MASTER

CLEARINGHOUSES AND INFORMATION RESOURCES
OFFERING UTILITY-RELATED
PRODUCTS AND SERVICES

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Arlington, Virginia 22209

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TABLE OF CONTENTS

	<u>Page</u>
INTRODUCTION	1
INFORMATION RESOURCE PROFILES	
American Gas Association (AGA)	2
American Public Gas Association (APGA)	3
American Public Power Association (APPA)	4
Commerce Clearinghouse, Inc. (CCH)	5
Edison Electric Institute (EEI)	6
Edison Power Research Institute (EPRI)	8
Energy Information Administration (EIA)	10
Environment Information Center (EIC, NY)	13
Environment Action Foundation (EAF)	15
Federal Energy Regulatory Commission (FERC)	18
Institute of Gas Technology (IGT)	20
Lawrence Berkeley Laboratory Library (LBL)	23
Library of Congress (LC)	24
National Consumer Law Center (NCLC)	26
National Rural Electric Cooperative Association (NRECA)	28
National Technical Information Service (NTIS)	29
Smithsonian Science Information Exchange (SSIE)	34
Technical Information Center (TIC)	37

16

INTRODUCTION

This report, designed for use within the utility community, offers informative descriptions of organizations engaged in providing information relevant to utility rate regulation. While this presentation does not attempt to cover all possible resources for utility regulatory information, it does include some of the most relevant ones, as determined from discussions with persons in the utility community, including members of the resource organizations themselves. It should be noted that this is not an exhaustive survey of information resources, and that inclusion or exclusion of any group or organization carries no implication of endorsement or non-endorsement.

Discussions were originally held with representatives of 28 organizations believed to be among the major existing or potential sources of information relative to utility rate regulation. Ten of these organizations have been excluded from the present report. Two of these are in the process of establishing clearinghouses and although they asked not to be included at this time, they are potentially valuable information sources for the future: the National Regulatory Research Institute (NRRI) and the National Association of State Utility Consumer Advocates (NASUCA).

In the preparation of the profiles, individual guided discussions were conducted with representatives of each organization and this primary methodology was supplemented by a review of descriptive and promotional materials available from published sources. Representatives from each organization were then given the opportunity to review the completed profile, to ascertain its accuracy, and to agree to the publishing of that information in this document.

Information profiles are structured to include the name, address, and telephone number(s) of each of the organizations, and where appropriate, personnel who should be contacted for assistance. A brief synopsis of "relevant data" indicates type of information and services available to users. The remainder of the profile includes such information as background of the organization, a more detailed account of information resources available, volume of information requests handled, intended audience for available services, conditions of use, and publications of the organization.

AMERICAN GAS ASSOCIATION
(AGA)

1515 Wilson Blvd.
Arlington, VA 22209

Ms. Sheila Rana
(703) 841-8400

Relevant Data: Rates of member companies, gas utility and public utility regulation, other topics related to natural gas. Services to members, publication by subscription, library open to public.

The American Gas Association (AGA) is a membership organization composed of natural gas distributors and transmission (pipeline) companies. The Association's information services are only one, and not a prime, component of its activity. However, the rates from distribution and member gas companies are forwarded to the association, and annual statistical publications are prepared, as well as some monthly reports, which are available by subscription. Rate Service is published annually for each state, with data for 3-4 states released at a time, on a continuous basis.

Information requests are handled by the Association staff but the volume is not known since inquiries come directly to the various departments.

The services provided by the Association include preparation of reports and bibliographies, response to telephone and written inquiries, and referrals. The primary audience is member companies, and others are served on a discretionary basis. The library consists of 18,000 volumes, 520 journals, and 200 drawers of vertical file material on natural gas. Subjects include gas economics, statistics, and technology; gas utility and public utility regulation; gas research and utilization; gas appliances; and total energy. A special collection includes information on the history of the gas industry. The library is open to the public by appointment and interlibrary loan is available to members.

AMERICAN PUBLIC GAS ASSOCIATION
(APGA)

301 Maple Avenue, West
Vienna, Virginia 22180

Ms. Betty Verrips
Librarian
(703) 281-2910

Relevant Data: Reported to provide no information with respect to utility rate regulation.

The American Public Gas Association (APGA) members are municipally owned gas companies. The association maintains a listing of all municipally owned gas systems, gross annual revenues, number of meters, miles of transmission line, and suppliers. A newsletter is published every two weeks. Other services provided for members include management, operations and engineering workshops, and liability insurance.

The librarian stated that they do not provide information with respect to utility rate regulation. They get their information from the Federal Energy Regulatory Commission; thus it would be more appropriate for a potential user to go directly to FERC.

AMERICAN PUBLIC POWER ASSOCIATION
(APPA)

2600 Virginia Ave., NW
Washington, DC 20037

Katie King
(202) 342-7256

Relevant Data: Regulations and legislation affecting municipally owned electric utilities, environment consumer affairs. Publications and member services.

The American Public Power Association (APPA) was founded in 1940, and has 1400 members--municipally owned electric utilities, public utility districts, state and county-owned electric systems and rural cooperatives. The library includes information on public administration, electric power production, regulations and legislation affecting municipally owned electric utilities, environment, and consumer affairs. Energy-related information services include reference and referral, and publication of Public Power (monthly), APPA Weekly Newsletter, and a Safety Manual.

The American Public Power Association does a monthly survey including average customers, Kwh sales and revenues by category of customer. (Nothing in terms of rate changes.) About 40 Publicly Owned Utilities participate in the survey and results are provided to participants and to other interested publicly owned utilities.

COMMERCE CLEARINGHOUSE, INC.
(CCH)

4025 West Peterson Ave.
Chicago, IL 60646

Public Relations
Department
(312) 583-8500

Relevant Data: Legislation and regulation, court decisions.
Publications by subscription.

Commerce Clearinghouse, Inc. (CCH) is a commercial publishing firm whose 200 publications include three related to public utilities.

The foremost of these is Utilities Law Reporter, which consists of two sections in a looseleaf format. Updates are provided periodically.

The Federal section includes the Power and Natural Gas Act, section by section, and is annotated with historical comments and digests of court decisions and Federal Energy Regulatory Commission rulings. Federal Energy Regulatory Commission regulations are included, along with rules of practice and procedures, as well as FERC orders in effect. Amendments and changes in statutes, regulations, and orders are reported.

The State section deals with new court and public utility commission decisions from the States, as well as Federal court decisions on State utility issues. U.S. Supreme Court and other landmark decisions from higher State courts are included, along with digests of other court and commission opinions. Topical and State indexes aid in the location of authorities by subject and State.

Other relevant publications from CCH include:

- Energy Management and Federal Energy Guidelines, a six-volume service with weekly updates.
- Federal Energy Regulatory Commission Reports, a one-volume service with updates.

EDISON ELECTRIC INSTITUTE
(EEI)

1111 Nineteenth St., NW
Washington, DC 20036

Ms. Ethel Tiberg
(201) 828-7520
Ms. Jo Yellis
(202) 828-7525

Relevant Data: Extensive technical, legislative and regulatory information, and report of hearings. Information and reference services for member companies; library open to public.

Edison Electric Institute (EEI) is the trade association of investor-owned electric utilities in the U.S. Its member companies serve approximately 77 percent of all electric customers in the U.S. The Institute, which recently moved from New York to Washington, DC, employs 235 persons and provides research and information services to member companies as well as following Federal legislation.

The library of the Institute maintains an extensive collection of information covering all aspects of the electric utilities industry including the generation, transmission, and distribution of electricity; environmental affairs; management; finance; accounting; marketing; regulation; personnel; history of the industry; employee and investor relations; and utilities in foreign countries. Holdings include professional journals; periodicals; newsletters; government, foundation, and corporate reports; news clippings; speeches; hearings, laws, and regulations. The collection, consisting of approximately 5000 books, 500 periodicals, and a number of vertical files, is open to the public by appointment, but research services are provided only to member companies.

The collection is accessed through a card catalog, using the Library of Congress Cataloging System. There are also subject

specialists on the EEI staff including one whose area of expertise is in utility rates. A quarterly mailing of new acquisitions and EEI publications is free to members. Interlibrary loan is also provided.

On August 1, 1978, EEI amalgamated with the National Association of Electric Companies, which formed the basis for the Institute's governmental affairs activities.

The Institute also publishes brochures, a bimonthly trade journal (Electric Perspectives) which is available on subscription, and a statistical yearbook.

ELECTRIC POWER RESEARCH INSTITUTE
(EPRI)

Headquarters

3412 Hillview Avenue
P.O. Box 10412
Palo Alto, California 94303
(415) 855-2000

Washington Office

Ms. Mary Welna
Suite 700
Washington, D.C. 20036
(202) 872-9222

Laura Henning - Library
Ken Andrews - RDIS

Relevant Data: Research & Development Information System (RDIS)
- a computerized data base of R&D projects of electric utility industry, project abstracts - access through commercial vendor.

The Electric Power Research Institute, founded in 1973, is a nonprofit research organization sponsored by over 500 investor owned utility companies, publicly owned agencies, rural cooperatives, the Tennessee Valley Authority and the Bonneville Power Administration. The Institute conducts research on all aspects of energy which are of interest to electric utilities, including nuclear power, fossil fuel and advanced systems, power transmission and distribution, and energy analysis and environment..

A library is maintained, at the EPRI headquarters in California. Use of the library can be arranged by contacting the librarian. The Institute also maintains a Research and Development Information System (RDIS), a computerized data base of R&D projects of the electric utility industry with technical abstracts included. The RDIS Thesaurus, which is specific to this system, is used to index the R&D projects. The Digest of Current Research in the Electric Utility Industry is an annual publication of research projects in the data base. Access to this data base is available through a commercial vendor.

A monthly journal is published, as well as reports from research projects. Information is available free to members, government agencies, or foreign organizations with which EPRI has

an agreement for exchange of information.

For a complimentary subscription to the EPRI Journal, write c/o Mailing List, at the EPRI Headquarters address above. Reports can be ordered through the Research Reports Center, P.O. Box 50490, Palo Alto, California 94303.

ENERGY INFORMATION ADMINISTRATION
(EIA)

1200 Pennsylvania Ave., N.W.
Washington, D.C. 20461

National Energy Information Center
Mail Station 240
1726 M Street, N.W., Rm. 850
Washington, D.C. 20461
(202) 634-5610

Relevant Data: Statistical information on forecasts of trends relating to the utility industry. Telephone response to questions, mailing of documents to all requestors.

The Energy Information Administration was established within DOE in 1977. It serves the needs of five different sets of customers in the energy area: legislators, regulators, program managers and analysts, executive and industrial decisionmakers, and the general public. The information needs of these five groups include:

- o Broad description of the U.S. energy situation;
- o Information about trends;
- o Detailed information about particular fuels and industries;
- o Detailed information to enable regulatory analysis and case disposition;
- o Forecasts of future trends;
- o Analyses of probable impacts of proposed regulations; and
- o Analyses of probable consequences of various proposed policies.

In order to meet these needs, the Energy Information Administration is engaged in four major activities:

- o Energy data acquisition and interpretation
- o Applied analysis

- o Energy information validation
- o Informing the public and providing information services.

The fourth activity, informing the public and providing information services, is carried out by the Office of Energy Information Services, whose responsibilities include:

- o Operation of the National Energy Information Center.
- o Operation of the Energy Information Administration Clearinghouse.
- o Support of regional and State requirements for energy information exchange.

Energy Information Administration Clearinghouse

The Energy Information Administration Clearinghouse provides for the uniform production of all official Energy Information Administration publications according to EIA and other relevant publication standards and clearance procedures.

The Clearinghouse also distributes these to primary users (e.g., departments within DOE), and maintains mailing lists used by the National Energy Information Center. They do not themselves perform an outreach function.

National Energy Information Center

The other arm of the Office of Energy Information Services is the National Energy Information Center. This office develops information exchange programs and acts as a focal point for reference and referral services concerning energy information. Secondary distribution (in response to specific requests) of EIA publications is provided by NEIC.

The information services provided by the National Energy Information Center began in 1974 when it was a part of the Federal Energy Administration. Information specialists respond to information requests and prepare special reports and correspondence. The center receives approximately 2000 information requests per

month, of which approximately 1350 are answered by telephone, 75 by written correspondence, and 575 by EIA documents. Research tools are developed to assist in responding to requests; these are available for use outside of EIA as appropriate.

While NEIC responds or makes referrals for virtually any topic related to energy, typical questions on utility regulation include questions on costs, fuels, projected construction, number of existing units, statistics of all kinds, and rates. Approximately one-third of the questions received are referred to another department or agency of the Federal government or to professional and trade associations. About 15 percent of the referrals are made to NTIS, and another 8 percent to TIC.

The most common method of response is an immediate answer or referral over the telephone. Questions which require research are usually answered within a day. Other services provided include mailing of documents to all who request them, preparation of reports and analyses of statistical information, and correspondence.

Users learn about the service by word of mouth, referrals from within DOE, and through telephone and organizational directories. A number of requests come from repeat users. Media presentations on energy and related congressional activities seem to prompt an increase in requests for information.

ENVIRONMENTAL INFORMATION CENTER
[EIC(NY)]

292 Madison Avenue
New York, NY 10017

Ms. Beth Goosk
(212) 949-9494

Relevant Data: Computerized data base including technical and legislative information. Information and publications available commercially.

The Environment Information Center (EIC) is an independent research and publishing organization specializing in energy and environmental information. It maintains four data bases monitoring documents, organizations, laws and regulations, and miscellaneous sources such as films and conferences. EIC has computerized document data bases, Energyline and Enviroline, which provide coverage of the energy and environment fields respectively. Energyline specializes in economic, social, and policy and planning issues of energy development, conversion and new energy sources; Enviroline covers 21 major environmental categories including environmental impact of energy. Most of EIC's printed products are produced from these files.

EIC publishes a monthly abstract journal covering all sources of energy information including conference papers, reports, hearings and journal articles. The subject areas of this publication include social, political, economic and technical aspects of energy resources, production, transmission, and consumption. It covers traditional and unconventional energy sources. Each issue contains subject, industry, author, and source indices, book, and conference listings. Services include hard copy and microfiche retrieval.

EIC also provides an annual index/yearbook, the Energy Index, which covers the same subjects as the monthly Energy Information Abstracts.

Other EIC publications in the field of energy include:

- o Energy Directory Update, a 2000 page guide to energy organizations, decision-makers, and information sources which consists of a set of individually bound chapters in three-ring binders. Updates to this directory are forwarded to subscribers every other month.
- o Energy Information Locator, a guide to information centers, systems, data bases, abstracting services, directories, newsletters, binder services, and journals related to energy.

Additional services provided by EIC include:

- o National Energy Referral and Information System (NERIS), an online computerized database of energy organization and people in the federal and state government, trade associations, consumer organizations, industry and information systems and centers. Available through the Department of Energy's RECON system.
- o Energyfiche, microreproduction of documents cited in Energy Information Abstracts, Energyline, and Energy Index. Energyfiche are available through full subscription, by one of 21 major energy categories, or by single document orders.
- o Energyline Users Manual, which provides information about the Energyline data base, including the 4,000 word keyterm list used to index the data base.

EIC responds to requests for information; incoming requests are screened at the front desk and referred to the appropriate department. Fees are charged for all services.

ENVIRONMENTAL ACTION FOUNDATION
(EAF)

Dupont Circle Building
724 Dupont Circle
Washington, DC 20036

Ms. Ann Marshall Woiwode
(202) 659-1130

Relevant Data: Legislative and regulatory information including documentation of court decisions. Provides list of experts, documents, and referral to other services to all requestors.

The Environmental Action Foundation (EAF) is a nonprofit tax-exempt, public foundation founded in 1970 to develop research and conduct broad educational programs on complex environmental issues. Programs include solid waste management, electric utilities, water management, transportation, solar energy, nuclear power, and deposit legislation.

Their Utility Clearinghouse has been in operation for five years, funded by a grant from the DOE Office of Consumer Affairs and from private sources, primarily to serve consumer and environmental groups intervening in State utility regulatory proceedings.

The EAF Utility Project has a staff of 6 persons and responds to an estimated 50 telephone inquiries, 100 written inquiries, and a dozen walk-in inquiries per month. The volume and character of service has reportedly been fairly constant in the last two years. The staff is handling approximately its maximum capacity of inquiries, therefore it could not respond effectively to a significant increase in requests for information. However, such an increase is anticipated as a response to rising utility costs.

The type of inquiries responded to by the EAF Utility Clearinghouse relate to powerline battles, rate structures, opposition to rate increases, issues concerning the conversion of private utilities to public ownership and nuclear economics. The clearinghouse does not handle inquiries concerning scientific information and

nuclear safety and refers such information requests to local public interest groups through a list of such groups maintained for that purpose. The clearinghouse also maintains a consultant/expert witness list for referral purposes.

The services provided by the EAF Utility Clearinghouse include the provision of the consultant/expert witness list referred to above, provisions of printed materials prepared by both EAF and other sources, and referral to other sources of information. In addition, a monthly newsletter (approximately 12 pages) is provided on a subscription basis and some testimony and consulting services on a fee basis.

Information available at EAF includes laws, regulations, regulatory body publications, studies of regulation impact, commission lists, consumer advocate lists, and some documentation and analysis. None of these areas are covered in detail, however. It was reported that approximately 70 percent of the materials available are purchased, and they request information from groups making inquiries.

In regard to their facilities and resources, their information includes subscription journals, newsletters, government reports, and clippings. This information is organized in a filing system in filing cabinets, and lists of names are maintained on a computer. It was noted that they need a better filing and reference system. There is a list of key terms and source categories are subdivided, however the system is informal and dependent upon the knowledge of the responsible person who set up the particular file. The clearinghouse does not maintain an automated data system nor have access to those of other organizations. The clearinghouse also does not prepare abstracts or executive summaries of materials.

In regard to responsiveness, the clearinghouse reported that referrals are made immediately and other inquiries are answered within one to two weeks. The clearinghouse commented that they need more information on what other groups are doing (presumably consumer action groups). They do not want confidential information or material with controlled distribution.

The only measure of user satisfaction which the clearinghouse has is through unsolicited user response such as thank you letters.

The clearinghouse's outreach, promotion, and advertising is accomplished solely on an informal basis through word of mouth, references in publications of other organizations, and through direct contact with potential users that they hear about. They indicated that new individual citizens groups that are not known to them would be potential additional users of their services.

The only suggestion made relative to providing better information services on utility regulations was to develop a means to interconnect activist groups, clearinghouses, publications, and conferences.

FEDERAL ENERGY REGULATORY COMMISSION
(FERC)

Division of Public Information

Room 1000
825 N. Capitol Street, NE
Washington, DC 20426

Mr. William Zietz
Office of Congressional
and Public Affairs
(202) 357-8055

Revelant Data: Legislative and technical data including news releases of rulemaking.

Functions of the Federal Energy Regulatory Commission (FERC) include oversight of wholesale electric power rates and hydroelectric facilities, and oversight of the natural gas and oil pipeline industries. The Federal Energy Regulatory Commission library is a law and technical library geared to handle internal calls only.

Questions on utility rate regulation are answered by the Office of Congressional and Public Affairs. Callers are from law firms, utilities, and the public. Within the office of public affairs are the public reference branch, the media relations branch, and the public inquiry section. During the last fiscal year information provided by the Office of Congressional and Public Affairs included approximately 50,000 telephone responses to the public, media, and Congress; approximately 300 news releases, an unspecified number of responses to freedom of information requests from law firms, and approximately 10,000 Commission publications. Subjects which are excluded from this information service are solar, wind, and alternate sources of energy.

News releases on rulemaking perform the function of abstracts of regulations. Environmental impact statements are also printed and published, and there is also a telephone inquiry service where staff will respond to general inquiries, but callers are encouraged to do their own research.

The Office of Regulatory Systems, which was formerly a part of the Federal Power Commission initiated the Regulatory

Information Services (RIS); this service has now been transferred to the Energy Information Administrations of the Department of Energy. The RIS provided automated collection and processing of public use data that were previously collected manually from regulated industries by printed forms. ORIS also maintained a number of internal administrative control system, including the Case Status System (CSS) for tracking, from initial receipt to final disposition, case filings received by the Commission.

INSTITUTE OF GAS TECHNOLOGY
(IGT)

3424 South State Street
IIT Center
Chicago, IL 60616

Elizabeth van Ryzin
(312) 567-3650

Relevant Data: Technical information relating to natural gas, including abstract retrieval and searches of computerized data bases. IGT Thesaurus. Services free to members, available to others on a fee basis. Library open to public.

The Institute of Gas Technology (IGT) is a not-for-profit scientific research and educational organization affiliated with the Illinois Institute of Technology. It specializes in the development of energy systems, the economic evaluation of comparative systems, and the dissemination of this information to a diversified group of domestic and international industrial and governmental clients. Until the mid-1950's a majority of IGT programs was supported by the gas-utility industry; hence, primary emphasis was placed on natural-gas problems. Today, IGT is involved in the entire fuels and energy spectrum. Its staff totals over 600 with diverse expertise in coal, oil, gas, and unconventional energy sources--their production, transmission, distribution, and utilization.

The Institute of Gas Technology serves as a repository for information on gas technology and related energy fields--data collected from research programs in the U.S. and throughout the world. This information is made available through a variety of services operated by IGT's Technical Information Services Department.

IGT members, contributors, and international associates receive these services as part of their membership privileges. Others, including the public, can also arrange to receive them. Foremost among these services are access to the IGT Technical Information Center, subscriptions to Gas Abstracts, and the use of the Document Center to retrieve IGT publications.

Among the services provided are the following:

- o Energy Statistics, a quarterly publication containing statistical data for the U.S. and world covering energy production consumption, reserves, imports, exports and prices.
- o IGT Highlights, a bi-weekly publication which summarizes newsworthy developments affecting the energy industry. It is designed to be a convenient reference for industry executives and government officials.
- o Gas Abstracts, a monthly publication providing abstracts of pertinent articles or papers appearing in over 200 technical journals, periodicals, and conference proceedings.
- o MASTIR (Microfilmed Abstracts System for Technical Information Retrieval), a semi-automatic fast-retrieval system for identifying and reprinting articles abstracted over the years under almost any classification desired.
- o Energy Topics is a periodic supplement to IGT Highlights which is published on roughly a monthly basis. It contains articles written by IGT staff members and others on various energy issues; they generally range in length from 2 to 8 pages. Past issues have contained articles on the status of alternative energy forms (e.g., coal gasification, hydrogen, biomass, OTEC); economic analysis and forecasts; compilations of U.S. and world energy statistics; and articles on energy developments in other countries.

The IGT maintains a Technical Information Center collection of over 10,000 books, 5,000 reports, 3,000 patents, 350 journal titles, and 1000 volumes of abstracts. It also receives approximately 500 microfiche reports each month, conference papers and proceedings, and publications of the DOE. The library is open for use by the public, and interlibrary loan is available.

Libraries will assist with reference questions and requests for information received by telephone or written inquiry. They can

also make referrals to other relevant sources. A limited number of brief searches of computerized data bases are free to members, contributors, and international associates. Others are charged a fee to cover costs.

IGT's Document Center stores all IGT staff publications, published research reports and bulletins, and proceedings of meetings sponsored by the Institute. Most of these are available for purchase through the Document Center. The Document Center currently responds to about 4500 requests for information per year, by providing over 17,000 documents.

It should be noted, however, that the IGT does not maintain a data base specifically on regulation issues but rather its emphasis is upon technical data.

LAWRENCE BERKELEY LABORATORY LIBRARY
(LBLL)

Department of Energy
Building 50, Room 134
Berkeley, California 94720
(415)486-4000

Roy Nielson
(415)486-4626

Relevant Data: Reported to provide no information with respect to utility rate regulation.

The Lawrence Berkeley Laboratory Library (LBLL) is an internal research library, serving the laboratory's own staff. There are approximately 30 library employees. They only occasionally deal with the public; however, sometimes they assist other librarians, and they do provide information to the Energy Resources Center in San Francisco.

The Lawrence Berkeley Laboratory itself is a national facility run by the University of California for DOE and employing about 3500 people. The library holdings are concerned with energy and the environment, with respect to physical and biological sciences. The Western Regional Information Service Center (RISC) at LBL offers a computerized Search Services on the DOE RECON information system.

LIBRARY OF CONGRESS
(LC)

10 First St., SE
Washington, DC 20540
(202) 287-5000

Reference Services
Ms. Constance Carter
(202) 287-5629
National Referral Service
Mr. John Feulner
(202) 287-5670

Relevant Data: Technical reports in energy areas from government agencies and others. Responses to telephone inquiries, use of reference facilities by the public.

The Library of Congress (LC) is the largest research library in the United States whose collections total some 75 million items. While its primary function is to serve members of Congress, it also functions as a national library, providing cataloging data and coordinating services to the country's library community. Several of the facilities and services of LC may be relevant to utility-related information needs.

The reference collections of the Science and Technology Division (Thomas Jefferson Building, Fifth Floor, Science Reading Room; 287-5629--reference services) include books and journals in energy areas. The Division's collection also contains technical reports, mostly in microform, of DOE, NASA, and other governmental agencies. The Division also issues reference guides under the general title, L.C. Science Tracers Bullet, covering such energy-related areas as steam power, solar and geothermal energy, and wind and tidal power. The National Referral Center (287-5670) maintains an updated and subject-indexed data base of information resources, including libraries, information centers, professional societies, universities, and government agencies.

Free referral service is provided in response to telephone or written inquiries (usually within 5 days). Access to this data base is provided through public computer terminals which can be used by visitors, and occasional selections which are published

in the series A Directory of Information Resources in the United States (available from USGPO). The Referral Center also provides listings on such topics as thermal pollution and biological effects of radiation.

The Congressional Research Service serves members of Congress and their staff only. It operates a professional hot-line information service, librarian-staffed reference rooms in the House and Senate office Buildings, and an on-line computer system for the status of pending legislation. It also conducts information surveys for Congressional committees.

NATIONAL CONSUMER LAW CENTER
(NCLC)

11 Beacon Street
Boston, MA 02108

Relevant Data: Legal information including reference to relevant cases in other jurisdictions. Serves primarily low-income advocates and government officials.

The National Consumer Law Center (NCLC) functions as backup support to the Legal Services Corporation, which is a nonprofit corporation established by Congress to carry on some of the activities formerly handled by the Office of Economic Opportunity. Another offshoot of the former Office of Economic Opportunity, Community Services Administration, also supports the activities of NCLC. NCLC has an Energy Project, employing 11 persons, six of whom are lawyers, which is funded largely by the Community Services Administration. Its primary goal is to ensure that low-income people have access to energy at the lowest possible price.

NCLC's Energy Project is primarily concerned with energy policy and issues. It assists lawyers involved in case work on behalf of low income people. Typical issues include rate structure, termination procedures, low-income energy assistance, conservation, plant sitings, and alternative technologies. The Energy Project receives requests from lawyers for information and assistance, which are handled on a time-available basis. No estimate of number of requests was given, but assistance cannot always be provided when needed.

While NCLC is not a research organization, it does have a small reference collection and subscriptions to utility/energy reporting services. It can sometimes identify relevant cases in other jurisdictions and refer requestors to the appropriate commission for copies of decisions and testimony. It also refers some requestors either to known experts or to other public interest organizations.

Information on current issues requiring action, such as energy assistance for the coming winter, is sometimes sent out in a direct mailing to consumer advocates. A monthly column from NCLC highlighting current issues is carried in Clearinghouse Review. Copies of relevant documents acquired are sometimes submitted to the National Clearinghouse for Legal Services in Chicago, which will distribute copies on request.

NATIONAL RURAL ELECTRIC COOPERATIVE ASSOCIATION
(NRECA)

1800 Massachusetts Ave., NW
Washington, DC 20036

Mr. Chuck Rice
(202) 857-9500

Relevant Data: Legislative and technical information relevant to rural electric cooperatives. Services to members.

The National Rural Electric Cooperative Association (NRECA) is a membership organization consisting of rural electric cooperative systems, public power districts, and public utility districts in 46 states.

As a rule, the library provides information services to members only. Outside inquiries may be referred to the Association's publications, public relations, or research staff.

Library requests typically concern a given publication or other resource, rather than asking for specific information requiring original research.

Association interests include Federal power administration, rates and corporate regulation, research and development, and some aspects of nuclear energy. The library consists of approximately 15,000 books, pamphlets, Congressional hearings, reports and documents, microfiche, film, and an open research filing system.

The National Rural Electric Cooperative Association Publications include Rural Electrification magazine (monthly), Power Supply Report (monthly), and the Rural Electric Newsletter (weekly). Subject areas include news of legislation, regulations, and other developments of interest to rural electric cooperatives.

NATIONAL TECHNICAL INFORMATION SERVICE
(NTIS)

5285 Port Royal Road
Springfield, VA 22161

Ms. Audrey Hundemann
(703) 557-4640

Relevant Data: Abstracts of research findings, subscriptions/standing orders for topic specific areas, computerized listing of research abstracts/summaries; Energy Microthesaurus. Information and services available by subscription.

The National Technical Information Service (NTIS) is an information service organization created by Congress in 1950 and operated by the Department of Commerce. It channels information about technological advances and other specialized information to business, educators, Government, and the public. Its products and services are intended to increase the efficiency and effectiveness of the U.S. research and development enterprise, to support U.S. foreign policy goals by assisting the social and economic development of other nations, and to increase the availability of foreign technical information in the U.S. NTIS undertakes and develops innovative information products and programs appropriate for Government, but which have the potential to become self-supporting.

The NTIS is the central source for the public sale of U.S. and foreign government-sponsored research, development, and engineering reports and other analyses prepared by national and local government agencies, their contractors or grantees, or by Special Technology Groups. NTIS also is a central source for federally generated machine processable data files and manages the Federal Software Exchange Center.

NTIS ships about 23,000 information products daily from its information collection which exceeds one million titles. It has been directed, in the enabling legislation, to recover costs from the sale of its products and services, and, therefore, operates much like a business in the private sector.

The services provided by NTIS which could be relevant to utility regulation include the following: An Abstract Newsletter in the area of energy (one of 26 subject-oriented newsletters) is issued on a weekly basis by subscription. This newsletter includes reports on energy sources; energy use, supply, and demand; power and heat generation; energy conversion and storage; energy transmission; fuel conversion processes; engines and fuels; and energy policies, regulations, and studies.

Examples of research projects recently reviewed include:

- Social Costs for Alternate Means of Electrical Power Generation for 1980 and 1990.
- Economic Evaluation of a Process to Produce Ashless, Low-Sulfur Fuel from Coal.
- Advances in Power System Dynamics and Control.

A second service is through subscriptions or standing orders for reports, bibliographies, abstracts, articles, etc., in a number of energy-related areas, some of which could be relevant to utility regulations concerns. Examples of these services are as follows:

- Energy (A Continuing Bibliography with Indices) Covers regional, national, and international energy systems; research and development on fuels and other sources of energy; energy conversion, transport, transmission, distribution and storage, with special emphasis on use of hydrogen and solar energy. Also included are methods of locating or using new energy resources. Of special interest is energy for heating, lighting, or for powering aircraft, surface vehicles, and other machinery. Abstracts and indexes. Prepared by NASA. Quarterly.
- Energy Conservation Update Provides abstracts and an index to the latest studies of energy conservation worldwide. Covers a broad spectrum from transportation and industrial energy savings to the latest research dealing with techniques for residential and commercial heating, lighting, and hot water conservation. Prepared by the Department of Energy. Monthly.

- Department of Energy Research Reports A standing order to automatically receive all DOE technical reports, critical reviews, conference papers, and symposium results in printed copy. Approximately 1300 reports annually. Orders filled by complete collection or special category.
- Energy SOS (A Standing Order Service for Paper Copy Reports) Subscription to this service automatically brings the full text, in paper copy, of energy reports acquired by NTIS. The service is available in the following categories:

- Energy sources
- Energy use, supply, and demand
- Power and heat generation
- Energy conversion and storage
- Fuel conversion processes
- Engines and fuels
- Energy transmission
- Policies, regulations, and studies

Each time a report is issued in any of these areas of interest, it is directed automatically to the subscriber. Subscribers pay 20 percent less for reports than buyers of single titles. For additional information regarding this service, write to Jim Apistolas, NTIS, or call (703) 557-4648.

- Fossil Energy Update Provides coverage of current scientific and technical reports, journal articles, conference papers and proceedings, books, patents, theses, and monographs from all sources on fossil energy, such as coal, petroleum, natural gas, oil shale, hydrogen production, hydrocarbon and alcohol fuels, electric power engineering, and magnetohydrodynamic generators. All information announced plus additional backup information is included in the energy information data base of the Department of Energy's Technical Information Center. Monthly, plus annual index.
- Monthly Energy Review The principal communications medium for Department of Energy and its constituency. Incorporates the energy information previously published in the PIMS Monthly Petroleum Report, the

supplements to PIMS and Monthly Energy Indicators.
Averages about 58 pages an issue in five major parts:
Overview, summarizing events of the previous month;
energy sources; electric utilities; resource development;
and price.

There are eleven other subject areas related to energy including, for example, Fusion Energy Update, Geothermal Energy Update, Monthly Petroleum Statistics report, and Solar Energy Update.

A third service provided by NTIS is a listing of research abstracts or summaries by subject. The listings, called Published Searches, are computer maintained and produced and include many energy related titles; the number of research summaries/abstracts ranges from 48 to 296 per title. Again, some of these areas could be significant for utility regulations concerns. There is a catalog of the subjects for which these searches are available and it includes the fees for the service. Custom searching of the NTIS data base is also available for a fee. NTIS Search Hot Line--(703) 557-4642--refers requestors to information specialists in the subject area who will formulate searches, estimate time of delivery (usually two or three weeks), and estimate the likelihood of success. A fee of \$100 for up to 100 research summaries is charged.

A selected Research in Microfiche (SRIM) service which provides automatic biweekly distribution of microfiche by subject category or sponsoring agency is also available. Microfiche contain full texts of reports.

One of the NTIS energy information specialists commented that not many inquiries have been received relating to utility regulation but no estimate of the actual number was given.

Indexing of the NTIS data base is performed using a vocabulary which has integrated keywords from the thesauri of the Departments

of Defense and Energy, the National Aeronautics and Space Administration, and NTIS. In 1976, NTIS published Energy Microthesaurus: A Hierarchical List of Indexing Terms Used by NTIS. (104 pages, PB-254 800, \$12.50). The Microthesaurus was designed to assist those planning to produce index vocabularies as well as those who search the NTIS Bibliographic Data File. It contains about 600 terms and includes generic relationships and thesaural origins for each term.

NTIS does not handle confidential materials or materials with controlled distribution. A customer inquiry section receives indications of user satisfaction ("complaints") but no other means is used to evaluate user satisfaction or impact. Outreach, promotion, and advertising are handled by the Public Relations Department, including direct mailings to potential subscribers.

SMITHSONIAN SCIENCE INFORMATION EXCHANGE, INC.
(SSIE)

1730 M Street, NW, Room 300
Washington, DC 20036

Mr. William Payne
(202) 381-4211

Relevant Data: Abstracts of research in progress. Research Information packages, subject indexes available for purchase.

Smithsonian Science Information Exchange (SSIE) was established in 1949. Its primary function is to assist in the planning and performance of research activities by providing up-to-date information about research in progress. The Exchange collects, indexes, stores, and disseminates data about basic and applied work in all areas of the life and physical sciences. Its active file, which covers material collected during the past two Government fiscal years, contains information on more than 200,000 current and recently completed research projects.

SSIE seeks to bridge the gap between the time a research project is initiated and the time its results are published. The data base, therefore, consists of abstracts of current projects, rather than reports of completed projects. The basic record is a Notice of Research Project (NRP) which contains essential information about each project, including, in most cases, a 200 word description of the work to be performed. NRPs are submitted by Federal Government Agencies, state and local government agencies, nonprofit associations and foundations, colleges and universities, and foreign research organizations--over 1,300 different sources in all. About 80 percent of the file is derived from Federal Government Agencies, including data about grants and contracts awarded to outside organizations, as well as in-house projects carried out in Government research centers. More than 100,000 new and revised NRPs are added to the data base each year.

Project titles and summaries are indexed in depth by SSIE staff scientists. They use a hierarchical indexing system developed at the Exchange in which subject terms are arranged in logical sequence from broader to narrower concepts within a given topic. This allows searching at the exact level of specificity required. When broad concepts are used for retrieval, project records indexed to narrower terms within the hierarchy are automatically selected.

SSIE Subject Indexes, a "top down" listing of indexing terms by discipline, about 40,000 terms in all, is available from SSIE for \$25. A companion volume, SSIE Subject Terms and Synonyms, contains a single alphabetical listing of the 40,000 terms, plus 50,000 synonyms cross-referenced to them. It is available in a three-volume computer printout for \$55.

The basic product of the SSIE data base is Research Information Packages, which contain NRPs of projects on particular subjects of high current interest. A brochure describing Research Information Package on Energy and the Environmental Sciences is available from SSIE.

Recent information packages relating to utilities include:

- Electric power distribution
- Energy sources supply and demand
- Market analyses of private and industrial consumer energy usage
- Macroeconomics of energy production
- Technical and economic analyses of solar energy production

Once established, the packages are updated at least every 90 days. Prices vary according to the average number of NRPs per package. New packages are announced in each issue of the SSIE Science Newsletter which is available on subscription for \$10 per year.

SSIE will also provide custom searches in response to individual requests, usually within 3 to 5 days. These searches are performed by staff scientists who also index projects in their particular fields. Custom searches cost \$60 for the first 50 project notices sent and one dollar per project notice above that. In addition, automatic updates of custom searches can be purchased for \$50 (4 quarterly updates) or for \$180 (12 monthly updates). The SSIE data base can also be accessed through commercial data base vendors.

TECHNICAL INFORMATION CENTER
(TIC)

Department of Energy
P.O. Box 62
Oak Ridge, Tennessee 37830

Mrs. Dora H. Moneyhun
Customer Services Branch
(615) 576-1303

Relevant Data. World's largest bibliographic data base of technical energy information; general and practical energy information data base; energy research projects data base.

Located in Oak Ridge, Tennessee, the Technical Information Center (TIC) is responsible for ensuring that reports on DOE-sponsored research are processed promptly and distributed within DOE, to its contractors and, when suitable, to the general public. All DOE reports are sent to the Center for printing, distribution, cataloging, abstracting, indexing, addition to the TIC bibliographic data bases, making available for public distribution, and announcement.

TIC's Energy Information Data Base (EDB) is the world's largest bibliographic data base on energy, including for each item, computer-readable descriptive cataloging, subject category, subject indexing, and an abstract. The DOE energy thesaurus is used in preparation of the subject indexing. Bibliographies, magnetic tapes, and other items are produced from the data base including Energy Research Abstracts, Energy Abstracts for Policy Analysis, Solar Energy Update, Geothermal Energy Update, Energy Conservation Update, Fossil Energy Update, and Fusion Energy Update.

The Center built and maintains a general and practical energy information data base and a research in progress file containing records of energy-related research projects.

The energy data bases are machine searchable, and access is available on the DOE on-line retrieval system, DOE/RECON. The

Energy Data Base will be available through commercial vendors in 1980.

The Center designed and is implementing a central registry and inventory system for all DOE publications to reduce waste, eliminate obsolete publications, and improve public access to DOE information.

The Center provides outreach services and assistance to the general public in the answering of requests for energy information materials, including motion picture films.

In addition the Center creates, publishes, and markets information projects such as critical reviews, manuals, and special publications required for accelerating the transfer of technology to the industrial and academic user communities.