

## Frequently Asked Questions

Feb. 26, 2025

### Incident Updates/Status

- **What happened with the pipeline, and when?**

*Initial investigation and response*

Throughout the week of Jan. 27, Energy Transfer assisted the Pennsylvania Department of Environmental Protection (DEP) in an investigation into concerns about a potential hydrocarbon release in the Glenwood Drive neighborhood in Upper Makefield Township. Because of the proximity of our pipeline, we immediately began working with the DEP to investigate. Energy Transfer operates a 14-inch pipeline nearby, which carries refined products.

Our Operations team took a number of actions to assess the possibility of a pipeline issue: we shut down the pipeline; performed a pressure test on the pipeline; probed our pipeline right of way for any sign of a product release; performed two initial investigative digs along the pipeline right of way for any sign of a product release; and began performing water tests in the neighborhood. During this process, on the afternoon of Friday, Jan. 31, Energy Transfer discovered product loss from our pipeline. The pipeline was not operating at the time.

- **Is the pipeline active or has it been shut down?**

The pipeline remains active at this time. At the request of the Pipeline and Hazardous Materials Safety Administration (PHMSA), the pipeline is operating at a 20% pressure reduction. PHMSA has provided daily oversight of recent activities and will continue to provide close oversight going forward.

- **Was the pipeline repaired? What is the current status?**

Our crews are actively working to recover product from impacted wells and remediate the impacted area. Our investigation into the cause of the leak is ongoing. We replaced the impacted section of pipe and sent the original pipe to an independent metallurgical lab for analysis. We performed a four-hour hydrotest on the new section of pipe to ensure the integrity of the pipe before installing it.

After installing the new section, before we placed it back into service, with the approval of PHMSA, we performed x-ray examination on the welds, in accordance with regulatory standards. After installation, we performed a four-hour static pressure test prior to restarting pipeline operations.

At the request of PHMSA, the pipeline is currently operating at a 20% pressure reduction. Our investigation into the cause of the leak is ongoing, and we are confident the pipeline is operating safely, under PHMSA's daily oversight.

We have completed a series of digs at certain other locations to visually inspect the line. We have completed six digs total in Upper Makefield Township and Newtown Township collectively, under PHMSA's oversight, at previously repaired locations and have found no evidence of other leaks.

- **What is this pipeline used for? Where does it connect to?**

This pipeline transports refined petroleum products, including two grades of gasoline (87 and 93 octane), diesel fuel, and jet fuel. This is a 14-inch diameter pipeline originating from Philadelphia-area refineries and delivering fuels into New Jersey and beyond.

The pipeline delivers refined products to various points along the pipeline, ultimately reaching the New York Metropolitan area. One of the key functions of the pipeline is serving as a significant source of jet fuel for airports up the Atlantic Seaboard, with special focus on the three New York Metropolitan airports: Newark, LaGuardia and JFK.

- **Why did Energy Transfer purchase a home on Spencer Road, and what will happen to it?**

Acquiring the house on Spencer Road was critical for our site investigation and cleanup efforts. We currently have a crew on site at the home performing downhole geophysics of the well, which allows us to get a better understanding of the geology and how material flows above the bedrock. Ultimately, there will be more remediation efforts that will utilize this property as we move through the Act 2 process. This may include the installation of monitoring wells, and potentially a recovery well.

Energy Transfer will hire contractors to maintain the property and the home to ensure they remain in good condition.

- **What is Energy Transfer's emergency response plan for pipeline incidents?**

Energy Transfer's emergency response plans for a pipeline are regulated, approved and inspected by PHMSA. Our plans meet or exceed all regulatory requirements. The details of these plans are protected information.

We routinely coordinate with county emergency management agencies where we operate pipelines to conduct exercises and trainings, under PHMSA's oversight. Particularly on the Twin Oaks-Newark pipeline, Energy Transfer conducted two tabletop exercises to simulate a pipeline emergency and response over the last five years in Chester County, PA, and Mercer County, NJ.

You can find additional general information about Energy Transfer's incident management planning on this [fact sheet](#).

## **Environmental/Health Questions**

- **How can I have my water tested?**

If you wish to have your water tested, please reach out to your Energy Transfer right-of-way representative. You can also call our hotline (877-397-3383) or send us an email ([uppermakefieldresponse@energytransfer.com](mailto:uppermakefieldresponse@energytransfer.com)) to request a test.

- **Who is analyzing the water tests? What are they looking for?**

Water samples are being submitted to an independent lab, Eurofins, for analysis. Eurofins is accredited by the DEP, as shown in this [DEP list](#). It is required by state law that labs be accredited by the DEP for the particular compounds being analyzed in drinking/potable water.

The lab analyzes the water samples for a list of volatile organic chemicals (VOCs) in accordance with DEP Short List of Petroleum Products for Jet Fuel and Unleaded Gasoline. The results are compared to the Pennsylvania Statewide Health Standards for groundwater, which are established in 25 Pa. Code Part 250, and which set standards called Medium-Specific Concentrations (MSCs). The MSCs for groundwater are based on Maximum Contaminant Levels (MCLs) that are established by the U.S. Environmental Protection Agency. An MCL is defined as the highest level of a substance that is allowed in drinking water, as established by the National Primary Drinking Water Regulations. The Pennsylvania Statewide Health Standards for groundwater are based in micrograms per liter (µg/L). A chart of the applicable standards is included in a guide that Energy Transfer is sending to the residents along with the laboratory results packet.

- **I don't understand my water test results. How can I interpret this information? What is a "J" Value?**

We have developed a handout titled [Understanding Your Well Sampling Results](#), which is now being included with all test results shared with residents. This is also found on this website under [Additional Resources](#). Our community representatives are also available to help answer questions, or you can reach out to [uppermakefieldresponse@energytransfer.com](mailto:uppermakefieldresponse@energytransfer.com).

Several homes have had a test result for certain constituents reported with a "J" value qualifier. A "J" qualifier indicates that the concentration of the constituent is an approximate value greater than or equal to the laboratory's Method Detection Limit (MDL) but less than the laboratory's Reporting Limit (RL). The Pennsylvania Code defines the Method Detection Limit (MDL) as "the minimum concentration that can be measured and reported with 99% confidence that the value is above zero." 25 Pa. Code §16.102.

Importantly, results identified with a "J" qualifier are at concentrations significantly below the Pennsylvania Statewide Health MSCs.

- **My water test detected hydrocarbons. Is my water safe to drink? What about to bathe in or cook with?**

Please contact the Pennsylvania Department of Health (DOH) and/or the DEP for questions related to health.

**Pennsylvania Department of Environmental Protection (PA DEP)**

Southeast Regional Office Phone: (484) 250-5991 or (866) 255-5158

For general inquiries, email: [RA-EP-SEROECB@pa.gov](mailto:RA-EP-SEROECB@pa.gov)

**Pennsylvania Department of Health (PA DOH)**

Phone: 717-787-3350

Contact: Environmental Health at

<https://www.pa.gov/agencies/health/programs/environmental-health.html>

For questions about the Mt. Eyre Project, please contact: [RA-EP-SEROECB@pa.gov](mailto:RA-EP-SEROECB@pa.gov)

- **What is the reimbursement process for health screenings and medical monitoring?**

We encourage residents to contact the DOH with all individual health-related questions related to your water test results. If the DOH recommends specific health screenings based on your water test results, please contact us to discuss coverage of those costs.

- **How many wells are impacted?**

As of Thursday, Feb. 21, the number of wells impacted either with light non-phase liquid petroleum (LNAPL) or with constituents present above statewide health standards **remains at 6**. Our third-party environmental consultants have performed **245** water tests in the neighborhood and have received results for **156** of those. We have also begun second-round testing for residents.

- **Am I eligible to have a carbon filtration system installed at Energy Transfer's cost? If so, what is the process and how can I be reimbursed?**

In addition to continuing to perform water testing throughout the Mt. Eyre neighborhood, Energy Transfer is offering to install water treatment systems to either remove, or prevent the introduction of, certain contaminants from entering the water being used and consumed in homes. Residents have likely heard these treatment systems referred to as "carbon filtration systems" in recent weeks.

Energy Transfer is offering to install Point of Entry Treatment (POET) systems for homes in the Mt. Eyre neighborhood that are located within the topographic watershed where the release took place, as well as an additional buffer area, as determined with the guidance of third-party environmental consultants. This area is referred to as the "Investigation Area." A [map](#) showing the Investigation Area is available on this website under Additional Resources.

Energy Transfer is offering to install a POET system on all homes located in the Investigation Area at no cost to a resident. Energy Transfer is also committed to funding maintenance and servicing of the POET systems that are installed in the Investigation Area for a minimum of ten (10) years. [Additional information](#) regarding the proposed POET systems, follow-up sampling, and maintenance and servicing of the POET systems is provided in detail in the Additional Resources section. This information has been shared with impacted residents and those located in the Investigation Area. At this time, all six impacted homeowners have POET systems in place.

If you would like to install your own POET system and request reimbursement from Energy Transfer for that installation, please contact us.

- **Besides the wells, how will the soil/ground be cleaned up and remediated in the impacted area?**

Our crews are actively working to recover product from certain impacted wells and remediate the impacted area. We removed impacted soil from the immediate leak site for off-site disposal.

We are working on the site investigation and characterization under the oversight of the DEP. We completed downhole geophysics at two sites and are beginning geophysical surface resistivity testing, as well as soil gas testing, throughout the neighborhood to better understand the geology and groundwater flow. The resistivity testing is done using long cables that use electrically resistive signals to locate the bedrock and its fractures below the surface. The passive soil gas survey will also help delineate the subsurface hydrocarbon-impacted area and groundwater flow.

The DEP continues to provide environmental oversight on all of these activities and we are working with the agency on our Act 2 remediation plan. More information on Act 2 can be found on the [DEP website](#).

Based on all of our efforts to date, we continue to narrow the potential area of impact. We have now begun the process of performing a second round of tests for properties within the narrowed impact area.

### **Pipeline Safety/Integrity Questions**

- **Why/how did this leak happen? How will you prevent it from happening again?**

Our investigation into the cause of the leak is ongoing. We continue to operate the pipeline with 24/7 monitoring by our liquids control center, while also performing routine aerial patrol, which we have increased to weekly during our initial response. In addition to following the PHMSA protocols for restarting the line, we have company personnel on site to visually inspect and monitor the pipeline.

Monitoring the pipeline for safety is a multi-faceted process. The pipeline is monitored for leaks with a computational pipeline monitoring (CPM) leak detection system. The system uses many variables, such as flow, pressure, and temperature, to assess a change in the normal operations of the pipeline. Another aspect of monitoring pipeline safety is right-of-way patrolling. This patrolling looks for signs of leaks (dead vegetation), and soil disturbance (possible third-party damage).

A major part of pipeline safety is the pipeline integrity management (IM) program. One part of the IM program is in-line inspection (ILI). This is when a tool is propelled through the pipeline, using the product as the propellant. This tool has sensors that help to detect corrosion, cracking, and dents, depending on the tool. The data that is collected by the tools is used by engineers to determine areas for further investigation. These areas are dug, evaluated, and repaired as necessary in accordance with federal regulations.

## Other

- **Where can I get ongoing updates? Who should I contact if I have a question or concern?**

To share ongoing updates, Energy Transfer has established the following:

### Email Address

- We have created a new email address that residents can contact with questions and concerns: [uppermakefieldresponse@energytransfer.com](mailto:uppermakefieldresponse@energytransfer.com)

### Hotline

- Our 24/7 community hotline remains active: **877-397-3383**

### Website

- This incident website will continue to serve as a repository of information, resources and FAQs.

### Community Outreach

- In addition to the informational sources listed above, we also have company representatives who are working directly with residents throughout the Mt. Eyre neighborhood.
- We have set up a Community Support Center at our Bucks Pump Station (1798 Dolington Road, Yardley, PA), which is staffed during normal business hours.

### Public Meetings

- We will continue to participate in public meetings in Upper Makefield Township.