

## Sources of Information

Inquiries on the following subjects may be directed to the appropriate office, Social Security Administration, 6401 Security Boulevard, Baltimore, MD 21235.

**Contracts and Small Business Activities** Contact the Office of Acquisitions and Grants. Phone, 410-965-9457 or 410-965-7467.

**Electronic Access** Information regarding the Social Security Administration may be obtained through the Internet, at [www.ssa.gov](http://www.ssa.gov).

**Employment** A variety of civil service registers and examinations are used in hiring new employees. Specific employment information may be obtained from the Office of Personnel. Phone, 410-965-4506.

**General Information** The Office of the Deputy Commissioner for Operations manages SSA's toll-free public service telephone. Phone, 800-772-1213 (toll free).

**Inspector General** The Office of the Inspector General maintains a 24-hour toll-free hotline to receive allegations and complaints relative to SSA operations nationwide. Phone, 800-269-0271 (toll free). Fax, 410-966-9201.

**Publications** The Office of the Deputy Commissioner for Communications publishes numerous pamphlets concerning SSA programs. Single copies

may be obtained at any local office or by calling 800-772-1213. The Administration also collects a substantial volume of economic, demographic, and other data in furtherance of its program mission. Basic data on employment and earnings, beneficiaries and benefit payments, and other items of program interest are published regularly in the *Social Security Bulletin*, its *Annual Statistical Supplement*, and in special releases and reports that appear periodically on selected topics of interest to the public. Additional information may be obtained from the Division of Information Resources, Office of Research, Evaluation, and Statistics, 500 E Street SW., Washington, DC 20254. Phone, 202-358-6405.

**Reading Rooms** Requests for information, for copies of records, or to inspect records may be made at any local office or the Headquarters Contact Unit, Room G-44, Altmeyer Building. Phone, 800-772-1213 (toll free).

**Speakers and Films** The Administration makes speakers, films, and exhibits available to public or private organizations, community groups, schools, etc., throughout the Nation. Requests for this service should be directed to the local Social Security Office.

For further information, contact the Office of Public Inquiries, Social Security Administration, 6401 Security Boulevard, Baltimore, MD 21235. Phone, 410-965-7700. Internet, [www.ssa.gov](http://www.ssa.gov).

## TENNESSEE VALLEY AUTHORITY

400 West Summit Hill Drive, Knoxville, TN 37902  
Phone, 865-632-2101. Internet, [www.tva.gov](http://www.tva.gov).

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*The Tennessee Valley Authority conducts a unified program of resource development for the advancement of economic growth in the Tennessee Valley region. The Authority's program of activities includes flood control, navigation, electric power production, recreation improvement, and forestry and wildlife development.*

The Tennessee Valley Authority (TVA) is a wholly owned Government corporation created by act of May 18, 1933 (16 U.S.C. 831-831dd). All functions of the Authority are vested in its three-member Board of Directors, the members of which are appointed by the President with the advice and consent of the Senate. The President designates one member as Chairman.

TVA's electric power program is financially self-supporting and operates as part of an independent system with TVA's system of dams on the Tennessee River and its larger tributaries. These dams provide flood regulation on the Tennessee and contribute to regulation of the lower Ohio and Mississippi Rivers. The system maintains a continuous 9-foot-draft navigation channel for the length of the 650-mile Tennessee River main stream, from Paducah, KY, to Knoxville, TN. The dams harness the power of the rivers to produce electricity. They also provide other benefits, notably outdoor recreation.

The Authority operates the river control system and provides assistance to State and local governments in reducing local flood problems. It also works with other agencies to encourage full and effective use of the navigable waterway by industry and commerce.

The Authority is the wholesale power supplier for 158 local municipal and cooperative electric systems serving customers in parts of 7 States. It supplies power to several Federal installations and 62 large companies whose power requirements are large or unusual. Power to meet these demands is supplied from dams, coal-fired powerplants, nuclear powerplants, combustion turbine installations, and a pumped-storage hydroelectric plant; U.S. Corps of Engineers dams in the Cumberland

Valley; and Aluminum Company of America dams, whose operation is coordinated with TVA's system.

In economic and community development programs, TVA provides technical assistance in areas including industrial development, regional waste management, tourism promotion, community preparedness, and vanpool organization. It works with local communities and groups to develop maximum use of available area resources. Working with regional learning centers, businesses, and industries, the Authority has identified skills that are needed in the high-technology job market and has set up training centers.

At Muscle Shoals, AL, TVA operates a national laboratory for environmental research, focusing on the cleanup and protection of the Nation's land, air, and water resources. Projects include development of methods for reducing nonpoint source pollution from groundwater runoff, contaminated site remediation, bioenergy research, and industrial waste reduction. The work is centered on preventing and correcting environmental problems that are barriers to economic growth. TVA also operates the Public Power Institute, a research laboratory and a public-policy clearinghouse for energy and environmental issues.

In cooperation with other agencies, TVA conducts research and development programs in forestry, fish and game, watershed protection, health services related to its operations, and economic development of Tennessee Valley communities.

## Sources of Information

**Citizen Participation** TVA  
 Communications, ET 12A, 400 West

Summit Hill Drive, Knoxville, TN 37902-1499. Phone, 865-632-2101.

**Contracts** Purchasing, WT 4D, 400 West Summit Hill Drive, Knoxville, TN 37902-1499. Phone, 865-632-4796. This office will direct inquiries to the appropriate procurement officer.

**Economic Development** 3E-NST, 565 Marriott Drive, Nashville, TN 37214. Phone, 615-882-2051.

**Electric Power Supply and Rates** ET 12A, 400 West Summit Hill Drive, Knoxville, TN 37902-1499. Phone 865-632-3108.

**Employment** Human Resources, ET 12A, 400 West Summit Hill Drive, Knoxville, TN 37902-1499. Phone, 865-632-3222. (Other personnel offices may be contacted at other major locations.)

**Environmental and Energy Education** BR 4F, 1101 Market Street, Chattanooga, TN 37402-2801. Phone, 865-751-4624.

**Environmental Research Center** TVA Reservation, P.O. Box 1010, Muscle Shoals, AL 35661-1010. Phone, 256-386-2026.

**Environmental Quality** Environmental Services, LP 5D, 1101 Market Street, Chattanooga, TN 37402-2801. Phone, 423-751-2293.

**Land Management/Shoreline Permitting** Land Management, FOR 3A, Forestry Building, Ridgeway Road, Norris, TN 37828. Phone, 865-632-1440.

**Library Services** Corporate Library, ET PC, 400 West Summit Hill Drive, Knoxville, TN 37902-1499. Phone, 865-632-3464. Chattanooga Office Complex, SP 1A, 1101 Market Street, Chattanooga, TN 37402-2801. Phone, 423-751-4913. Muscle Shoals, CTR 1A, P.O. Box 1010, Muscle Shoals, AL 35661-1010. Phone, 256-386-2417.

**Maps** Maps Information & Sales, HB 1A, 311 Broad Street, Chattanooga, TN 37402-2801. Phone, 423-751-6277.

**Medical Services** Health Services, EB 8A, 20 East Eleventh Street, Chattanooga, TN 37402-2801. Phone, 423-751-2091.

**Publications** TVA Communications, ET 6E, 400 West Summit Hill Drive, Knoxville, TN 37902-1499. Phone, 865-632-8039.

For further information, contact TVA Communications, 400 West Summit Hill Drive, Knoxville, TN 37902-1499. Phone, 865-632-8039; or TVA Washington Office, One Massachusetts Avenue NW., Washington, DC 20044. Phone, 202-898-2999. Internet, [www.tva.gov](http://www.tva.gov).

## TRADE AND DEVELOPMENT AGENCY

Suite 200, 1621 North Kent Street, Arlington, VA 22209-2131  
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