

Stakeholder Engagement

PNNL PROVIDES PUBLIC OUTREACH EXPERTISE

Pacific Northwest National Laboratory (PNNL) staff have four decades of experience delivering effective public involvement and outreach. The lab's multi-talented professionals develop programs, techniques and processes, refine them to the moment and the audience, and perfect their delivery. Successful stakeholder campaigns and a lineup of repeat customers serve as the greatest endorsement to the team's qualifications. Public agencies trust PNNL's outreach experience for issues including waste management, energy facility siting and operations, environmental remediation, competing demands for water resources, and geological and terrestrial sequestration of carbon dioxide.

A WEALTH OF KNOWLEDGE AND OUTREACH TOOLS

PNNL works with federal agencies to conduct complex environmental reviews and produce scientifically credible, legally defensible, and consistently useful National Environmental Policy Act (NEPA) documents for the public and government decision makers. Years of working with the U.S. Department of Energy (DOE), U.S. Nuclear Regulatory Commission (NRC), U.S. Department of Defense, and other agencies have provided PNNL with a broad perspective on the

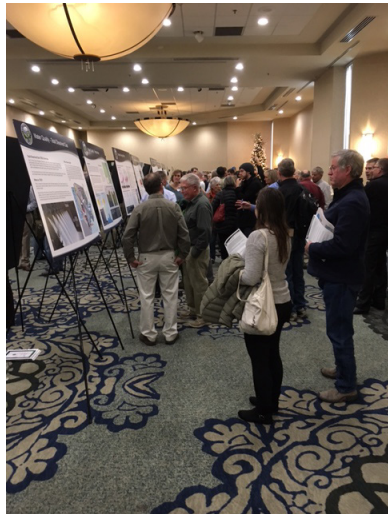


A public meeting in Portland, Oregon – coordinated by PNNL for the Bonneville Power Administration – brought strong attendance for required outreach about hydroelectric dam operations.

needs of federal clients and the experience to push through complex energy-related projects that require customized approaches to meet the complicated regulatory challenges to support NEPA streamlining requirements.

PNNL brings sophisticated, field-tested public engagement tools to our clients' outreach projects. Working with multiple agency partners, PNNL develops stakeholder engagement plans with a communications strategy to match. Our outreach professionals arrange and facilitate public meetings and stakeholder meetings. In addition, staff at PNNL design and conduct stakeholder interviews and oral history interviews.

Based on years of participating in the public outreach efforts, PNNL developed proprietary methods to gather, evaluate, and organize voluminous public responses – to serve both the client agency and the need for



public feedback. In so doing, PNNL applies up-to-date software tools for ongoing knowledge management. Our clients can expect the PNNL team to maintain collaboration sites and a Comment Response Management System to organize, bin, delineate, and summarize public input. On top of that, PNNL professionals provide thorough client training and support – delivered methodically and in a collaborative manner. The Comment Response Management System is a proven and effective knowledge-management tool developed for the NRC to support the NEPA and rulemaking public comment process. This internet-accessible, multi-user system has successfully processed tens of thousands of comments and provides a central location for storing correspondence, tracking comments and responses, managing document changes, and exporting comment response reports.

SETTING THE COURSE FOR THE COLUMBIA RIVER

PNNL recently employed its outreach tools and expertise to help the Bonneville Power Administration (BPA), which called on PNNL to assist with the NEPA tasks linked to the Columbia River System Operations Environmental Impact Statement. PNNL worked with BPA and its federal partners—the U.S. Army Corps of Engineers and the Bureau of Reclamation—to assess the ongoing operations

of 14 hydroelectric dams within the Interior Columbia River Basin. It marked the first time this task had been undertaken since the mid-1990s and required enormous stakeholder input. PNNL’s stakeholder engagement team assembled and coordinated 16 public meetings throughout four states over three months. PNNL was responsible for coordination and meeting materials, including the preparation of more than 30 display boards that described the many purposes of the water retention and management system. PNNL’s work made the complex topics understandable and earned widespread praise.

EFFECTIVE OUTREACH FOR COMPLEX PROJECTS

In addition to maintaining a toolbox of public involvement programs and initiatives, PNNL’s team of public outreach professionals maintains the flexibility to respond quickly to client’s directed changes, providing thoughtful options to problems or questions. PNNL’s list of satisfied clients includes: FutureGen Alliance’s FutureGen 1.0 and 2.0 projects; DOE’s Consent-Based Siting effort; NRC’s Continued Storage of Spent Nuclear Fuel; NRC Holtec International Consolidated Interim Storage Facility for Spent Nuclear Fuel in southeastern New Mexico; and NRC Interim Storage Partners WCS Consolidated Interim Storage Facility for Spent Nuclear Fuel.

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