

Herb Williams notes/comments on the [REDACTED] interview (1-27-04)

The following are my observations/questions of the [REDACTED] interview held on 1-27-04. 7C

ASSESSMENT QUESTION	YES/NO	AMPLIFICATION (WHY, WHY NOT, ETC.)
Will raise concerns and has done so before?	YES	See below
Raises concerns for others?	YES	None
Believes others raise concerns without hesitation?	NO	See Below
Knows of someone who has experienced retaliation for raising concerns?	N/A	Not specifically addressed during interview

Bins for Issues:

#1 - PERCEIVED LACK OF FREEDOM TO RAISE SAFETY CONCERNS TO PSEG MANAGEMENT

#2 - PRODUCTION OVER SAFETY ISSUES

#3 - SCHEDULE PRESSURE ISSUES

#4 - LABOR - MANAGEMENT ISSUES

#5 - INDUSTRIAL SAFETY ISSUES

OTHER UNSPECIFIED ISSUES/COMMENTS

#1 - PERCEIVED LACK OF FREEDOM TO RAISE SAFETY CONCERNS TO PSEG MANAGEMENT

- (p. 13) Several people are not willing to continue to bring these issues (falsification of records - premature closeout of corrective maintenance work packages) up again for fear of losing their jobs ... "They have [raised] these issues before and they [have been] pushed and there's nobody backing them up, telling them it's wrong to [prematurely] close the packages ... They're afraid that if they don't do it they are going to lose their jobs"
- (p. 15) An individual raised an issue about service water valves being installed incorrectly (therefore would not operate as designed) and was told not to write a notification about it. Maintenance management finally agreed to the writing of a notification only after the individual got Operations and QA personnel involved in his chain of command.
- (p. 18) "Nobody believes in the employee concerns program there ... [as a result of the inability to maintain confidentiality as well as the inadequacy of results]"
- (p. 29) "One Salem supervisor [REDACTED] was terminated for [doing the same sort of things that past and current maintenance superintendents have endorsed/promoted/ordered ... things like] not having correct paper work ... missing steps, signatures, sign offs, [etc.]"

#2 - PRODUCTION OVER SAFETY ISSUES

- (p. 15) "I will tell you that there were valves ... that were not installed correctly ... Operations accepted [these valves] even though they were installed incorrectly and wouldn't operate as designed"

#3 - SCHEDULE PRESSURE ISSUES

- (p. 9 - 11) Since September of 2003, work packages were being closed without the work being done to reduce the corrective maintenance backlog. [REDACTED] told [REDACTED] to close out work packages on more than one occasion.
- (p. 38 - 62) The Hope Creek "B" recirc. pump had a tolerance / alignment problem that manifested itself via high vibration that was 'corrected' by machining and repositioning the vibration indication equipment effectively 'masking' the problem. The condition is still believed to have not been properly addressed (i.e. correcting the root cause of the mis-alignment) to date.

#4 - LABOR - MANAGEMENT ISSUES

- (p. 12) Supervisors' & Managers' jobs were threatened if they failed to reduce the corrective maintenance backlog, overtime, lost-time accidents, safety incidents, and human performance incidents.

#5 - INDUSTRIAL SAFETY ISSUES

- (p. 12) Supervisors' & Managers' jobs were threatened if they failed to reduce the corrective maintenance backlog, overtime, lost-time accidents, safety incidents, and human performance incidents.

OTHER UNSPECIFIED ISSUES/COMMENTS

NONE

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