



Feb. 20, 2025

Dear [NAME],

Energy Transfer's third-party water treatment consultants have begun to install Point of Entry Treatment (POET) systems, also referred to as carbon filtration systems, at certain homes. Energy Transfer is offering to install a POET system 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 conservatively, regardless of test results, 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 our incident response website: <https://uppermakefield.incidentupdates.com>.

Energy Transfer is committed to covering the cost of the system appropriate for each home. Each system will be uniquely designed following individual site evaluations performed by certified and licensed third-party water treatment consultants.

Enclosed, please find more information about 1) **the POET systems**; 2) **the offer from Energy Transfer related to installation and reimbursement**; and 3) **the process to request a POET system**.

If you have any additional questions, please email [uppermakefieldresponse@energytransfer.com](mailto:uppermakefieldresponse@energytransfer.com) or call our 24/7 incident response hotline: **1-877-397-3383**.

Sincerely,

## **WATER TREATMENT SYSTEMS**

In addition to continuing to perform water sampling 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 our [dedicated website](#).

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 below.

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

### **Point of Entry Treatment (POET) System Description**

POET systems are installed to filter and treat all the water that enters a home. This differs from a Point of Use (POU) treatment system, which treats water at a single tap, faucet, or plumbing fixture where water is dispensed in a home. POET systems work to treat and remove contaminants in all the water used and consumed in a home before the water passes the entry point into the plumbing of the home. Groundwater is piped through the well pump to an existing pressure tank in the home, and then through a sequence of treatment systems to treat and remove sediment, contaminants, and bacteria from the well water before it is used or consumed by residents.

Prior to the installation of any POET system at a particular home, certified and licensed third-party water treatment consultants and technicians will perform a site evaluation at each home to determine the particular type of treatment systems that are appropriate for each home. This assessment will take into account the home’s existing well, any pre-existing treatment system components, plumbing fixtures, the size of the home, average water consumption, flow and pumping rate of the well, and the property’s existing water sampling results. Through these evaluations, the specific circumstances of each home will be taken into account when designing, selecting, sizing, and installing each POET system.

The primary components of a POET system, and typical sequence of treatment are as follows, and also depicted in the image provided below.

1. **Pressure Tank** – groundwater is pumped from the well and into the existing pressure tank that is typically located in the basement of the home.
2. **Sediment Filtration** – the water will then flow from the pressure tank through piping to a canister sediment filter. This sediment filter will remove sediments present in the water

before the water then flows through piping into the next step of the treatment process, the Granulated Activated Carbon (GAC) Filtration System vessels/tanks.

3. **Granular Activated Carbon (GAC) Filtration Treatment System** – A GAC filtration and treatment system is a method used to remove volatile organic compounds (VOCs), including petroleum constituents, from water. After the water flows through the sediment filter, it will then flow into a series of two (2) GAC filtration vessels/tanks. A GAC filtration vessel/tank is filled with activated carbon granules that are located inside each vessel/tank. The GAC filtration system uses adsorption, a process through which molecules, ions, or atoms stick to a solid (i.e., the carbon granules), and thereby treating and removing VOCs from the water. The GAC filtration and treatment system will include a series of two GAC vessels/tanks, rather than a single GAC vessel/tank, which provides a built-in redundancy or backup treatment system, where water is treated in the first GAC vessel/tank, and then treated again in the second GAC vessel/tank. This two-step GAC filtration and treatment system further minimizes the risk of VOC constituents passing through the treatment system into water that is used or consumed in the home.

Each home will be individually evaluated for appropriate sizing of the GAC treatment vessels/tanks to determine the appropriate contact time for the GAC filtration and treatment system, i.e., amount of time that the water must be in contact with the GAC filtration and system to ensure the absorption method treats the water used and consumed in the home. The home's size, number of plumbing fixtures, average water consumption, and the flow and pumping rate of the well will be evaluated to ensure that the GAC vessels/tanks are large enough to treat the volume of water used and consumed in the home.

Additional information about GAC Filtration and Treatment Systems is available from the [United States Environmental Protection Agency – Community Guide to Granular Activated Carbon Treatment](#).

4. **Monitoring Test Ports/Taps** – monitoring test ports or taps will be installed at the following locations, and from which post-installation follow-up sampling will be performed: (a) between the canister sediment filter and the first GAC vessel/tank; (b) between the first GAC vessel/tank and the second GAC vessel/tank; and, (c) after the second GAC vessel tank. The monitoring test ports or taps will allow samples to be taken at the various points in the treatment sequence, which will allow for testing and monitoring to evaluate any maintenance, service, or replacement needs for the overall POET system, to ensure its effectiveness, and to prevent any issues that could impact the water that is used or consumed in the home.
5. **Ultraviolet Water Filtration/Treatment Unit** – the final step in the treatment sequence is an ultraviolet water filter/treatment unit, which uses ultraviolet light to destroy any bacteria present in the water, and thereby disinfect/sanitize the water before it passes to the entry point into the plumbing of the home, where the water is used or consumed.
6. **Additional Treatment Components on Case-by-Case Basis** – as part of the site evaluation for each home, the certified and licensed water treatment consultants and technicians may also suggest additional components of the treatment process, e.g., ion exchange, water softeners, or pH adjustment systems based on the individual assessment of each home and water sampling results.

### **Follow-up Sampling**

Follow-up sampling will be completed after installation of the POET system. Samples will be collected from three locations:

1. **Influent Location:** This sample will be taken from the monitoring test port/tap located after the sediment filter, but before the water is treated through the first GAC vessel/tank.
2. **Mid-fluent Location:** This sample will be taken from the monitoring test port/trap that is located between the two GAC vessels/tanks, and will be used to check the continued effectiveness of the primary GAC treatment vessel/tank.
3. **Effluent Location:** This sample will be taken from the monitoring test port/tap located after the second GAC vessel/tank.

Samples will be analyzed for VOCs in accordance with the Pennsylvania Department of Environmental Protection (DEP) [Short List of Petroleum Products for Jet Fuel and Unleaded Gasoline](#) in the [Land Recycling Program Technical Guidance Manual](#).

### **Maintenance and Servicing of POET System**

After the POET system is installed, and follow-up sampling is performed, the anticipated primary maintenance and service of the POET system components will be as follows (dependent on water use/consumption):

- *Sediment Filters* – replaced approximately once every 3 months.
- *GAC Filter* – replaced approximately once every 6 months – 1 year.
- *UV Filter* – replaced annually.

During the first year after installation, the mechanical components of the POET system will be inspected on a quarterly basis. Maintenance and service needs of each POET system will thereafter be evaluated on a case-by-case basis.

The approximate costs for service and maintenance of each POET system will depend on the particular components installed in each home, and will be determined on a case-by-case basis.

Energy Transfer will cover the costs of maintenance and servicing of the POET systems that are installed in the Investigation Area for a minimum of ten (10) years.

### **Contact Information**

If you would like to have a POET system installed at your home, or are requesting to reimbursement for a POET system that you have already installed, please contact us at 1-877-397-3383 or via email [uppermakefieldresponse@energytransfer.com](mailto:uppermakefieldresponse@energytransfer.com), to schedule the certified and licensed water treatment consultants and technicians to perform a site evaluation of your home, design and install the POET system.

## DIAGRAM OF TYPICAL POINT OF ENTRY TREATMENT (POET) SYSTEM

