

Neighbours

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Unit 4 Returns to Commercial Operation



Pickering A Authorized Nuclear Operators Erich Kinitz, Karen Croft, and Dan Cowley at the Pickering Learning Centre on Montgomery Road. An OPG Authorized Nuclear Operator in-training must pass two major written exams to be considered for candidacy in the ANO program. An OPG ANO in-training spends almost two years learning how to operate a nuclear reactor, including 16 weeks in this state-of-the-art simulator where he or she learns how to handle every conceivable event and condition which could occur. After qualifying, an ANO is required to spend 220 hours annually in a mixture of classroom and simulator training, and testing.

After three years of work to enhance and improve major system components, Ontario Power Generation has reached its goal of safely returning Pickering Nuclear's Unit 4 reactor to commercial service.

Shortly after midnight on Thursday, September 25, Unit 4 became available to the Electricity Market Operator as a generator in Ontario's wholesale electricity market. Unit 4 produces enough electricity to support Ontario's businesses and residents in a community of 400,000.

This is the first time OPG has rebuilt one of its nuclear units and returned it to service. Since January, 2001, we have completed close to 35,000 individual tasks required to replace or modernize many major system components. Just a few highlights of the many improvements on Unit 4 include:

- Improved fire detection, protection and prevention
- Enhanced resistance to earthquakes (although this part of southern Ontario is one of the more seismically stable areas in the world)
- Refurbishment and replacement of standby generators and condensers to meet with higher environmental standards

- Completion of an extensive program of training for all employees working on new or upgraded systems

Throughout this project, we received the support of our regulator, the Canadian Nuclear Safety Commission (CNSC), from approval to restart Pickering A and the regular renewal of our operating licence, to the final green light to connect Unit 4 to Ontario's energy grid. The City of Pickering, the Town of Ajax and the Region of Durham have also publicly supported the return to service of Pickering A. We greatly appreciate their acknowledgement that nuclear power is safe, environmentally friendly, and reliable.

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A Word from our Senior Vice President

Following our recent elections, I would like to congratulate Wayne Arthurs, our newly-elected Member of the Provincial Parliament for Pickering-Ajax-Uxbridge; Dave Ryan, our new Mayor for the City of Pickering; and to Steve

Parish on his re-election as Mayor for the Town of Ajax.

Developing and maintaining excellent working relationships with the communities we serve is an extremely important part of our mandate of open and timely communication with our stakeholders. I look forward to continuing our tradition of excellent working relationships with our new and re-elected officials.

CAC Update

The Community Advisory Council (CAC) continues to play an active role in providing input on environmental, public health and safety-related issues at Pickering Nuclear. This year, the Council continued to meet regularly to discuss waste management, radiation monitoring and environmental issues, and to receive updates on other issues of interest and concern to the community. The CAC has approved the resolution of almost 105 of the 160 issues drawn from the Pickering A environmental assessment, including the recent disposition of 20 issues associated with mitigating environmental impacts such as shoreline erosion, and the installation of seismic upgrades in our station. I would like to thank the Council for their continuing dedication and commitment to what I believe is an extremely valuable partnership with the communities we serve.

Nuclear Support Staff Moves to Durham

Earlier this year, OPG announced a plan to relocate Nuclear head office support staff closer to our generating stations. We have now acquired the selected site at the southeast corner of Brock Road and Clements Road in Pickering, and I expect that the municipal approval process will be completed by mid-December, with move-in scheduled to take place in December, 2004. The new building will accommodate 750 people in an energy efficient, six storey building.

Thanks, Pat!

We wish Public Affairs manager Pat O'Brien all the best as he retires after 32 years of dedicated service to Ontario Hydro and OPG. We are fortunate that Pat chose to spend the last six years of his career at Pickering Nuclear, where he fostered a legacy of extensive community support and partnership. Pat's civic spirit, volunteerism and boundless enthusiasm for meeting people set an exceptional example of how open and honest communication can mend fences and then build bridges that will last for years to come. We wish him well in the future.

I would also like to welcome Phil LeSauvage to the post of Manager, Public Affairs. Phil has been at Darlington since 1999, where he strengthened both the community relationship and the internal communications programs. Phil is well known in Durham Region and will be quick to establish himself with key stakeholders in the Pickering, Ajax and north-east Scarborough communities.

Let me close by thanking you for your interest in and your support of Pickering Nuclear. From our family to yours, I bid you a happy and safe holiday season and a healthy and prosperous new year.

Pat McNeil
Senior Vice President
Nuclear Strategy and Support

Blackout Dims Q3 Report Card

There is no doubt that this has been a challenging third quarter (Q3) for Pickering Nuclear. The August grid failure that blacked out much of Ontario will be remembered by most of us, and certainly by the employees of Ontario Power Generation. In fact, it was a defining moment for the station, with superlative employee response in the days that followed. The first priority was to place each reactor into a safe state; following this achievement, all staff involved in restoration efforts worked tirelessly to safely restart and reconnect the units.

The effect of the grid failure had a negative impact on Pickering Nuclear's Q3 performance in terms of our ability to produce electricity. Our Capability Factor was 64 per cent, which was worse than the target of 82 per cent to the end of September. Other important measurements for Public Safety, Radiation Exposure to the public (44 per cent better than target), and Environmental Performance were rated either "on target" or "better than target." In the area of Employee Safety, Pickering A was better than target, while Pickering B was slightly worse than target. Pickering Nuclear continues to introduce safety campaigns to improve this performance.

For a more detailed look at our Q3 Nuclear Report Card please visit our website:

www.opg.com

Employee profile

Safe and Secure at OPG



OPG's Nuclear Security Vice President Stan Harvey believes it's important for both employees and the public to understand our commitment to enhancing security at Pickering Nuclear.

"Certainly all of our staff and most members of the public know that we implemented enhanced security initiatives following the terrorist attacks in New York City on September 11, 2001," says the recently-appointed Harvey.

"I think it's also important for people to know that even before the events of September 11, we were focused on enhancing nuclear security at Pickering. Since that date, we have greatly accelerated and ramped up our program of security initiatives. The world has changed, and we must change with it in terms of our level of security, and the kinds of security measures we are taking, based on this new reality."

Stan says station security has always been rooted in the fact that as a nuclear facility where the presence of radioactivity is part of our daily business, we must operate at the highest levels of safety to protect our staff and the public.

"At Pickering and Darlington Nuclear stations, you often hear the phrase "Respect for the core," he says. "In other words, everything we do here must be carried out in a way that protects the safety and integrity of our reactors. As the person charged with the responsibility of ensuring their physical security, I have complete confidence

that our security program reflects this priority of respect for Pickering's nuclear reactors. We are in good shape."

"It's also important for people to know that our security measures are strictly regulated, audited and enforced by the Canadian Nuclear Safety Commission (CNSC). There is no question that we will fully implement all CNSC requirements as well as good practices that we identify by looking at other facilities," he says.

"Immediately following the tragic events of 9/11, the CNSC required Canadian nuclear stations to implement interim security measures to bolster their safety and security, said Stan. "Accordingly, in the fall of 2001, Pickering finalized a dual technology access control system for all staff entering the station. In December 2001, a formal arrangement was established between OPG and the Durham Regional Police Service to provide permanent, on-site armed response capabilities at our nuclear stations, and during 2002, we completed new, more stringent site access clearances for all nuclear staff. In August, 2002, OPG further strengthened its security measures with the introduction of new access requirements, which included explosives monitoring and weapons detection devices."

Following extensive review, consultation and amendment, the CNSC's interim measures will be issued soon in a revised set of Nuclear Security Regulations and as such, become a permanent part of our security measures.

Stan lives in Pickering with his wife, Candace, and their three children Nicholas, Deanna and Evan, where the family is active in their local church. Currently attending the University of Toronto's Emmanuel College, Candace is currently completing requirements to become an ordained minister.

The widely varying interests of this family are evidenced by the educational pursuits of Nicholas, now in his second year of the Police Foundations program at a local college, and Deanna, who is studying music at university. Their youngest son, Evan, attends high school in the area. Stan, who holds a Master of Engineering (Engineering Physics) degree, cultivates various hobbies that include gardening, woodworking, and keeping a labour of love – his '62 Mercury – on the road.

Pickering Nuclear Recognized for Business Excellence



A beaming Senior VP Nuclear Strategy and Support Pat McNeil and Pickering Nuclear Public Affairs Manager Pat O'Brien hold the Board of Trade Business Excellence Award for Pickering Nuclear.

The Ajax-Pickering Board of Trade has awarded one of six prestigious Business Excellence awards to Ontario Power Generation's Pickering Nuclear.

Pat McNeil, Senior Vice President, Nuclear Strategy and Support, accepted the award at the 9th Annual Business Excellence Awards on Friday, October 24, in Ajax.

"By celebrating business excellence in our communities, we are happy to acknowledge Pickering Nuclear for making key contributions to the health and diversity of a healthy and growing economy in the Durham Region," said Board of Trade President Nigel Allen.

The awards are judged by an independent panel of media and business representatives from outside the community, and are based on excellence in customer service; entrepreneurship and innovation; continuous improvement; community support; national/international achievements; environmental efforts; and safety.

Community Notification a Priority at Pickering

Keeping the community informed of Pickering Nuclear's activities is important to us, and OPG has a long-standing protocol of informing local authorities of events, which may be of concern to residents. For example, if emergency vehicles come on site with lights and sirens activated, we notify local officials and authorities, so that concerned near site residents do not become unduly alarmed.

We also routinely release information about events such as the opening of air-blast breakers, which causes a brief loud noise, or when larger than normal amounts of steam may be visible from the station. If you have questions or concerns, please do not hesitate to call our community information line at **905-837-7272**, or email us at pickeringnuclear@opg.com.

In Brief

Local Artist on Exhibit

Long-time Ajax resident April Polack's one-woman show of mixed media is now on exhibit at Pickering Nuclear's Information Centre until January 12, 2004.

April, who works primarily in fluid acrylic, says "I love working with rich vibrant colours and unusual textures. Lately, this approach has resulted in the creation of large floral paintings. I like combining colours and textures that you would not normally find together in nature and making them harmonize."

April's work can be viewed Monday to Friday from 9:00 a.m. to 3:30 p.m. The Information Centre is located at 1675 Montgomery Park Road, just past the main gate at Pickering Nuclear. Admission is free.

Unit 6 Outage Underway

All of OPG's nuclear reactors undergo periodic shut-downs, or outages, to complete important work programs and maintenance that ensure our equipment operates reliably and safely. On Friday, November 7, Unit 6 began a planned maintenance outage to complete 15,000 tasks, with over 250 external contractors hired to assist OPG staff. In 2004, Units 4, 5 and 8 will also undergo planned outages.

Environmental Stewardship Continues

In 1999, Pickering Nuclear obtained ISO 14001 certification, an international standard for environmental management. Achieving and maintaining ISO certification is very important because it provides assurance to our customers, our employees and the public that we are managing the environment in a responsible manner. Pickering was among the first nuclear stations in North America to obtain this certification.

We are audited annually, with every third year being our recertification audit. In October, a three-day surveillance audit reported no adverse findings for the third year in a row. Successful audits such as these continue to reflect Pickering Nuclear's maturing environmental stewardship and commitment to managing environmental impacts to the very best of our ability.

On a final note, Pickering Nuclear was recently awarded International Habitat Conservation Recertification from the Wildlife Habitat Council, a non-profit organization dedicated to increasing the quality and amount of wildlife habitat on corporate, private and public lands. "Pickering Nuclear's biodiversity and natural areas management plan is the key inspiration to all the education projects, on and off-site," the Council noted.

From Local to International Oversight

Working with the best to be the best



Pickering Nuclear Site VP John Coleby (left) uses nuclear station and equipment graphics to answer technical questions by the mock media at the Durham Joint Information Centre during the Provincial Emergency Exercise on October 16.

From local fire drills with the Pickering Fire Department, to provincial emergency exercises and regular safety assessments by the International Atomic Energy Agency (IAEA), Pickering Nuclear's ability to respond to emergencies and to operate at the highest standards of safety and reliability is enhanced by inspections and evaluations by our industry's regulators and our stakeholders at all levels.

Regular fire drills are just one of many ways we test our capability to respond to emergencies. On Wednesday, October 8, we held a major drill to verify our emergency response team's (ERT's) ability to respond in partnership with Pickering Fire Services. The Canadian Nuclear Safety Commission (CNSC) observed and evaluated our response, and initial feedback indicates this exercise was a resounding success.

Effectively managing emergencies through an integrated response by OPG, municipal, provincial and federal authorities is another vital part of our commitment to operate our facilities safely and to the highest standards. Our performance in this area is directly tied to our commitment to protect the public, our staff, the environment, and our facilities in the event of a real nuclear emergency.

On October 16, Pickering Nuclear completed the second stage of a two-part provincial nuclear emergency exercise to demonstrate its high level of emergency response compliance and capability in our nuclear program.

The exercise included Pickering and Darlington staff, the Province of Ontario and its security and emergency min-

istries, Durham Region, Operation Centres from the Cities of Pickering, Toronto, Peterborough and the Town of Ajax, and the CNSC. The CNSC monitored and evaluated OPG, while provincial and municipal agencies conducted their own assessments.

In July, IAEA, a United Nations agency, came on site to verify our use of nuclear power and products for peaceful purposes only, and to perform a random audit of our fuel inventory. This audit is conducted on a regular basis.

Another important part of our commitment to excellence is regular reviews by our peers in the nuclear industry. In 2003, some examples included a visit in February by members of the World Association of Nuclear Operators (WANO), who came to observe and assess our readiness to restart Unit 4. In August, a four-day visit by the Utility Service Alliance (USA) observed our organization's nuclear safety culture. And in November, WANO returned for a two-week peer review of Pickering B's operations.

In February, 2004, we will welcome the Organizational Safety Audit Review Team (OSART) on site for a three-week safety assessment of our operations. OSART operates under the auspices of the IAEA.

These exercises and reviews, whether at a local, provincial, or international level, provide invaluable opportunities to continually learn from industry experts and improve our own performance.

OPG in your community

Looking for something
FUN
to do this holiday season?

Join us at the PICKERING NUCLEAR INFORMATION CENTRE for some great family fun.

Come out and watch a holiday movie and make a holiday craft. Also, check out our interactive computers to learn more about nuclear energy.

SATURDAY, DECEMBER 13 – 12:00 NOON TO 3:00 PM

Movie Playtimes: 12:00 pm *Rudolph the Red-Nosed Reindeer* and 2:00 pm *Frosty the Snowman*

Christmas Crafts: 1:00 pm – 2:00 pm *Rudolph Tag and Sparkle Gift Bags*

SATURDAY, DECEMBER 20 – 12:00 NOON TO 3:00 PM

Movie Playtimes: 12:00 pm *Mickey's Once Upon a Christmas* and 2:00 pm *Dr. Seuss' How the Grinch Stole Christmas*

Christmas Crafts: 1:00 pm – 2:00 pm *Sparkle Snowflake Set*

For more information on our holiday programs as well as other Pickering Nuclear Information Centre events, please call (905) 837-7272.

putting our energy to good use
ONTARIO POWER GENERATION
www.opg.com

All the events are **FREE**
CHILDREN must be accompanied by an adult.



Community Power Challenge

On Sunday September 7, early in the morning a group of dedicated volunteers converged for the Community Power Challenge to help kick-start the 2003 fundraising campaign for the Ajax-Pickering United Way. The Community Power Challenge is held annually at Pickering Nuclear and encourages local and area residents to collect pledges for the distance they plan on walking or running.

This year, 180 runners and walkers raised money for the event by walking and running for a good cause. The event offered a choice of a 5K and/or 10K timed walk or run, as well as a leisurely 3K walk. Joining in on the fun were a number of local dignitaries and politicians limbering up for the provincial and municipal election campaigns.

OPG Pickering Nuclear has been the lead corporate sponsor of the event since it began three years ago. In total, the participants raised over \$4,500 for the United Way.



Help support the KX96 Million Penny Toy Drive. Proudly supporting the Salvation Army and Simcoe Hall Settlement House.

Neighbours

Pickering Neighbours is published regularly for the neighbours of Ontario Power Generation at Pickering Nuclear.

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