



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

February 22, 1993

Docket Nos. 50-361  
and 50-362

Mr. Harold B. Ray  
Senior Vice President  
Southern California Edison Co.  
Irvine Operations Center  
23 Parker Street  
Irvine, California 92718

Mr. Edwin A. Guiles  
Vice President  
Engineering and Operations  
San Diego Gas & Electric Co.  
101 Ash Street  
San Diego, California 92112

Dear Gentlemen:

SUBJECT: HUMAN PERFORMANCE IN OPERATING EVENTS

We want to bring to your attention a report which may be of value during reviews or modifications of human factor programs. A copy of this report, NUREG-1275, Volume 8, "Operating Experience Feedback Report -- Human Performance in Operating Events," is enclosed for your information.

The report is a summary of the results of an NRC program begun in 1990 to conduct onsite studies of operating events in which human performance was a significant contributor to the course of the event. The staff conducted the program to find those factors that either contributed to or hindered good operator performance during the events. During the program, the staff visited 16 sites for study. Before publishing the NUREG report, the staff issued the information to utilities and other interested industry groups for comment.

In the report, the NRC compiled experience with control room staffing and organization, the "dual role" of the shift technical advisor, use of shift resources, operator control of engineered safety features, the effect of simulator training, operator teamwork, task awareness, use of procedures, human/machine interface, and the results of reviewing operator performance after an event. The report contains useful insights on how operating crews perform during actual events.

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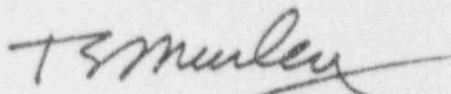
Messrs. Ray and Guiles

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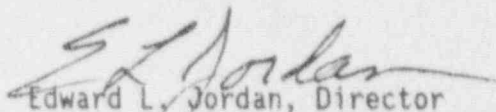
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This study contains no requirements or requests for action and is intended for your information and use as you find appropriate. We recognize that the interaction among procedures, training, and organizational factors is complex such that there is no single solution for all plants.

Sincerely,



Thomas E. Murley, Director  
Office of Nuclear Reactor Regulation



Edward L. Jordan, Director  
Office for Analysis and Evaluation  
of Operational Data

Enclosure:  
NUREG-1275

cc w/o enclosure:  
See next page

Messrs. Ray and Guiles  
Southern California Edison Company

cc:

James A. Beoletto, Esq.  
Southern California Edison Company  
Irvine Operations Center  
23 Parker Street  
Irvine, California 92718

Chairman, Board of Supervisors  
County of San Diego  
1600 Pacific Highway, Room 335  
San Diego, California 92101

Alan R. Watts, Esq.  
Rourke & Woodruff  
701 S. Parker St. No. 7000  
Orange, California 92668-4702

Mr. Sherwin Harris  
Resource Project Manager  
Public Utilities Department  
City of Riverside  
3900 Main Street  
Riverside, California 92522

Mr. Charles B. Brinkman, Manager  
Washington Nuclear Operations  
ABB Combustion Engineering Nuclear Power  
12300 Twinbrook Parkway, Suite 330  
Rockville, Maryland 20852

Mr. Howard J. Wong  
U.S. Nuclear Regulatory Commission  
Region V  
1450 Maria Lane, Suite 210  
Walnut Creek, California 94596

Mr. Don J. Womeldorf  
Chief, Environmental Management Branch  
California Department of Health Services  
714 P Street, Room 616  
Sacramento, California 95814

San Onofre Nuclear Generating  
Station, Unit Nos. 2 and 3

Mr. Richard J. Kosiba, Project Manager  
Bechtel Power Corporation  
12440 E. Imperial Highway  
Norwalk, California 90650

Mr. Robert G. Lacy  
Manager, Nuclear Department  
San Diego Gas & Electric Company  
P. O. Box 1831  
San Diego, California 92112

Hank Kocol  
Radiologic Health Branch  
State Department of Health Services  
Post Office Box 942732  
Sacramento, California 94234

Resident Inspector/San Onofre NPS  
c/o U.S. Nuclear Regulatory Commission  
Post Office Box 4329  
San Clemente, California 92674

Mayor  
City of San Clemente  
100 Avenida Presidio  
San Clemente, California 92672

Regional Administrator, Region V  
U.S. Nuclear Regulatory Commission  
1450 Maria Lane, Suite 210  
Walnut Creek, California 94596

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Original Signed By

Thomas E. Murley, Director  
Office of Nuclear Reactor Regulation

Original Signed by:  
E. L. Jordan

Edward L. Jordan, Director  
Office for Analysis and Evaluation  
of Operational Data

Enclosure:  
NUREG-1275

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NAME	DFoster <i>DFoster</i>	TQuay <i>TQuay</i>	TMurley	EJordan
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