

## Questions from Mt. Eyre Residents:

### Most identified topics/questions of residents to be addressed:

1. **Contamination Testing** – Can you confirm how many wells are contaminated and where they are located? Are there additional properties that haven't been tested that will be? Are you going to conduct soil sampling to determine if there is any soil contamination? Are you removing contaminated soil and replacing it with clean backfill?
  - As of 4 p.m. on Tuesday, Feb. 11, our third-party environmental consultants have performed **114** water tests in the neighborhood and have received results for **70** of those. Of the **70** tested, **6** have hydrocarbons present above statewide health standards.
  - We have **108** additional water tests scheduled (or in the process of being scheduled). We are making an effort to accelerate this process as much as possible while maintaining accuracy. We will continue to provide bottled water to concerned landowners.
  - Our crews are actively working to recover product from certain impacted wells and remediate the impacted surrounding areas. We have removed impacted soil and have performed testing. The Pennsylvania Department of Environmental Protection (DEP) continues to provide environmental oversight; Energy Transfer will continue to work with DEP for oversight of the remediation through the Act 2 process. More information on Act 2 can be found on the [DEP website](#).
  
2. **Status of the Leak Investigation & Mitigation** – When did the leak start? How much product was lost? How does Sunoco monitor the pipeline for safety? What can we anticipate moving forward for Sunoco to ensure resolution of the pipeline so that a leak does not occur again? What is Sunoco's plan for addressing contaminated wells, cleaning ground water and providing filtration for future risk for those houses in the neighborhood?
  - Our investigation is ongoing. A leak was identified in January 31 and the pipeline was shut down. The section of pipeline where the leak was detected was removed and replaced, and the pipeline was placed back into service following the review and approval of the Pipeline and Hazardous Materials Safety Administration (PHMSA). 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.
  - Plan for water wells and groundwater remediation:
    - i. In addition to water testing, we are offering to have carbon filtration systems installed for residents of the Mt. Eyre neighborhood. This option is being offered not just to the six impacted homeowners, but to other Mt. Eyre residents located within the aquifer where the release took place, as well as in an additional buffer area, as determined with the guidance of third-party environmental consultants.
    - ii. Meanwhile, our crews are actively working to recover product from certain impacted wells and remediate the impacted area. The DEP continues to provide environmental oversight. Energy Transfer will continue to work with DEP for oversight of the remediation through the

Act 2 process. More information on Act 2 can be found on the [DEP website](#).

- Pipeline safety and integrity:
  - i. 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).
  - ii. 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.

3. **Health Concerns** – Is our water safe for drinking, bathing and household tasks? What should residents be doing to protect their health? What are the protocols if a well is tested negative or positive? How are you going to monitor for those residents who do not currently have a positive well but may in the future?

- Please contact the Pennsylvania Department of Health (DOH) and/or the DEP for questions related to health.
- In addition to water testing, we are offering to have carbon filtration systems installed for residents of the Mt. Eyre neighborhood. This option is being offered to Mt. Eyre residents located within the aquifer where the release took place, as well as in an additional buffer area, as determined with the guidance of third-party environmental consultants. We have a map available showing the homes that are being offered carbon filtration systems, based on these parameters.

4. **Communication** – What is the communication plan moving forward to keep the community informed? Will there be a single site that the residents can rely on for all information? Why didn't the Township communicate the investigation when it began? Who should resident's legal counsel contact for Sunoco, DEP and Upper Makefield Township?

- For ongoing updates and information, Energy Transfer has established the following:
  - i. **Email Address**
    - We have created a new email address that residents can contact with questions and concerns: [uppermakefieldresponse@energytransfer.com](mailto:uppermakefieldresponse@energytransfer.com)
  - ii. **Hotline**
    - Our 24/7 community hotline remains active: **877-397-3383**
  - iii. **Website**
    - We have set up a website where we will share updates, maps, FAQs, and responses to questions from residents: <https://uppermakefield.incidentupdates.com>.

5 p.m., Tuesday, Feb. 11, 2025

iv. **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.

v. **Public Meeting**

- Our next public has been rescheduled to **7:30 p.m. this Thursday, Feb. 13**, at **Sol Feinstone Elementary School** (1090 Eagle Road., Newtown, PA 18940).
- Residents' legal counsel can reach out utilizing the email address or hotline, indicating that they are an attorney. Counsel representing Energy Transfer will be in touch.

*The following questions have been collected from over 20 separate households and have not been edited. They capture our concerns. We anticipate that these questions will be answered in a comprehensive written response if not addressed during the Township Meeting.*

**What's Happening/Going On?:**

1. What was the issue? What happened? How much product was spilled? When did the leak start, etc.
  - Throughout the week of Jan. 27, Energy Transfer assisted the 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:
    - i. Shutting down the pipeline;
    - ii. Performing a pressure test on the pipeline;
    - iii. Probing our pipeline right of way for any sign of a product release;
    - iv. Performing two initial investigative digs along the pipeline right of way for any sign of a product release; and
    - v. Sampling of residential water wells 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.
  - 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.
  - Our crews are actively working to recover product from impacted wells and remediate the impacted area. Our investigation is ongoing.

5 p.m., Tuesday, Feb. 11, 2025

2. How many properties are affected? How many have been tested? How many are negative, positive, in process? Where are they located, etc.?
  - As of 4 p.m. on Tuesday, Feb. 11, our third-party environmental consultants have performed **114** water tests in the neighborhood and have received results for **70** of those. Of the **70** tested, **6** have hydrocarbons present above statewide health standards.
  - We have **108** additional water tests scheduled (or in the process of being scheduled). We are making an effort to accelerate this process as much as possible while maintaining accuracy. We will continue to provide bottled water to concerned landowners.
  - As a matter of privacy, Energy Transfer is not publicizing addresses and is only sharing individual test results directly with the homeowners, as well as regulatory agencies, including DEP.
3. What is the impact on health? For properties affected, is the water safe for drinking, cooking, bathing, washing, watering lawns, etc. For property not affected, are there any immediate concerns
  - Please contact the Pennsylvania Department of Health (DOH) and/or the DEP for questions related to health.
4. What is the immediate fix? Just replacing the faulty pipe? Will there be any other checks on other sections? How do we know this will not re-occur on other parts of the pipeline? How will you monitor your equipment?
  - We replaced the impacted section of pipe and sent the original piece to an independent metallurgical lab for analysis. We performed a four-hour hydrotest of 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.
    - i. A hydrotest, or hydrostatic test, entails filling the new section of pipeline with water and holding it at a pressure much higher than standard operating pressure to test the pipe's integrity and ensure there is no leakage.
      - [\*Energy Transfer fact sheet\*](#)
      - [\*PHMSA fact sheet\*](#)
    - ii. A static pressure test entails filling the pipeline with product and holding it at the standard operating pressure to test the pipe's integrity and ensure there is no leakage.
  - We will run an ILI tool through the entire pipeline this year and continue our stringent pipeline integrity program, under the oversight of PHMSA.
    - i. [\*Energy Transfer fact sheet\*](#)
  - Energy Transfer has proactively dug other previously repaired locations to ensure the integrity of the pipeline in those sections. There is no indication that these other sections are leaking.
5. What is the remediation plan for the neighborhood?
  - For the wells and properties impacted, what is the plan for remediation and continuous monitoring?

5 p.m., Tuesday, Feb. 11, 2025

- For the wells that are not currently impacted but could be in the future. Are there any preventative measures that need to be installed, and what is the plan for ongoing monitoring?
- In addition to water sampling, we are offering to have carbon filtration systems installed for residents of the Mt. Eyre neighborhood. This option is being offered to Mt. Eyre residents located within the aquifer where the release took place, as well as in an additional buffer area, as determined with the guidance of third-party environmental consultants.
- Our crews are actively working to recover product from impacted wells and remediate the impacted area. The DEP continues to provide environmental oversight. Energy Transfer will be continuing to work with DEP for oversight of the remediation through the Act 2 process. More information on Act 2 can be found on the [DEP website](#).

**6. Is our drinking water safe?**

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

**7. When did the leak start?**

**8. How much product was lost?**

**9. How do you know?**

- **[COMBINED ANSWER FOR 7, 8, 9]** Our investigation is ongoing.

**10. What should residents be doing to protect their health?**

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

**11. What is the communication plan for keeping the community informed?**

- For ongoing updates and information, Energy Transfer has established the following:
  - i. Email Address**
    - We have created a new email address that residents can contact with questions and concerns: [uppermakefieldresponse@energytransfer.com](mailto:uppermakefieldresponse@energytransfer.com)
  - ii. Hotline**
    - Our 24/7 community hotline remains active: **877-397-3383**
  - iii. Website**
    - We have set up a website where we will share updates, maps, FAQs, and responses to questions from residents: <https://uppermakefield.incidentupdates.com>.
  - iv. 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.
  - v. Public Meeting**

5 p.m., Tuesday, Feb. 11, 2025

- Our next public has been rescheduled to **7:30 p.m. this Thursday, Feb. 13**, at **Sol Feinstone Elementary School** (1090 Eagle Road., Newtown, PA 18940).

**12.** Why didn't the Township communicate the investigation when it began?

- We defer to the township for this response.

**13.** Who should residents' legal counsel contact for Sunoco, DEP and Upper Makefield Township?

- For Energy Transfer, residents' legal counsel can reach out utilizing the email address or hotline, indicating that they are an attorney. Counsel representing Energy Transfer will be in touch.
- We defer to the DEP and township for their response.

**14.** Can you confirm how many contaminated wells there are and what streets that they are located on (based off your most recent results)?

- As of 4 p.m. on Tuesday, Feb. 11, our third-party environmental consultants have performed **114** water tests in the neighborhood and have received results for **70** of those. Of the **70** tested, **6** have hydrocarbons present above statewide health standards.
- We have **108** additional water tests scheduled (or in the process of being scheduled). We are making an effort to accelerate this process as much as possible while maintaining accuracy. We will continue to provide bottled water to concerned landowners.
- As a matter of privacy, Energy Transfer is not publicizing addresses and is only sharing individual test results directly with the homeowners, as well as regulatory agencies, including DEP.

**15.** When did all of these issue(s) start? Can you please provide an accurate summary on the history of everything that is happening and share a cohesive timeline, so we all understand?

- Throughout the week of Jan. 27, Energy Transfer assisted the 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:
  - i. Shutting down the pipeline;
  - ii. Performing a pressure test on the pipeline;
  - iii. Probing our pipeline right of way for any sign of a product release;
  - iv. Performing two initial investigative digs along the pipeline right of -way for any sign of a product release; and
  - v. Sampling of residential water wells 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.
- 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 of the new section of pipe to

5 p.m., Tuesday, Feb. 11, 2025

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.
- Our crews are actively working to recover product from impacted wells and remediate the impacted area. An investigation is ongoing.

**16.** Can you share more details on what the pinhole is that has been found? What does that mean for all of us?

- Our investigation is ongoing and we will share more information as it is available.

**17.** When did Sunoco “first learn” that there were leaks or ground water infiltration?

- Throughout the week of Jan. 27, Energy Transfer assisted the 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:
  - i. Shutting down the pipeline;
  - ii. Performing a pressure test on the pipeline;
  - iii. Probing our pipeline right of way for any sign of a product release;
  - iv. Performing two initial investigative digs along the pipeline right of way for any sign of a product release; and
  - v. Sampling of residential water wells 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.
- 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 of 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.
- Our crews are actively working to recover product from impacted wells and remediate the impacted area. An investigation is ongoing.

**18.** How many areas and homes have currently been impacted by chemical infiltration?

- As of 4 p.m. on Tuesday, Feb. 11, our third-party environmental consultants have performed **114** water tests in the neighborhood and have received results for **70** of those. Of

5 p.m., Tuesday, Feb. 11, 2025

the **70** tested, **6** have hydrocarbons present above statewide health standards.

- We have **108** additional water tests scheduled (or in the process of being scheduled). We are making an effort to accelerate this process as much as possible while maintaining accuracy. We will continue to provide bottled water to concerned landowners.

**19.** What is the precise chemical composition of the chemicals that have been detected?

**20.** How many known carcinogens/toxins have been identified?

- **[COMBINED RESPONSE FOR 19, 20]** This pipeline transports refined products, including two grades of gasoline (87 and 93 octane), diesel fuel, and jet fuel. Safety Data Sheets (SDS) for these products are publicly available and include chemical composition and hazards identification.

**21.** When or has the EPA been notified?

- The EPA was notified by the National Response Center.
- In Pennsylvania, the Clean Streams Law (Act 394 of 1937) grants the state authority, specifically the DEP, to regulate and enforce water quality standards.

**22.** Has there been testing of area wells, sewers, aquifers, and ground water?

- We continue to test well water, as outlined above. The ground water and aquifers are all part of the testing we are conducting. Our Operations personnel have checked storm sewers and did not detect hydrocarbons.

**23.** How deep did Sunoco go to test?

- We are testing the water in domestic wells at depths dictated by the location of the water pumps.

**24.** Did Sunoco install or do they plan to install additional/updated monitoring devices and where? (This harkens back to previous problem where they indicating they had monitoring devices in place, but nothing was noted by Sunoco devices this time —WHY?— it was only when neighbors began to smell chemical gases or it impacted drinking water that Sunoco was contacted and was made aware of the situation)

**25.** What are the monitoring devices currently detecting?

- **[COMBINED ANSWER FOR 24, 25]** Energy Transfer utilizes a leak detection system that is the most advanced system available to the pipeline transportation industry. The computational pipeline monitoring (CPM) leak detection system utilizes many variables including flow, pressure, and temperature, to assess a change in the normal operations of the pipeline.
- As for remediation of the surrounding area, Energy Transfer will continue to work with DEP for oversight of the remediation through the Act 2 process, which will ultimately provide guidance on remediation and monitoring. More information on Act 2 can be found on the [DEP website](#).

**26.** Have soil samples been taken? Where? How deep? What has been detected in the soil?

5 p.m., Tuesday, Feb. 11, 2025

- We have taken post-excavation soil samples from the release location and are awaiting lab results.

**27.** Some of the wells are rather deep — has water been tested?

- We are testing the water in domestic wells at depths dictated by the location of the water pumps.

**28.** What is the plan to remediate and test to see if remediation is working?

- Our crews are actively working to recover product from impacted wells and remediate the impacted area. The DEP continues to provide environmental oversight. Energy Transfer will continue to work with DEP for oversight of the remediation through the Act 2 process. More information on Act 2 can be found on the [DEP website](#).

**29.** What is the plan for people not impacted now, but who may be impacted later by seepage over time? I ask this because you mentioned that some people impacted were not necessarily close to the actual leak. Therefore, what will the scope of the area to be tested?

- In addition to water testing, we are offering to have carbon filtration systems installed for residents of the Mt. Eyre neighborhood. This option is being offered to Mt. Eyre residents located within the aquifer where the release took place, as well as in an additional buffer area, as determined with the guidance of third-party environmental consultants.

**30.** Will there be a schedule of testing soil and water not just now but over a specified period of time (maybe years) of those neighbors in and around the leakage area - no problem today doesn't necessarily mean one won't turn up down the line.

- Energy Transfer will continue to work with DEP for oversight of the remediation through the Act 2 process, which will ultimately establish a remediation and monitoring plan. All of this will be shared with the township and community.

**31.** Why has this happened a second time in less than 2 years?

- An investigation is ongoing to determine the cause of the leak and to determine whether there is any relation to the odors observed in September 2023.

**32.** How does Sunoco plan to compensate those impacted/those impacted in the future and make residents' well water (and possibly soil and air) safe again - what things should people be doing to protect themselves from harmful toxins because I can tell you those types of products release benzene into the air and that is a known carcinogen.

- As outlined above, we continue to offer and conduct water testing, in addition to carbon filtration systems.
- Energy Transfer will continue to work with DEP for oversight of the remediation through the Act 2 process, which will ultimately establish a remediation and monitoring plan. All of this will be shared with the township and community.

**33.** What are all of the tankers in the neighborhood doing?

5 p.m., Tuesday, Feb. 11, 2025

- The trucks observed in the neighborhood in recent weeks are temporary and have all been related to our ongoing investigation, repair and remediation. As we continue our investigation and remediation, there will occasionally be trucks in the community.

**34. What is the plan to evaluate the entire pipeline?**

- The pipeline is part of Energy Transfer's stringent integrity management program, required by federal regulations under the oversight of PHMSA. The next scheduled integrity assessment was already planned for this year. After the metallurgical lab analysis, we will determine if the ILI tools already planned are suitable to assess for the cause of the leak and other threats applicable to the pipeline, or if additional inspection tools are necessary. Energy Transfer reviewed data with PHMSA and has completed digs at other previously repaired locations to assess the integrity of the pipeline. At this time, there is no evidence that the pipeline is leaking at another location.
  - i. [Energy Transfer fact sheet](#)

**35. Probing- was the initial spot found through probing? What good is probing? The entire pipeline should be exposed and evaluated including under where it crosses the street.**

- The leak was identified through an investigative dig.
- Energy Transfer reviewed data with PHMSA and is also currently digging other previously repaired locations to ensure those are not leaking as well. At this time, there is no evidence that the pipeline is leaking at another location.
- Probing entails inserting a special tool, a probe rod, into the ground adjacent to the pipeline to a depth next to or below the pipeline. A vapor monitor is then inserted into the hole to check for the presence of hydrocarbons. This can be an efficient, effective way of identifying the presence of a leak in the area, helping crews pinpoint a precise area to dig.

**36. What's the plan for cleaning ground water?**

- This will be addressed through the Act 2 process with the DEP.

**37. What's the plan to make sure we have enough water while they are remediating the contaminated ground water?**

- We have company representatives who are working directly with residents throughout the Mt. Eyre neighborhood. Additionally, there are other communication channels available for residents who are concerned about their water to request bottled water:
  - i. Our [24/7 community hotline](#) remains active: [877-397-3383](tel:877-397-3383)
  - ii. We have created a new email address that residents can contact with questions and concerns: [uppermakefieldresponse@energytransfer.com](mailto:uppermakefieldresponse@energytransfer.com)

**38. What's the Plan for closing contaminated wells and putting in new wells at those houses?**

**39. Is the plan to attach us to public water as that is the only way our houses will retain value?**

- **[COMBINED RESPONSE FOR 38, 39]** We are currently recovering product from impacted wells and beginning remediation. This will be a multi-step process, beginning with water testing and the

5 p.m., Tuesday, Feb. 11, 2025

installation of carbon filtration systems. These systems have a proven track record of addressing and treating hydrocarbons in water sources.

**40.** The pipeline is how old? What caused this leak? Shouldn't the whole thing be replaced?

- This pipeline was originally installed in 1956 and has been upgraded over time.
- Our investigation is ongoing.
- The life span of a pipeline can be indefinite with appropriate pipeline integrity management and maintenance programs. Energy Transfer employs a stringent integrity management program in accordance with federal regulations, under the oversight of PHMSA; all of this work is done in order to maintain the life of the pipeline.

**41.** What are the current and next steps are being taken to find the root causes(s) of these issue(s)? How long do we think this will take? Will work continue to be done 24/7 to find a resolution?

- The section of pipe where the leak occurred was removed and is currently at an independent metallurgical lab to investigate the cause of the leak, under the oversight of PHMSA. Energy Transfer expects to have preliminary analysis on the cause of the leak within the next week, with a final lab report by the end of the month. We are doing everything we can to ensure the lab analysis are completed as quickly as possible without jeopardizing the accuracy of the investigation.
- PHMSA is also performing its own investigation alongside Energy Transfer's.

**42.** Who's responsible for keeping all residents informed/updated on what's happening? What will the cadence of updates be? Daily?

- Energy Transfer intends to provide frequent updates directly through the township, on our own [newly established website](#), and to local elected officials. We plan to share relevant updates in real time. If residents have additional questions beyond the information we are sharing, we encourage them to email [uppermakefieldresponse@energytransfer.com](mailto:uppermakefieldresponse@energytransfer.com) or call our hotline (**877-397-3383**)

**43.** Is our water safe to drink?

**44.** What should I be telling my family members who drank this same water and it has been confirmed contaminated?

- **[COMBINED RESPONSE FOR 43, 44]** Please contact the Pennsylvania Department of Health (DOH) and/or the DEP for questions related to health.

**45.** Is there any reason to be concerned about contamination in the soil? And if so, what remediation efforts does Sunoco plan to undertake?

- Energy Transfer will continue to work with DEP for oversight of the remediation through the Act 2 process, which will ultimately establish a remediation and monitoring plan. All of this will be shared with the township and community.

**46.** What are the replacement plans for the pipes by Sunoco? Neighbors have been led to believe that the lifespan of these pipes are 50-70 years old. And it sounds like we are in that range. How soon are they

5 p.m., Tuesday, Feb. 11, 2025

going to patch things as leaks spring? When are there plans to a larger-scale replacement?

- The life span of a pipeline can be indefinite with appropriate pipeline integrity management and maintenance programs. Energy Transfer employs a stringent integrity management program in accordance with federal regulations, under the oversight of PHMSA; all of this work is done in order to maintain the life of the pipeline.

**47.** Exactly how are we supposed to suspect if we do have contamination? We understand that there could be a smell, but is that always?

- You should have received a brochure from Energy Transfer in September 2024, which outlines ways to identify a release of various products. That brochure is also found on our website at: <https://www.energytransfer.com/public-awareness/>
- As outlined in our brochure, a leak of petroleum products can be detected:
  - i. By sight
    - Continuous bubbling in wet or flooded areas.
    - Dead or discolored vegetation in a green area.
    - Flames, if a leak has ignited.
    - Pool of liquid on the ground.
    - Rainbow sheen on the water.
    - Vapor cloud or mist.
  - ii. By sound
    - Blowing or hissing sound
  - iii. By smell
    - An unusual smell or gaseous odor
- We continue to offer water testing for those interested or concerned. Please contact our hotline or email address.

**48.** If we test “ok” right now is that for sure going to stay that way? And if not, how could we know if we should get tested again?

**49.** How often will Sunoco provide more testing for us in the future to ensure that we have stayed uncontaminated and when?

**50.** For the neighbors that are not currently affected but are in the immediate proximity of those who are, what periodicity will our wells be tested so that we have assurance that the plume has not spread? We have been restricting water use out of fear that the impacted areas will be drawn towards or expanded based on unknowns subsurface water flows and seasonal variations to the aquifer? The other follow on is similar. Those who are presently impacted are recycling the contamination into different layers of the aquifer based on our septic systems, so in time, just not the deepest wells could likewise be contaminated.

**51.** Are you proposing to provide well surface skimmers on the impacted wells? Remove what you can? Install pump and treat systems?

- **[COMBINED RESPONSE FOR 48, 49, 50, 51]** In addition to water testing, we are offering to have carbon filtration systems installed for residents of the Mt. Eyre neighborhood. This option is being

5 p.m., Tuesday, Feb. 11, 2025

offered to Mt. Eyre residents located within the aquifer where the release took place, as well as in an additional buffer area, as determined with the guidance of third-party environmental consultants. The carbon filtration systems we are installing have a proven track record of addressing and treating hydrocarbons in water sources.

**52.** Can you outline a timeline for the next level of geological analysis and initial thoughts on remedial activity?

- Our crews are actively working to recover product from certain impacted wells and remediate the impacted area. The DEP continues to provide environmental oversight. Energy Transfer will continue to work with DEP for oversight of the remediation through the Act 2 process. More information on Act 2 can be found on the [DEP website](#).

**53.** When was the current pipeline installed?

- This pipeline was originally installed in 1956 and has been upgraded over time.

**54.** What products does the pipeline transport?

- This pipeline transports refined products, including two grades of gasoline (87 and 93 octane), diesel fuel, and jet fuel.

**55.** Where is the information on this pipeline located? There is a shocking lack of information on DEP's website.

- Information on Energy Transfer pipeline locations can be found on our website: <https://www.energytransfer.com/pipeline-locator>
- All pipelines can also be found on the National Pipeline Mapping System the national pipeline mapping system: <https://www.npms.phmsa.dot.gov/>
- You should also receive Energy Transfer's public awareness brochures with detailed information on pipelines and safety.

**56.** Can this type of leak or even potential future leaks erode the soil enough to cause a sinkhole?

- No; a leak of product would not cause a sinkhole. Certain areas are prone to sinkholes based on the local geology and ground formation. This is not an area that is particularly prone to sinkholes.

**57.** Is the contaminated water safe to bathe, wash clothes, dishes and hands with?

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

**58.** Are we all connected to the same aquifer? Or do we all have our own water that is not connected to each other?

- The wells throughout the Mt. Eyre neighborhood vary significantly in depth; some are very shallow while some are very deep. We have a map available of the various aquifers throughout the neighborhood, which we will post on our new website and make available by request.

5 p.m., Tuesday, Feb. 11, 2025

**59.** What steps need to be taken to move us from well water to municipal water?

- We defer this question to the township.

**60.** What was the diameter of the leak?

**61.** Can we have a picture of the hole?

- **[COMBINED RESPONSE FOR 60, 61]** Our investigation into the leak is ongoing and we are awaiting the preliminary analysis from the metallurgical lab.

**62.** Has Sunoco and DEP conducted air quality testing over a period of time?

- Nothing Energy Transfer has observed or identified has indicated that air quality testing is necessary; this is a water-related issue.

**63.** Is DEP doing their own testing or will the Township be hiring someone to conduct their own independent testing?

- We defer this question to the DEP and/or Upper Makefield Township.

**64.** In the summer Sunoco was here for a while and cleared out a big lot at the top of Bruce and Glenwood, what was happening then? This was where they store an excavator.

- Crews were performing right-of-way clearing as part of regular maintenance.

**65.** Is Sunoco involved with what has been done on Dolington Rd? If so, what is that?

- The entrance to our Bucks Pump Station is on Dolington Road. Pump stations are located along pipelines to “pump” the product through the line and keep it flowing at the appropriate rate.

**66.** How will residents be receiving the formal documentation of their test results?

- Our company representatives who are working directly with residents are sharing these test results.

**67.** Are there any similar situations that have occurred in PA like this one (outside what took place at State College) or elsewhere in the US that involved Sunoco? And if so, how did they address the concerns and appropriately remediate it?

- Energy Transfer does not operate any pipelines in State College.
- According to the [U.S. Department of Transportation and PHMSA](#), pipelines are the safest and most reliable way to transport energy products. Pipelines are heavily regulated on both the state and federal level.
- While pipeline leaks are rare, they can occur. In the event of a release, Energy Transfer and any other pipeline operator will take the steps we are taking here:
  - Perform an investigation to determine the cause
  - Work with state and federal regulators

5 p.m., Tuesday, Feb. 11, 2025

- iii. Establish a protocol for short- and long-term environmental remediation (in Pennsylvania, this is done through the Act 2 process)
- iv. Review the overall integrity of the pipeline and perform additional assessments and pipeline remediation as necessary

- Each incident and remediation process is unique.

**68.** How is the UP Township working with the state, local and potentially federal government to handle this? What steps is UP Township taking for us, its residents?

- We defer to Upper Makefield Township for this response.

**69.** What experts have been consulted (specific names) and what consultants have been hired or contracted to manage the situation in Mt. Eyre?

- To help manage this response, Energy Transfer has hired various third-party environmental consultants who are experts in their respective fields: [RETTEW](#), [Groundwater & Environmental Services, Inc. \(GES\)](#) and [CTEH](#).
- [DNV](#) is the independent metallurgical lab performing the analysis.

#### **Processes for Residents to Follow?:**

**70.** What is the proper forum for all of the Mt. Eyre residents to use to stay connected on this topic?

- We encourage residents to continue to attend future public meetings. Additionally, Energy Transfer has established the following:

**i. Email Address**

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

**ii. Hotline**

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

**iii. Website**

- We have set up a website where we will share updates, maps, FAQs, and responses to questions from residents:  
<https://uppermakefield.incidentupdates.com>.

**iv. 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.

**71.** What steps should homeowners take if you have been informed that you have a contaminated well?

**72.** At this point in time what is the research/actions being taken or taken if you have a contaminated well?

- **[COMBINED RESPONSE FOR 71, 72]** If your Energy Transfer representative informs you that your well test detected the presence of hydrocarbons, they will discuss with you the installation of a carbon filtration system. These systems have a proven track record of addressing and treating

5 p.m., Tuesday, Feb. 11, 2025

hydrocarbons in water sources.

**73.** When we call our insurance company about this issue, what should we be asking for? Many of us have called our insurance company to try and be proactive but they have advised that they need more guidance. Can you provide guidance here in what exactly we need to ask them?

- Energy Transfer cannot say what each individual should specifically ask for. We recommend insurance companies call or email us.

**74.** If we receive results from a water company doing testing independently from us and we see differing results, what steps should we take?

- We recommend that residents performing independent testing share those results with us so that our consultants can review those results and determine potential next steps.

**Next Steps?:**

**75.** How soon will the meeting minutes/summary of this meeting be posted and shared for all neighbors to have available for reference?

- We defer this question to Upper Makefield Township.

**76.** Will updates continue to be shared via the UM Township site?

- Yes. As we have been, we will continue to share relevant updates in real time with Upper Makefield Township to post to the website, in addition to sharing the same information on our own designated website once live.

**77.** When and where will the next meeting be held to continue the discussion on this and any unanswered questions?

- Our next public meeting has been rescheduled to 7:30 p.m. this Thursday, Feb. 13, at Sol Feinstone Elementary School (1090 Eagle Road., Newtown, PA 18940).

**78.** What next steps are being taken post today's meeting by Sunoco, UM Township and DEP? Will you be meeting daily to keep us updated?

- Since the most recent meeting on Thursday, Feb. 6, Energy Transfer shared a detailed update with the township on Feb. 7, which was posted to the website.
- Energy Transfer personnel are holding a number of daily discussions to address all facets of this issue.

**79.** When will we get the answers to the questions that weren't answered in this document by? How will the answers be shared with all Mt. Eyre residents?

- Energy Transfer plans to share this document, as well as future updates, with the township to post on its website. We will also post it to our new website: <https://uppermakefield.incidentupdates.com>

-----

5 p.m., Tuesday, Feb. 11, 2025

## **Questions Received on 2/6/25 at town meeting**

### **Questions from Mt. Eyre Residents:**

Second Meeting at UMT Building 2/06/2025. Meeting is being recorded.

1. Who will be sharing the answers to the 79 questions we submitted that Mr. Eyre residents shared on 2/4? Where/how will the questions be distributed?
  - Energy Transfer plans to share this document, as well as future updates, with the township to post on its website. We will also post it to our new website: <https://uppermakefield.incidentupdates.com>
2. Can any State and Federal agency representatives come to the front of the room and introduce who they are to the Mt Eyre community? Please share who you are, and what you are doing to help us?
  - We defer this question to regulatory agencies.

### **Questions on Operations**

3. How many times has this happened before on this pipeline? Can we get a copy of the past remediation plans. (Note: These should be publicly accessible anyway from the DEP - Maybe under Freedom of Information Act)
  - This is the first incident of this nature, based on the details we know at this time. As we have stated, the cause of the leak is still under investigation and we will continue to share more information as we learn more.
4. We also want access to all the data and the test they have conducted and anything they have shared with the DEP. This includes all the test results and sample details by location.,
  - As a matter of privacy, we cannot share individual homeowners' information and test results.
5. We need the maps that they have of the aquifer, geology, etc.
  - We will share maps at our next public meeting, as well as on our website.
6. What is the detailed plan to put back the pipeline in operation? - What is the safety check plan they will be performing? - We just learned the pipeline is back in operation, is that true.
  - Yes, the pipeline is currently active, operating at a 20% pressure reduction.
  - We replaced the impacted section of pipe and sent the original piece to an independent metallurgical lab for analysis. We performed a four-hour hydrotest of 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.

5 p.m., Tuesday, Feb. 11, 2025

- i. A hydrotest, or hydrostatic test, entails filling the new section of pipeline with water and holding it at a pressure much higher than standard operating pressure to test the pipe's integrity and ensure there is no leakage.
    1. [Energy Transfer fact sheet](#)
    2. [PHMSA fact sheet](#)
  - ii. A static pressure test entails filling the pipeline with product and holding it at the standard operating pressure to test the pipe's integrity and ensure there is no leakage.
- We will run an ILI tool through the entire pipeline this year and continue our stringent pipeline integrity program, under the oversight of PHMSA.
  - i. [Energy Transfer fact sheet](#)
- Energy Transfer has proactively dug other previously repaired locations to ensure the integrity of the pipeline in those sections. There is no indication that these other sections are leaking.
- 
7. How many more days/weeks with trucks running around?
  - At this time, we do not know. The number of trucks and vehicles will decrease from current levels, but some additional activity will periodically occur until DEP ultimately closes out the Act 2 remediation process.
8. They said they would be here for years. How long based prior incidents?
  - Every incident and remediation process is unique. DEP will have oversight of the remediation process through Act 2.
9. Do they have a prior incident example they can share with us and what they did.
  - This is the first incident of this nature, based on the details we know at this time. As we have stated, the cause of the leak is still under investigation and we will continue to share more information as we learn more.
10. Should we expect trucks and work crews throughout this period? What about noise and air pollution?
  - Yes. As mentioned, trucks may be present periodically throughout the remediation process.
  - Vehicle noise is not expected to be beyond what is heard on a normal roadway.
  - There is no anticipated air pollution from remediation activities other than occasional truck exhaust, which will be temporary.

## Financials

11. What is the cost of their clean-up operations on a daily basis?
  - This is not information we're able to share at this time.
12. What will be the cost of the land remediation?
  - This is not information we're able to share at this time.

5 p.m., Tuesday, Feb. 11, 2025

13. What is the cost of pipeline operations being stopped, per day

- This is not information we're able to share at this time.