

Tennessee Valley Authority

A Guide to Information About TVA

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A Guide to Information About The Tennessee Valley Authority

This guide is to help members of the public who are seeking information about TVA. It offers a variety of TVA sources for information such as annual and quarterly reports, bond offerings, energy services, lake levels, library services, mapping products and services, general inquiries, and more.

This guide also tells you how to access TVA's Government Information Locator Service (GILS).

Information of a more specialized nature may be available through a Freedom of Information Act (FOIA) request. To find out how to obtain and access information and records from TVA through a FOIA request, see the FOIA Request page. Also see the FOIA section at the end of this document.

If you don't find the information you're looking for, please see the "General Inquiry" entry in **Descriptions of Information Sources Within TVA** and let us know the nature of your interest and how we might help you.

Some General Questions

What is TVA?

TVA is a wholly owned federal corporation of the United States, established in 1933 by the U.S. Congress primarily to develop and manage the resources of the Tennessee Valley region. Today TVA is the nation's largest producer of electric power, serving 62 directly served customers and 158 power distributors that provide electricity to about 8 million consumers in seven southeastern states. TVA is also a regional economic development agency and a steward of the Tennessee River basin.

What kind of information is available from TVA?

Information available from TVA includes material on the following topics:

- TVA dams and power plants
- Production of electric power
- Flood control
- River navigation on the Tennessee River and tributary streams
- Land and water management
- Economic development in the Tennessee Valley region
- Environmental research
- TVA financial information
- Recreation on TVA-managed lands and lakes
- TVA employment

Does TVA have a Web page?

Yes. The address for TVA's Web page is <http://www.tva.gov>.

What are some examples of information requests frequently received by TVA?

- **Journalists and writers** can call the TVA News Desk at 865-632-6000 for the latest information about a developing story involving TVA.
- Investors and others in need of TVA-related **financial information** – such as annual and quarterly reports or bond quotes – can call one of the following numbers: 865-632-8091 (Knoxville), 888-882-4975 (toll-free) and 888-882-4967 (international). They can also access TVA's Financial Services Web page at <http://www.tva.gov/finance/index.htm>.
- Current information about **TVA lake levels, stream flow and rainfall** is available by phone at 865-632-6065 and on the Web at <http://www.lakeinfo.tva.gov>.
- For **more information** about these topics, as well as other information TVA can provide, see the **Descriptions of Information Sources Within TVA** section of this guide. It will tell you how and where to find most of the types of information TVA can help you with.

If I'm still not sure who to call . . .

If you're still unsure how to find the information you need, you can ask a TVA operator for assistance by calling one of the following numbers:

In Knoxville, Tennessee: 865-632-2101

In Chattanooga, Tennessee: 423-751-0011

In Muscle Shoals, Alabama: 256-386-2601

Or you can email TVA at tvainfo@tva.gov with a description of what you need.

How can I get a copy of this guide?

Printed copies of this *Guide to Information About Tennessee Valley Authority* are available from Denise Smith, TVA's FOIA Officer, by phone at 865-632-6945, by fax at 865-632-6901, or by email at foia@tva.gov.

Information sources within TVA

For more about the information sources listed below, see the next section: **Descriptions of Information Sources Within TVA**. Also, see the Freedom of Information Act section at the end of this guide.

Contracting Information

Employment

Energy Services (TVA's *energy right* Web page)

Environmental Services

Financial
Government Information Locator Service (GILS)
Lake Information Line
Library
Maps
Media Inquiries
Power Programs
Reading Room
Recreation Area Schedule for TVA Lakes
Regional Natural Heritage Project
Surplus Material
TVA Company Store (for merchandise with the TVA logo)
Shoreline Property/TVA Land
Worldwide Web Homepage for TVA

Descriptions of Information Sources Within TVA

Contracting Information

Vendors with active TVA contracts or interest in new TVA contracting opportunities can call TVA's Procurement organization at 865-632-4700 or send an email to vendor2@tva.gov.

Employment

Information about employment at TVA is available on the Web at <http://www.tva.gov/employment/>.

You'll find information on the following employment-related topics:

- Current employment opportunities
- TVA's college recruitment program
- TVA's internship program
- How to apply
- Preparing a scannable resume
- Employee benefits
- Major locations
- The Tennessee Valley

To apply for a position that is currently available, send your resume (including your current address) by e-mail, U.S. mail or fax. Be sure to indicate the position(s) you wish to be considered for when you apply.

Address: TVA Staffing & Recruiting - Resumix
1101 Market Street, EB8
Chattanooga, TN 37402

E-mail: jobs@tva.gov

Fax: 423-751-4400

Energy Services

(TVA's *energy right* Web page)

Information about the *energy right* program, developed by TVA and local power companies, can be found on the Web at <http://www.energyright.com>. The site includes information about energy-efficient all-electric homes, home energy-savings tips, comparisons of home energy costs. It also features direct lines to many of TVA's local power company partners.

Environmental Services

Information about TVA environmental services is available on the Web at <http://www.tva.gov/environment/envservices/index.htm>. You can find out about the following programs: Specialized Environmental Services, Integrated Resource Management Services, and Environmental Information Management Services.

Financial

Financial information about TVA — including annual and quarterly reports, bond offerings, the latest quotes on Putable automatic rate reset securities (PARRS) and more — is available on the Web at <http://www.tva.gov/finance/>. Requests also can be emailed to investor@tva.gov.

You can also write or phone TVA's Investor Relations organization:

TVA Investor Relations
400 W. Summit Hill Drive, WT 5A
Knoxville, Tennessee 37902
Phone: 865-632-8091 (Knoxville)
888-882-4975 (toll-free)
888-882-4967 (international)

Government Information Locator Service (GILS)

The Government Information Locator Service (GILS) is a new way to identify, locate and describe publicly available federal information resources, including electronic resources.

GILS records identify public information resources within the federal government, describe the information available from these resources, and assist you in obtaining the information. GILS is a decentralized collection of agency-based information locators that employ network technology and international standards to direct users to relevant information resources within the federal government.

The GILS page on TVA's Web site is at <http://www.tva.gov/gils/tvagils.htm>.

Lake Information Line

TVA offers a 24-hour automated information service on lake levels, tributary flows and expected water releases from TVA dams.

This service is available at the following number to anyone using a touch-tone phone:

In **Knoxville, Tennessee:** 865-632-2264

In **Chattanooga, Tennessee:** 423-751-2264

In **Muscle Shoals, Alabama:** 256-386-2264

Elsewhere in the Tennessee Valley, call toll-free 800-238-2264.

The information also is available on the Web at <http://www.lakeinfo.tva.gov>, and through a Telecommunications Device for the Deaf (TDD) at 800-438-2264.

For printed instructions on how to use TVA's Lake Information Line, call 865-632-6065 Monday through Friday between 8:30 a.m. and 4:30 p.m. Eastern time.

Library

Reference services are provided to further the business activities of TVA. Hence, TVA employees have first priority in using the reference and research services provided by the library staff. However, every reasonable effort will be made to satisfy non-TVA customer requests promptly, accurately, and in confidence. The staff will provide direction on the use of TVA library materials.

A wide array of informational resources is available at TVA's Corporate Library. Although no direct loan privileges are extended to the public, the library does honor interlibrary loan requests initiated by external (academic or public) libraries with some restrictions.

Both the Knoxville and Chattanooga branches have computers for public use in accessing TVA's electronic Reading Room, as well as printers to generate hard copy, if desired.

For more information, contact the Chattanooga or Knoxville branch by mail, phone or fax:

TVA Corporate Library
1101 Market St., SP 1A
Chattanooga, TN 37402
Phone: 423-751-4913
Fax: 423-751-4914

TVA Corporate Library
400 West Summit Hill Drive, ET PC
Knoxville, Tennessee 37902
Phone: 865-632-3464
Fax: 865-632-4475

Library hours are 8 a.m. to 4:45 p.m. Eastern time Monday through Friday.
The library is closed on all federal holidays.

Maps

Information about TVA maps and map-related material is available on the Web at
<http://www.tva.gov/river/mapstore>.

TVA's Map Store is the central repository for the agency's mapping program. It provides not only current map-related material and data but also historical records that include topographic mapping, aerial photography, cadastral maps, geodetic control data, and much more.

TVA's Map Store is located at 311 Broad Street in Chattanooga, Tennessee.

For more information, use the electronic address given above or contact the store by mail, phone or fax:

TVA Map Store
1101 Market Street
Chattanooga, Tennessee 37402-2801
Phone: 423-751-MAPS (423-751-6277) or
1-800-MAPS-TVA (1-800-627-7882)
Fax: 423-751-6216

Media Inquiries

Journalists who need help with a story about TVA can call the TVA News Desk at 865-632-6000.

Power Programs

Information about TVA's power programs is available on the Web at <http://www.tva.gov/power/>.

TVA operates 11 fossil-fuel plants, five combustion-turbine plants, three nuclear plants, 29 hydroelectric dams, and a pumped-storage plant. Together these plants provide a generating capacity of 29,469 megawatts of power. TVA provides power to 158 municipal and cooperative power distributors, and it directly serves 62 federal and industrial customers through a network of some 17,000 miles of transmission lines. Its power-service area covers about 80,000 square miles in the southeastern United States, and it supplies the energy needs of nearly eight million people.

Reading Room

At its Corporate Library branches in Chattanooga and Knoxville, TVA maintains computers for public use in accessing the TVA electronic Reading Room, as well as printers to generate hard copy, if desired. The electronic Reading Room is available on the TVA Web site at http://www.tva.gov/foia/foia_reading.htm. TVA's Principles and Practices manual and other TVA policies and records frequently requested by the public under the Freedom of Information Act are kept there. See the "**Library**" entry above for locations, addresses, and phone and fax numbers of TVA's library branches.

Recreation Area Schedule for TVA Lakes

Information about opening and closing dates of TVA-managed recreation sites is available on the Web at <http://www.tva.gov/river/recreation/index.htm>.

Regional Natural Heritage Project

Information about the TVA Regional Natural Heritage Project can be found on the Web at <http://www.tva.gov/environment/land/habitat.htm>.

With the help and support of The Nature Conservancy, TVA initiated the nation's first regional-heritage effort in June 1976. The project focuses on 201 counties encompassing portions of the seven states (Alabama, Georgia, Kentucky, Mississippi, North Carolina, Tennessee and Virginia) that make up the TVA power service area and watershed.

The purpose of the project is to help identify and protect the diversity of plant and animal life in the Tennessee Valley region and to maintain an inventory of endangered, threatened, and rare plants and animals; sensitive geological features and natural areas; and other sensitive natural-resource features.

Information can also be requested by letter, phone or fax:

TVA Regional Natural Heritage Project
Tennessee Valley Authority
Natural Resources Building
17 Ridgeway Road
P.O. Box 1589
Norris, Tennessee 37828
Phone: 865-632-1593
Fax: 865-632-1795

Surplus Material

For general information about TVA surplus material, including upcoming auctions, and such items as heavy equipment and furniture, call TVA's Investment Recovery Hot Line at 888-766-0763. Information about surplus material is also available on the Web at <http://www.tva.gov/surplus/>.

TVA Company Store

The TVA Company Store has walk-in stores for you in the TVA Towers (Knoxville, Tennessee) and the Chattanooga Office Complex (Chattanooga, Tennessee). These stores carry high-quality merchandise sporting the TVA logo. The merchandise includes pens and pencils, winter parkas, kids' insulated sport sippers, electric smoker/grills, sport bags and tool kits.

If you can't visit in person, you can call the TVA Company Store in Knoxville at 865-632-4220 or in Chattanooga at 423-751-7904. Both stores are open Monday through Thursday from 10 a.m. to 2 p.m.

Shoreline Property/TVA Land

Information about TVA-managed shoreline property and TVA land -- including the names, addresses, and phone numbers of the TVA Land Management Offices to contact for questions or information -- is available on the Web at <http://www.tva.gov/river/landandshore/index.htm>.

Worldwide Web Homepage for TVA

You can find TVA's home page on the Web at <http://www.tva.gov>.

TVA's home page offers most of the information provided here, as well as much more, including a corporate overview, a brief history of TVA, recent news releases, and speeches by TVA Board members.

Freedom of Information Act

The Freedom of Information Act (FOIA) provides any person with the right of access to TVA records. A request, however, must meet the following criteria before TVA can take action:

1. It must be submitted in writing
2. It must state that the request is being made pursuant to the FOIA
3. It must reasonably describe the records requested
4. It must state the requester's willingness to pay fees, or request a waiver of fees.

Fee Categories: For fee purposes, the FOIA requires that requesters be placed in one of the following categories. Please specify the fee category into which you feel your request falls:

- Commercial use (requester pays search, review, and reproduction fees)
- News media, educational institution, or noncommercial scientific institution (requester pays reproduction fees; first 100 pages provided at no cost)
- All others (requester pays search and reproduction fees; first two hours of search and 100 pages provided at no cost)

Some additional information may assist may assist TVA in responding to your request. Please provide as much detail as possible in order to help TVA locate the requested records (e.g., file names, contract numbers, reference numbers and locations). Also, provide a name and telephone number so that TVA can contact you if more information about the request is needed.

Please address all FOIA requests to TVA's FOIA Officer:

Denise Smith
Tennessee Valley Authority
400 W. Summit Hill Drive (ET 5D)
Knoxville, Tennessee 37902-1499
Phone: 865-632-6945
Fax: 865-632-6901

TVA's FOIA regulations, located at 18 C.F.R. § 1301, are available on the TVA FOIA Web site at <http://www.tva.gov/foia/>, at public libraries, or by request from TVA's FOIA Officer.

Information about the Freedom of Information Act, including TVA's FOIA Annual Report, is also available on the TVA's FOIA home page at <http://www.tva.gov> or by request from TVA's FOIA Officer.

Send comments or questions about the TVA FOIA Web site to foia@tva.gov.