

SONGS Communications Lessons Learned Questions

We are from the U.S. Nuclear Regulatory Commission (NRC), and we are interested in getting your thoughts on how well the NRC communicated with you during the extended shutdown at the San Onofre Nuclear Generation Station (SONGS) that was caused by replacement steam generator tube degradation. We will use your feedback to help us identify what could be learned from the experience. We have some questions to ask you. Answering any of these questions is voluntary.

1. Overall, how well do you think NRC communicated with people like yourself during the extended shutdown period? Please explain. What could the NRC have done better?
2. Did you attend any of the public meetings NRC held during the extended shutdown? If so, how well do you think they went, and how helpful were they for you? What could the NRC have done better or differently?
3. Did you have experience with any other NRC communication products or avenues during the extended shutdown (e.g., looked at the SONGS webpage, read Blog posts, interacted with NRC staff, etc.)? If so, what feedback do you have on your experiences?
4. Do you have any specific suggestions or recommendations on how NRC could improve in communicating with interested people for similar situations in the future?

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