



NRC NEWS

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Office of Public Affairs

Telephone: 301/415-8200

Washington, D.C. 20555-0001

E-mail: opa@nrc.gov

Site: <http://www.nrc.gov>

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NRC OPENS HELP DESK TO ASSIST PUBLIC WITH ELECTRONIC FILINGS IN LICENSING PROCEEDINGS

The Nuclear Regulatory Commission has established a telephone and e-mail help desk to assist members of the public and licensees in submitting or accessing documents through the agency's electronic filing system.

The help desk, activated Nov. 10, will help stakeholders seeking information on license applications, including new nuclear power plants and the Yucca Mountain nuclear waste repository. Help will also be available for using the NRC's Electronic Hearing Docket for adjudications before the Commission or an Atomic Safety and Licensing Board; the Electronic Information Exchange for electronic submittal of documents; including e-filings for agency adjudications, and the agency's ADAMS public online document management system.

Until now, public requests for assistance have been handled by the NRC Public Document Room staff. However, with electronic submissions in a wide variety of licensing proceedings expected to increase dramatically, the agency decided to create a dedicated help desk to handle requests for assistance.

"The help desk will improve our customer service by providing members of the public and our licensees with consistent and timely assistance in filing documents for adjudicatory hearings, license applications, and other matters," said Darren B. Ash, the NRC's deputy executive director for corporate management and chief information officer. "This furthers our goal of being open and transparent and encouraging maximum public participation in our regulatory activities."

The NRC help desk will be open Mondays through Fridays, except federal holidays, from 8 a.m. to 8 p.m. Eastern time. The help desk can be reached by toll-free telephone at 1-866-672-7640, or by e-mail at MSHD.Resource@nrc.gov.

More information on the help desk and instructions for electronic submissions to the NRC can be found in the newly revised "Guidance for Electronic Submissions to the NRC, Revision 4," on the agency Web site at <http://www.nrc.gov/site-help/e-submittals.html>.

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