritization Considerations

- Operational and Maintenance Support
- Outage Preparation
- **TIS Implementation**
- Training
- Plant Review of Priorities
 - Defer if no impact on safe plant operation until after outage
- More Management Interaction to Change Priorities

Configuration Control

- ♦ 15 Programmatic As-Built Walkdowns
 - Fuses, seals, separation, tray, thermolag
- ♦ 15 Comprehensive System Walkdowns
 - Limited configuration issues identified
 - As-Builts performed in some cases

Configuration Control (Cont'd)

- Configuration Control Checks
 - Modification walkdowns
 - Pre-modification wiring checks
 - Valve lineups
 - Startup checklists
 - System Engineer walkdowns

Configuration Control Issues

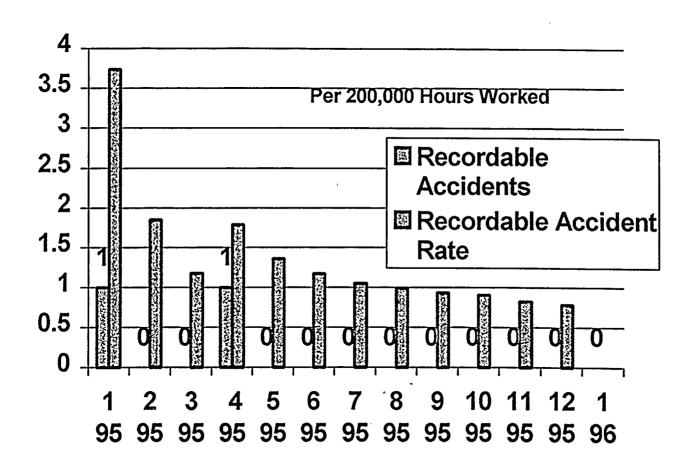
Drawing Errors

- January 1, 1995 to present: 39 PERs against top tier drawings; no common cause
- Error initiation was over past 20 years
- Post outage activities
 - Number of drawings and databases maintained
 - Quantity of CVI information maintained
 - System Engineer design knowledge

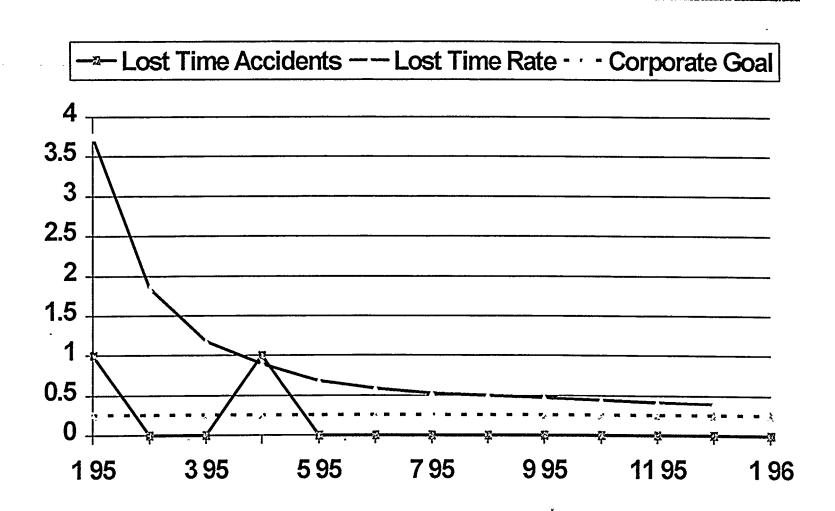
Maintenance Performance Status

⋄ Matt Monopoli

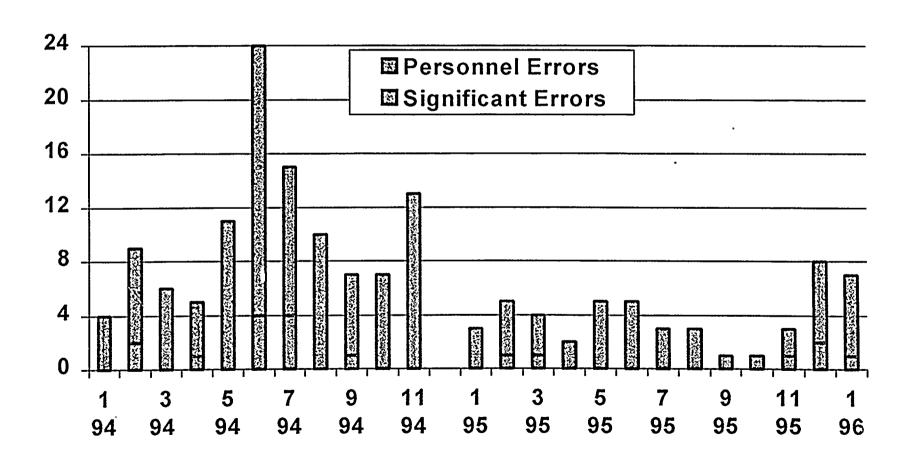
Maintenance Recordable Accidents / Recordable Accident Rate



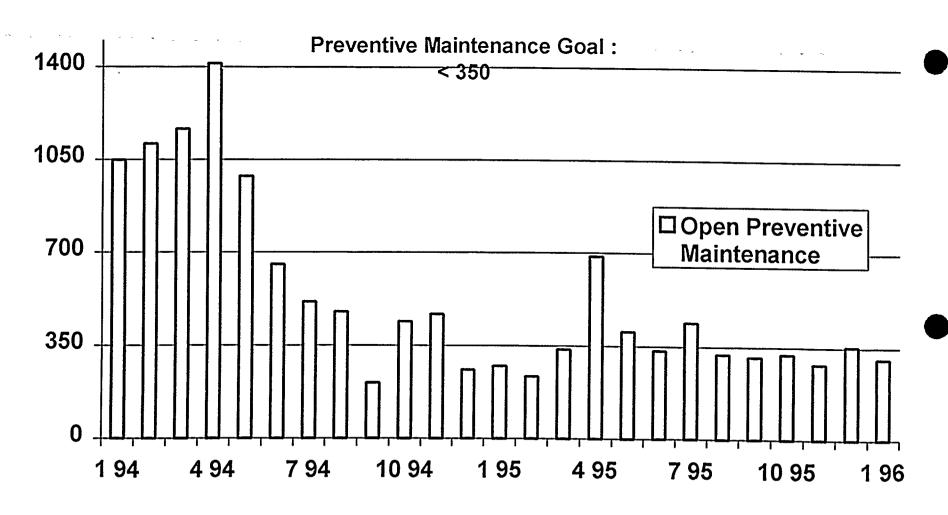
Maintenance Lost Time Accidents / Lost Time Rate



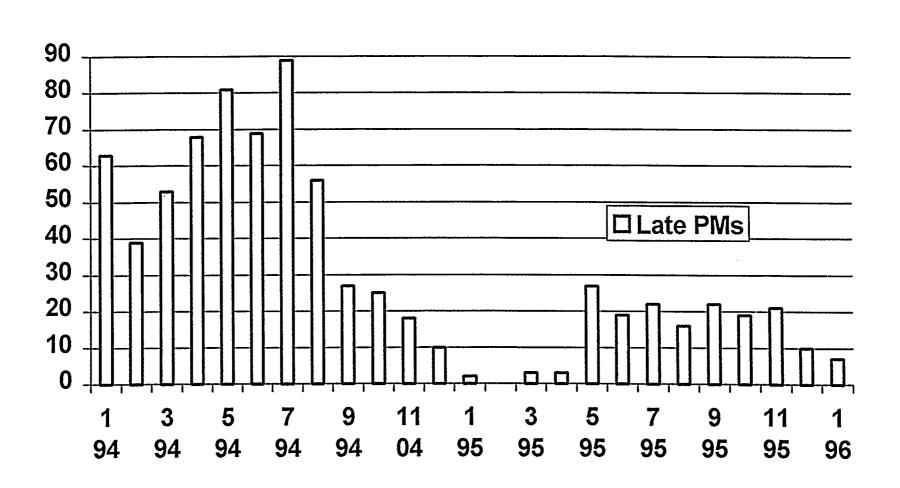
Personnel Errors - Maintenance



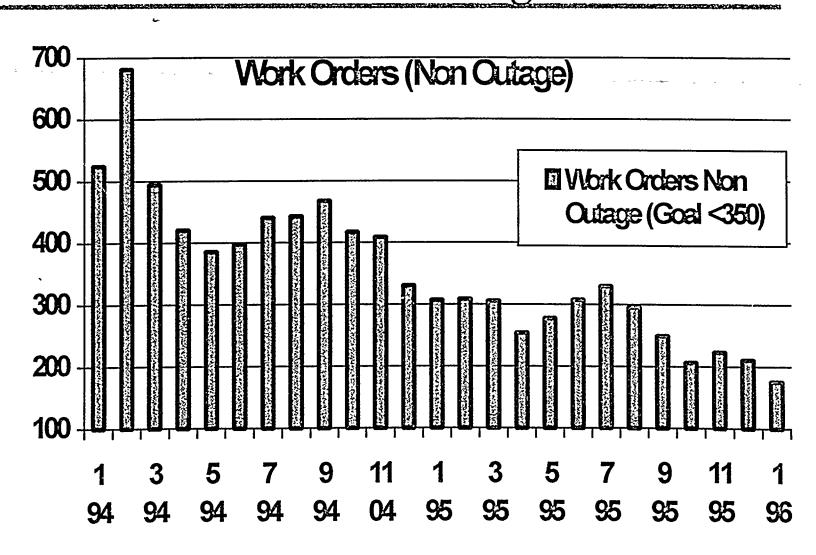
Preventive Maintenance - Total Plant



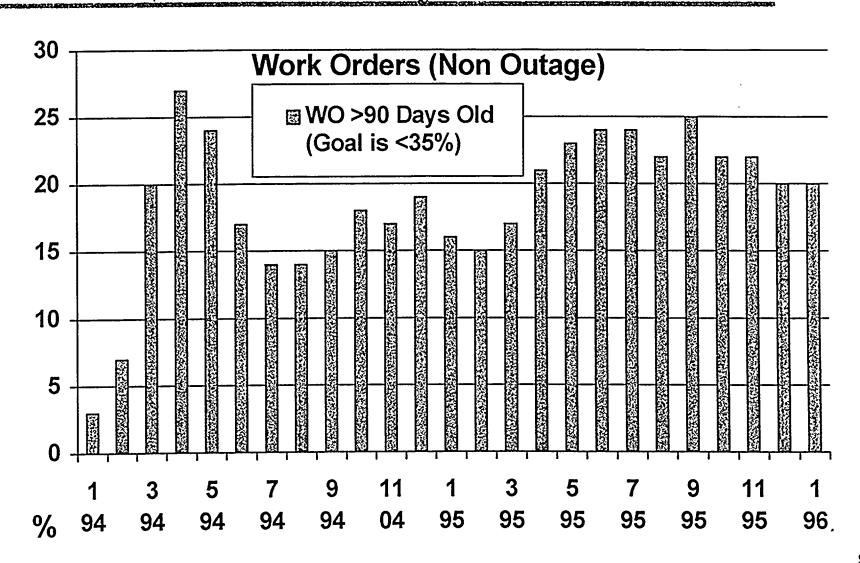
Preventive Maintenance - (Late PM's >25%) Goal is <1%



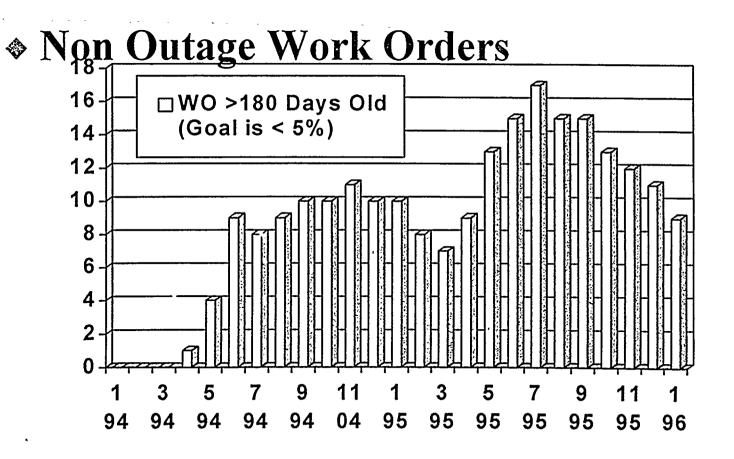
Corrective Maintenance Work Order Backlog



Percent of Work Order Backlog by 90 Days



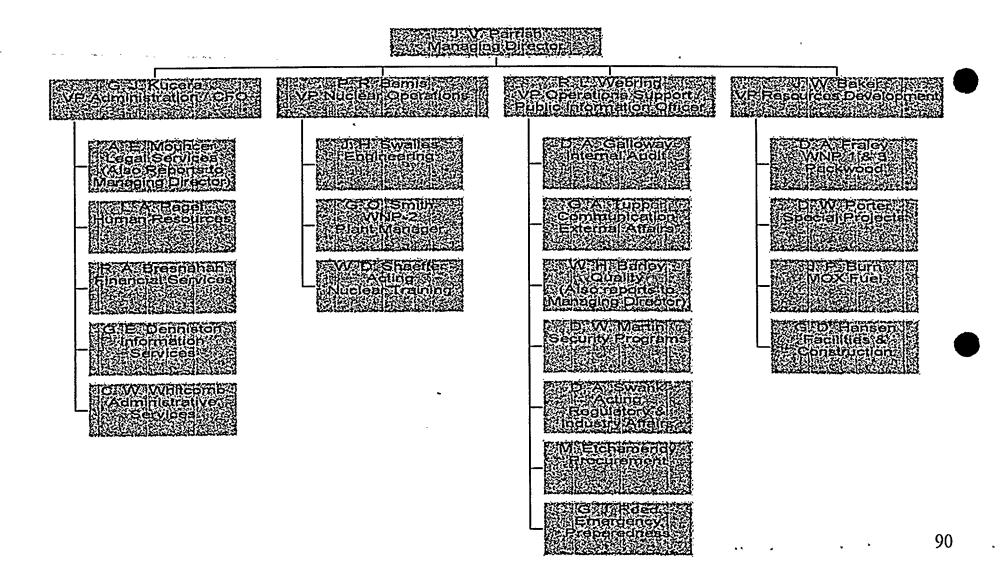
Percent of Work Order Backlog by 180 Days



Closing Remarks

J. V. 'Vic' Parrish

Supply System Organization Chart Recent Organizational Changes



Closing Remarks Concluded

Future Actions