



# YOU HAVE THE POWER...

## TO MAKE A DIFFERENCE



The TVA Office of the Inspector General accepts complaints of fraud, waste, and abuse. Other issues may be resolved by pursuing one of the avenues identified below.

### Work Place Issues

If your concern involves favoritism, nepotism, or preferential treatment, we encourage you to first discuss your concerns with your immediate supervisor and to proceed up the management chain if necessary to achieve resolution. If you determine that raising your issues and concerns through the chain of command is not appropriate, or if such efforts have been unsuccessful, TVA provides the Employee Concerns Program as an alternate avenue.

**Non-Nuclear Employee Concerns Resolutions** can be reached by phone at (865) 632-8500 or by email at [empconcerns@tva.gov](mailto:empconcerns@tva.gov).

**Employee Concerns Program - Nuclear Corporate** can be reached by phone at (423) 365-1234 or (865) 755-2584 or by email at [econcerns@tva.gov](mailto:econcerns@tva.gov).

**Employee Concerns Program - Nuclear Construction** can be reached by phone at (423) 365-3271 or by email at [ecp-ngdc@tva.gov](mailto:ecp-ngdc@tva.gov).

If your concern involves employee benefits or issues with your paycheck, contact TVA's Employee Service Center (888) 275-8094.

Workers' Compensation Claims should be reported to TVA's Workers' Compensation Department (423) 751-2820.

### Equal Employment Opportunity (EEO) Matters

TVA provides equal opportunity in employment to all employees and applicants and prohibits discrimination because of race, color, religion, sex, national origin, age (40 and over), disability, and reprisal. To contact the EEO staff, please call (865) 632-2515.

### Ethics, Rules, and Procedures

If you need guidance on ethics rules about gifts, conflicts of interest, the use of TVA resources, outside employment, post-TVA employment, financial disclosure reports, and travel expenses from non-federal sources, please contact the Designated Agency Ethics Official (DAEO) at (865) 632-3199 or the Alternate Agency Ethics Official at (865) 632-4222. You may also ask an ethics question anonymously by phone or online using EmPowerline.

### Lake Levels, Campgrounds, Marinas & Other Shoreline Issues

If you have a question about lake levels or concerns regarding campgrounds, marinas, or other shoreline issues, contact TVA River Systems and Environment (800) 238-2264.



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## TVA Ombudsman – (865) 924-1418

TVA's ombudsman provides an independent channel for mediating stakeholder complaints or concerns about TVA activities that affect the public, such as utility bill complaints and hiring concerns.

## TVA Operator - (865) 632-2101

Contact the TVA Operator for general information about TVA and concerns about TVA Easements related to mowing grass or cutting trees.

## Freedom of Information Act (FOIA)

TVA is required under the FOIA to disclose records that any person requests in writing. Information that is covered by any of the nine exemptions and three exclusions contained in the statute, however, may be withheld. For additional information on TVA FOIA requests and its exemptions and exclusions go to [www.tva.com/foia/](http://www.tva.com/foia/).

### TVA FOIA Officer

Denise Smith  
400 West Summit Hill Dr., WT 7D  
Knoxville, TN 37902-1499  
(865) 632-6945  
Fax: (865) 632-6901

## TVA Police

TVA employees and the public may call any of the following numbers to report emergencies or request assistance.

### Security Control Center – Chattanooga

(423) 751-8911  
(423) 751-4005  
(800)-548-4005  
TDD/TTY: (865) 632-4318

### Security Control Center - Knoxville

(865) 632-8911  
(865) 632-3631  
(800)-824-3861  
TDD/TTY: (865) 632-4318