

UNITED STATES OF AMERICA
NUCLEAR REGULATORY COMMISSION

RELATED CORRESPONDENCE

BEFORE THE ATOMIC SAFETY AND LICENSING BOARD

In the Matter of

NRQ PUBLIC DOCUMENT ROOM

PORTLAND GENERAL ELECTRIC COMPANY,
et al.

(Trojan Nuclear Plant)

Docket No. 50-344

(Control Building Proceeding)

CFSP RESPONSE TO LICENSEE'S SECOND SET OF INTERROGATORIES

Interrogatory 13

(a) Yes.

(c) (i) Date of Report

LER Number

2-18-76	76-08
2-06-76	76-07
3-01-76	76-11
3-12-76	76-04A
3-12-76	76-16
3-12-76	76-17
4-09-76	76-24
4-12-76	76-26
6-18-76	76-28
8-26-76	76-48
9-03-76	76-48
11-10-76	76-54
11-18-76	76-61
3-08-77	76-65
2-22-77	77-05
3-31-77	77-03
3-31-77	77-04
4-29-77	77-05
5-12-77	77-08
5-24-77	77-09
5-25-77	77-10
6-02-77	77-11
6-03-77	77-14
6-27-77	77-15
6-29-77	77-17
7-06-77	77-18
7-22-77	77-20
8-26-77	77-24
10-19-77	77-29
9-16-77	77-30
11-15-77	77-34
	77-41



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1-12-78
2-07-78
2-10-78
3-30-78
5-02-78
5-05-78
5-15-78
5-23-78
5-24-78
6-15-78
7-21-78
8-04-78
8-10-78

77-44
78-02
78-04
78-05
78-12
78-13
78-14
78-16
78-17
78-19
78-20
78-21
78-22

- (ii) Broehle, transcript pages 1949-1955 and Consolidated Intervenor's exhibit 2.
- (iii) LERs show the plant staff is unable to avoid or foresee problems arising at the Trojan Plant. Broehle testimony shows that plant staff has a different view of what the Technical Specifications are and when they have been violated. Consolidated Intervenor's Exhibit 2 show that the plant staff has been lack in identifying and fixing problems at the Trojan Plant. Add to this the recent revelation that plant operators have been goofing off on the job for a two year period in our mind, and we are sure the ALSB will find the same, that the plant staff lacks the ability to determine whether or not a Technical Specification will be violated. Attachment 1 is provided concerning the operator goof-off problem.
- (d) No.

Interrogatory 14

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- (a) (i) Our site visit was done some months ago and our notes are of a general nature. However we do plan another site visit within a month and will supplement this interrogatory at that time.
- (ii) The source of our information during the site visit was Lief Erickson.
- (b) CFR Part 50 Sections 50.40, 50.57 and 50.91. As stated previously PGE 1020 and site visit.
- (c) Same as response to (b).

Interrogatory 15

- (a) See response to Interrogatory 13.
- (c) (i) (ii) See response to interrogatory 14.
- (d) Same as (c)

Interrogatory 16

See response to interrogatory 14.

Interrogatory 17

See response to interrogatory 14.

Interrogatory 18

See response to Interrogatory 14.

Respectfully submitted

Eugene Rosolio

Eugene Rosolio, pro se
Coalition For Safe Power

Dated this 30th day of May,
1979, Portland, Or.

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Portland General Electric Company

MAR - 7 1979

JAMES L. WILLIAMS
EXECUTIVE VICE PRESIDENT

Data sent to Respondent 3/7

Please have response to
FEEDBACK Administrator by 3/21

TO: J. L. Williams

FROM: FEEDBACK Administrator

Please find below a FEEDBACK question/comment/suggestion/complaint. It appears that the matter is within your area of responsibility. Please make a written response and return it to us or relay to the employee. Feel free to assign it to the appropriate person within your area. To make this communication system work the responses must be as appropriate and complete as possible.

We hope to be able to mail the response to the employee concerned by the date shown above.

If you have questions, please contact Steve Loy, ext. 8522.

Thank you for your cooperation.

FEEDBACK Administrator
c/o Public Relations Department
Tower Building 15

FEEDBACK Code No. 116

I would like to express my displeasure with the conduct of the operations staff at Trojan. The situation has continued to deteriorate over the last year. There is no accountability for a persons actions or lack of them. The general philosophy is that once you enter the gate you have fulfilled your obligation to the company for the next eight hours. The problem is from the shift supervisor level through the helper operator. There is only one shift supervisor who does not read non-job related material on the job. The others can be observed doing cross word puzzles, reading magazines, novels, sleeping in the shift supervisors office and generally setting a bad example or condoning the same actions by others in their crew.

In one instance a control operator had a basketball game piped into his executives phone at his control console. At the same time the auxillary building operator was experiencing a large water inflow into the dirty waste drain tank which overflowed and flooded the auxillary building in the five foot level. During all this the control operator was only concerned about the basketball game.

At the present time the majority of the operators do not give their full attention to operating the plant. A visit to any shift will reveal people reading books, magazines and newspapers. Doing cross word puzzles

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FEEDBACK No. 116

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playing games, tying flies, making knives from files, doing study courses, drawing pictures and many other non-productive things. All this with the knowledge of the shift supervisor and, with the exception of one, they do nothing about it and partake of many of the same activities.

In my estimation there is one shift supervisor that is doing his job. Few of the rest of the operators are doing their jobs, as can be expected, and a couple should be removed from operations because of their unreliability.

I feel the good operators will leave in disgust and Trojan is headed for a lot of problems. Unless there is some leadership displayed in supervision and operators return to operating, it is only a matter of time before I leave. I cannot accept operating this or any other plant in such a manner.

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critical of Trojan

By JOHN HAYES
Oregon Statesman Reporter

A Trojan nuclear plant worker, in a secret memo to his superiors, has charged that supervision of reactor operators at Trojan is so lax that on-duty workers sleep, play games, tie fishing flies, work on study courses and complete crossword puzzles.

The worker said that unless the situation is corrected, "Trojan is headed for a lot of problems." He recommended that two reactor operators be relieved of duty "because of their unreliability," and threatened to quit if supervision of workers is not approved.

THE CHARGES WERE contained in an unsigned memo by the worker that was sent up the chain of command at Portland General Electric Co., which operates Trojan. A copy of the March 7

memo was obtained by The Oregon Statesman, but the identity of the worker could not be learned.

In one case, the worker charged that a control room shift supervisor was listening to a piped-in broadcast of a basketball game when a surge of radioactive water spilled over the top of a tank, flooding the plant's auxiliary building.

"During all this, the control operator was only concerned about the basketball game," the memo said.

AFTER AN INVESTIGATION, Trojan Superintendent Bart D. Withers concluded that many of the charges were true.

"It was concluded that most of the information included in that item was factual and that this information and the writer's attitude was a symptom of what

appeared to be a significant problem," wrote Withers in another in-house memo obtained by the Statesman.

Release of the information Wednesday surprised both PGE and the state Department of Energy, the agency in charge of supervising the safety of Trojan operations.

Before PGE would make a public comment on the disclosure, the company's manager of public relations, Steve Loy, asked for time to "circle the wagons on this one."

ALTHOUGH THE ORIGINAL company investigation of the charges ended March 21, PGE first notified the Department of Energy of the problem at 3 p.m. Wednesday, five hours after reporters began asking questions.

State energy chief Lynn Frank immediately ordered an investigation which he said will begin today when state nuclear engineer Harlan Haynie goes to Trojan to interview plant workers.

The memo which caused the stir was written under a PGE guarantee of anonymity given workers in a newly instituted program called "Feedback" which is similar to an in-plant suggestion box.

Loy, originator of the program, said he name of the worker is known only to a PGE secretary who has been designated "feedback administrator."

HE SAID THE COMPANY will not release the worker's name because that would violate the guarantee of anonymity. But he acknowledged that his superiors may pressure him to determine the name and reveal it to them.

supervisors at Trojan. "It's just not the sort of thing we do," said assistant vice president Charles Goodwin. "These people work hard and don't deserve to be bothered by this sort of thing."

Energy chief Frank at first said PGE should make the shift supervisors available for questioning by the press, but when he requested PGE to do so, the utility refused, said Frank.

Although some shift supervisors' names are known by the Department of Energy, Frank refused to release them without PGE's concurrence.

The critical memo zeroed in on the staff members who work in the Trojan control room and their immediate subordinates.

"I WOULD LIKE to express my displeasure with the conduct of the operations staff at Trojan," the memo began. "The situation has continued to deteriorate over the last year. There is no accountability for a person's actions or lack of them."

"The general philosophy is that once you enter the gate you have fulfilled your obligation to the company for the next eight hours."

The worker said only one of six shift supervisors is attentive to his tasks. "The others can be observed doing crossword puzzles, reading magazines, novels, sleeping in the shift supervisor's office and generally setting a bad example or condoning the same actions by others in their crew."

And plant operators who work under the shift supervisors do not give full attention to the plant, the worker said.

"A visit to any shift will reveal people reading books, magazines and newspapers, doing crossword puzzles, playing games, tying flies, racking knives from files, doing study courses, drawing pictures and many other nonproductive things," the memo said.

THE MEMO WRITER said morale will suffer if the situation is not corrected.

"I feel the good operators will leave in disgust and Trojan is headed for a lot of problems. Unless there is some leadership displayed in supervision and operators return to operating, it is only a matter of time before I leave."

"I cannot accept operating this or any other plant in such a manner," the memo ended.

Superintendent Withers, alerted by PGE officials after the memo was received, met with the assistant superintendent and the operations supervisor. According to Withers' March 20 memo, he concluded that:

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The Oregon Statesman

5/10/79

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PGE seeks employees' feedback

is to what is acceptable conduct during working hours.

- There is a lack of specific written information on conduct in any of the Trojan procedures governing workers at the Trojan plant.
- The existing rules are not applied uniformly to workers by supervisors.

WITHERS SAID HE met with department heads and ordered them to bring the problem to the attention of shift supervisors.

Withers promised his superiors that a uniform set of rules governing on-the-job conduct would be written and put in effect by March 30, but the rulemaking was never carried out.

"When they got into a position when they were holding meetings, they found that adequate rules already existed in the operating procedures," said PGE's Goodwin. "They found that more rules would be unnecessary."

Pressed for examples of rules that prohibit non-work related activities while on duty, Goodwin acknowledged present rules don't cover the subject.

"There is no written rule that says you can't do that, but anyone who uses good judgment knows those things are not allowed."

GOODWIN SAID SHIFT supervisors met as a group several times to review company policy and that "mutual agreement and understanding occurred."

PGE said the incidents referred to in the memo occurred over a long period of time. For example, the surge of radioactive water that flooded the auxiliary building apparently occurred in June 1977 when Trojan was shut down for annual maintenance.

Goodwin said PGE's investigation confirmed that one shift supervisor indeed went to sleep on the job, but said it was because he fell ill two hours before the next shift was scheduled to come on duty.

"He took it on himself not to call in his relief early," he said. "He should have called him."

No PGE workers have been reprimanded over the incidents outlined in the memo, but letters may be put in the operating operators' personnel files during annual performance reviews, said Loy.

No one will be fired. "We just don't manage that way," said Goodwin. "That's the old-fashioned bull-of-the-dick approach. Too much is invested in these people to do that."

A new in-house communications system, designed to encourage Portland General Electric Co. workers to level with their bosses, led to Wednesday's release of a memo calling into question work procedures inside the Trojan nuclear power plant.

Called "Feedback," the system was designed by PGE public relations manager Steve Loy three months ago to enable top PGE officials to receive frank, uncensored communications from all levels in the company.

Loy, who was displeased about Wednesday's information leak that occupied PGE officials most of the day, described the "Feedback" system this way:

"It's a hot lick I came up with for employees to anonymously make suggestions and complaints."

The comments are written on a form that includes a blank for the employee's name. Once written, the comments are given to a secretary who has been identified as "Feedback administrator," said Loy.

"She copies the message off the form, leaving off the name. And then I get just the message itself. I send the message to the senior operators and the answer comes back to me."

Loy said the coordinator, without revealing the name of the original writer, mails the response to his home address.

Loy acknowledged that it would be possible for him to find out the name of the writers of Feedback responses, but said that to do so would violate a moral obligation.

"We told these people we would not reveal their names," he said. "The only exception is if the complaint concerns a security matter at Trojan."

Loy, who at one point referred to the writer of the memo made public Wednesday as a "link," was dismayed that the Feedback system had resulted in an information leak.

"If people are going to mail the responses to the news media, then the responses will be so guarded that they will not be useful," he said. "I imagine that the system may be modified so fewer people will see them."

Loy said he recommended Wednesday that the Feedback forms be stamped: "Confidential - For Senior Officers Only."

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(Control Building Proceeding)

CERTIFICATE OF SERVICE

I hereby certify that on May 30, 1979, I served copies of "CFSP Response to Licensee's Second Set of Interrogatories," by placing a true copy of each of said documents in a sealed envelop with postage prepaid, in the United States mail at Portland, Oregon, addressed to the following:

Marshall E. Miller, Esq., Chairman
Atomic Safety and Licensing Board
U. S. Nuclear Regulatory Commission
Washington, D. C. 20555

Atomic Safety and Licensing Board
Panel
U. S. Nuclear Regulatory Commission
Washington, D. C. 20555

Dr. Kenneth A. McCollom, Dean
Division of Engineering,
Architecture and Technology
Oklahoma State University
Stillwater, Oklahoma 74074

Atomic Safety and Licensing Appeal
Board
U. S. Nuclear Regulatory Commission
Washington, D. C. 20555

Dr. Hugh C. Paxton
1229 - 41st Street
Los Alamos, New Mexico 97544

Richard Sanvick
500 Pacific Building
520 S.W. Yamhill
Portland, Or, 97204

Joseph R. Gray, Esq.
Counsel for NRC Staff
U. S. Nuclear Regulatory Commission
Washington, D. C. 20555

Robert Lowenstein, Esq.
Lowenstein, Newman, Reis & Axelrad
Suite 1214
1025 Connecticut Ave., N. W.
Washington, D. C. 20036

Columbia County Courthouse
Law Library
Circuit Court Room
St. Helens, Oregon 97051
Docketing and Service Section
Office of the Secretary
U. S. Nuclear Regulatory Commission
Washington, D. C. 20555

Nina Bell
728 S.E. 26th
Portland, Or, 97214
William Kinsey, Esq.
Bonneville Power Administration
P. O. Box 3621
Portland, Oregon 97208

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Ronald Johnson Esq. (PGE)
21 S.W. Salmon
Portland, Or, 97204

**POOR ORIGINAL**

Dated this 30th day of May,
1979.

Eugene Rosalie
Eugene Rosalie, pro se
Coalition For Safe Power