



UNITED STATES
NUCLEAR REGULATORY COMMISSION
WASHINGTON, D. C. 20555

Comm
CORR

June 27, 1979

The Honorable Jon Hinson
United States House of
Representatives
Washington, D. C. 20515

Dear Congressman Hinson:

Please accept my apologies for the treatment your staff assistant received from an NRC telephone operator, as described in your letter of June 11th. I can assure you such behavior is an aberration here, and I certainly hope no such thing will happen again.

We have attempted to ascertain who dispensed such rudeness, but without success. In the process, however, long-standing principles of courtesy and responsiveness have been re-emphasized to all telecommunications personnel. There is, of course, no NRC policy of any kind which would deter an operator from giving the agency's address and, from the nature of the telegram in reference, I assume that was the address requested.

Please pass on to the member of your staff who was so badly treated my regret over the incident and my assurance of considerate treatment henceforth.

Sincerely,

Joseph M. Hendrie

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