

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, reservoir 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.

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 at http://www.tva.gov/foia/foia_request.htm. 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 56 directly served customers and 155 power distributors that provide electricity to about 9 million people 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 TVA Media Relations at 865-632-6000 for the latest information about a developing story involving TVA.
- Investors and others in need of **financial information**, including annual and quarterly reports and information about TVA bonds and notes can call 888-882-4975 (toll-free) or 888-882-4967 (outside the U.S.), or send an email to investor@tva.com. They can also access TVA's Investor Resources Web page at <http://www.tva.gov/finance>.
- Current information about **TVA reservoir levels, stream flow and rainfall** is available by phone at 800-238-2264 (toll-free) and on the Web at <http://www.tva.gov/river/lakeinfo>.
- 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 the 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)
- Library
- Maps
- Media Inquiries
- Power Programs
- Reading Room
- Recreation Area Schedule for TVA Reservoirs
- Regional Natural Heritage Project
- Reservoir Information Line
- Surplus Material
- Shoreline Property/TVA Land
- 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 technical training programs
- How to apply
- Employee benefits
- Work locations
- The Tennessee Valley

To apply for a position that is currently available, apply on-line at <http://www.tva.gov/employment>.

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, and 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 financial reports, TVA corporate governance, investment opportunities, and more is available on the Web at <http://www.tva.gov/finance>. Requests also can be emailed to investor@tva.com.

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

TVA Treasury/Investor Relations
400 W. Summit Hill Drive, WT 4C
Knoxville, Tennessee 37902
888-882-4975 (toll-free)
888-882-4967 (outside the U.S.)

Government Information Locator Service (GILS)

The Government Information Locator Service is a 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>.

Reservoir 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

In **all other locations**, call toll-free 800-238-2264

From your **cell phone or other mobile device**, go to <http://m.tva.gov>.

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

TVA Research Library

The TVA Research Library staff provides informational and research support to TVA employees to further the business activities of TVA. However, every reasonable effort will be made to satisfy the public's questions about TVA operations and history promptly, accurately, and in confidence.

Please call the TVA Research Libraries for further information about services provided to the public or to request an appointment to visit either facility:

TVA Research Library

1101 Market St., LP 4A

Chattanooga, TN 37402

Phone: 423-751-4913

Monday through Friday - 8:00 a.m. - 4:45 p.m. Eastern time

TVA Research Library

400 West Summit Hill Drive, WT CC

Knoxville, Tennessee 37902

Phone: 865-632-3464

Monday through Friday - 8:00 a.m. - 4:45 p.m. Eastern time

Both locations closed on federal holidays.

Maps & Photos

Information about TVA maps and map-related material is available on the Web at <https://maps.tva.com>.

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.

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

TVA Map & Photo Records
c/o Peggy Cooper
1101 Market St., MR 5E
Chattanooga, TN 37402-2801
Phone: 800-MAPS-TVA
Hearing Impaired: 423-751-8500
Fax: 423-499-6319
maps2@tva.gov

Media Inquiries

Journalists who need help with a story about TVA can call TVA Media Relations at 865-632-6000.

Power Programs

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

The TVA power system includes three nuclear, 11 fossil, 29 hydroelectric, and one pumped-storage plant. TVA also has combustion-turbine and diesel generator sites, and its renewable energy program, Green Power Switch, includes solar, wind, and methane gas facilities.

There are 155 locally owned distributors that sell TVA electricity to about 9 million people and 56 large industrial customers that receive TVA power directly.

Recreation Area Schedule for TVA Reservoirs

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

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 be requested email to heritage@tva.gov or by contacting the TVA Environmental Information Center at 800-882-5263 between 8 a.m. and 6 p.m. EST (7 a.m. and 5 p.m. CST) Monday through Friday.

Surplus Material

For general information about TVA surplus material, including upcoming auctions, and such items as heavy equipment and furniture, go to <http://www.tva.gov/surplus> or send an email to mdwelch@tva.gov.

Shoreline Property/TVA Land

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

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 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, WT 7D
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 and information on TVA's FOIA Requester Service Center, is also available on the TVA's FOIA home page at <http://www.tva.gov/foia> or upon request from TVA's FOIA Officer.

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