

Integration of Results

Ongoing Management Actions

SYNERGY - PHASE 1

UTILITY SERVICE ALLIANCE ASSESSMENT

INPO MID CYCLE REVIEW

INDEPENDENT ASSESSMENT TEAM

Response to 1/28/04 NRC Letter

C-143



Integration of Results

Synergy - Phase 1

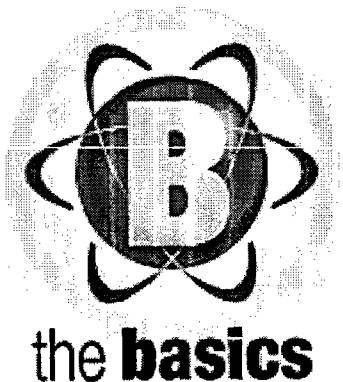
**Utility Service
Alliance Assessment**

**INPO Mid Cycle
Review**

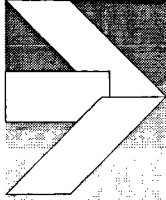
**Independent
Assessment Team**



Business Plan



**June 2004 – Integrate Assessment Data Into 5 Year
Business Plan**



Synergy Survey Results

Organization Is Being Challenged

- Equipment Problems
- Corrective Action Program
- Work Management
- Adherence to Expectations and Standards
- Confidence in Employee Concerns Program
- Certain Organizations Need Attention



USA Assessment Results

Organization Is Being Challenged

- Visibility and Emphasis of SCWE Message
- Reactivity Management at Hope Creek
- Corrective Action Program
- QA Line Management Interface
- Work Management Process
- Change Management



Near Term Actions

Salem 1 and Hope Creek Outage Scope

CAP Effectiveness

Work Management

Communications

- Emphasis of SCWE Message and Importance
- Management Emphasis and Expectations
- All Hands Meetings
- Formal SCWE Policy
- SCWE Website
- Training

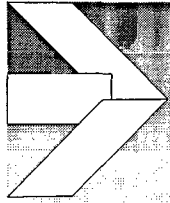


Current Implementation Plans

Integrate Into Daily Operations Through Business Plan

Measure Results

- Metrics for Evaluating Work Environment
- Re-Survey Employee Population to Assess Work Environment

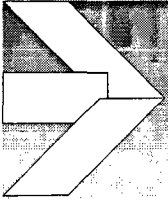


Willingness of Workers to Raise Concerns

**Effectiveness of Management in Resolving
Concerns**

Effectiveness of Employee Concerns Program

**Effectiveness in Responding to Allegations of
Retaliation/Chilling Effect**



PSEG NUCLEAR LLC

James O'Hanlon

Independent Assessment Team Lead



PSEG
NUCLEAR LLC



Independent Team Status

Good Cooperation From Management and Workforce

Over 100 Interviews Conducted

Complete Remaining Interviews/Assessment by Beginning of April

Provide Assessment and Recommendations to PSEG by Mid-April



Frank Cassidy

President & COO – PSEG Power



PSEG

energy



Conclusions

PSEG Is Committed To:

- Improve the Work Environment
- Improve Communication of Changes
- Monitor Our Progress
- Make Necessary Adjustments
- Operate the Plants Safely
- Provide the Required Resources

Safe Plant Operation Will Not Be Compromised