



October 2025

Point-of-Entry Treatment (POET) System Maintenance – Fact Sheet

POET System Installation

Since January 2025, Point-of-Entry Treatment (POET) systems have been installed or upgraded at residences in and surrounding the Mt. Eyre Manor neighborhood in Upper Makefield Township. Sunoco Pipeline LP (SPLP) has either directly installed the POET systems using SPLP's certified and licensed third-party water treatment consultant – [Suburban Water Technology, Inc. \(Suburban\)](#) – or reimbursed landowners for POET systems installed by a contractor of their choice after SPLP confirmed that the components of the system were appropriate to treat volatile organic compounds (VOCs). SPLP provided POET system installation or reimbursement for residences despite the fact that most water sampling results did not indicate the presence of any VOCs attributable to the pipeline release, and therefore did not reflect that a POET system was needed to treat well water.

Long-Term POET Maintenance

In addition to the initial POET system installation or reimbursement, SPLP has also offered to perform ongoing maintenance and servicing of these POET systems.¹ Suburban is the **only** contractor authorized by SPLP to service these POET systems. If a landowner decides to use another contractor of their choice to perform service and maintenance on the POET system, that service and maintenance **will not be reimbursed by SPLP**, but rather will be at the landowner's own expense.

Suburban will contact each resident directly to coordinate POET maintenance and servicing appointments, unless a landowner contacts SPLP to make other arrangements. The frequency of follow-up water sampling, maintenance, and servicing of POET systems will vary by location, as described below.

Properties with POET Systems Located Inside the “Investigation Area”

If a property is located within the Investigation Area,² including the topographic watershed where the pipeline release took place, and an additional 500-foot buffer area, sampling, maintenance, and servicing on the POET system will occur for a minimum of 10 years from the date of installation. If Act 2 closure does not occur within 10 years, SPLP will continue to provide maintenance on the POET system until Act 2 closure is achieved. Sampling, maintenance, and servicing of the POET system will include the following:

¹ SPLP did not approve reimbursement of treatment system components that do not treat VOCs, such as reverse osmosis systems, that a landowner may have selected with their contractor based on personal preferences. As such, SPLP's maintenance and servicing of POET systems expressly **does not** include maintenance or servicing for any component of the treatment system at a property for which SPLP did not previously approve reimbursement.

² A map showing the “Investigation Area” is available on SPLP's [dedicated website](#).

- **Sampling** – SPLP’s environmental consultants, Groundwater and Environmental Services (GES) will perform re-sampling of the water at the frequencies identified in Table 4 of the [Potable Water Sampling and Analysis Plan](#), which at a minimum will be performed on a quarterly basis. Water samples will be taken from an influent location, mid-fluent location, and effluent location on the POET system and then sent for laboratory analysis, with laboratory results provided to the landowner.
- **Year One POET Maintenance & Servicing**
 - During the first year after the POET system is installed, Suburban will visit the property on at least a quarterly basis and perform a visual inspection of the POET system components to ensure that they are operating properly, which will include the following tasks:
 - Unscrewing and checking sediment filter for the presence of odors and sediment.
 - Checking water pressure at gauges (if installed) across the POET system.
 - If a significant reduction in water pressure is observed, the following tasks will be performed:
 - Replace sediment filter and then recheck water pressure.
 - If water pressure reduction persists, additional components of the POET system and related equipment (e.g., water softener systems) will be checked.
 - If water pressure reduction is determined to be related to the granular activated carbon (GAC) vessels, the effluent (i.e., second) GAC vessel will be moved to the location of the influent (i.e., first) GAC vessel, and a new effluent (i.e., second) GAC vessel will be installed.
 - Field measurements will be taken of the water at the effluent location for total dissolved solids (TDS), hardness, iron, and pH.
 - Suburban will also perform the following maintenance and service activities at the following approximate frequencies (dependent on water use/consumption):
 - *Sediment Filters* – replaced approximately once quarterly (every 3 months)
 - *GAC Vessels* – effluent (i.e., second) GAC vessel will be rotated to influent (i.e., first) GAC vessel position, and effluent (i.e., second) GAC vessel will be replaced approximately once every 6 months – 1 year.
 - *UV Filter Bulb* – replaced once.
- **Subsequent Years POET Maintenance & Servicing**
 - In the second and subsequent years after the POET system is installed, maintenance and service needs of each POET system will be evaluated by Suburban at least annually with POET system components replaced on a case-by-case basis, as needed.

Properties with POET Systems Located Outside the “Investigation Area”

For POET systems installed at specific properties located outside of the “Investigation Area,” the maintenance and servicing on the POET system will occur for 10 years from the date of installation, and will include the following:

- **Year One POET Maintenance and Servicing**

- During the first year after the POET system is installed, Suburban will visit the property on at least an annual basis and perform a visual inspection of the POET system components to ensure that they are operating properly, which will include the following tasks:
 - Unscrewing and checking sediment filter for the presence of odors and sediment.
 - Checking water pressure at gauges (if installed) across the POET system.
 - If a significant reduction in water pressure is observed, the following tasks will be performed:
 - Replace sediment filter and then recheck water pressure.
 - If water pressure reduction persists, additional components of the POET system and related equipment (e.g., water softener systems) will be checked.
 - If water pressure reduction is determined to be related to the GAC vessels, the effluent (i.e., second) GAC vessel will be moved to the location of the influent (i.e., first) GAC vessel, and a new effluent (i.e., second) GAC vessel will be installed.
 - Field measurements will be taken of the water at the effluent location for TDS, hardness, iron, and pH.
- Suburban will also perform the following maintenance and service activities (dependent on water use/consumption):
 - *Sediment Filters* – replaced at least once.
 - *GAC Vessels* – effluent (i.e., second) GAC vessel will be rotated to influent (i.e., first) GAC vessel position, and effluent (i.e., second) GAC vessel will be replaced once.
 - *UV Filter Bulb* – replaced once.

- **Subsequent Years POET Maintenance & Servicing**

- In the second and subsequent years after the POET system is installed, maintenance and service needs of each POET system will be evaluated by Suburban at least annually with POET system components replaced on a case-by-case basis, as needed.

If you have additional questions, please reach out to uppermakefieldresponse@energytransfer.com or 1-877-397-3383. To contact Suburban, please call 1-800-525-6464 or email info@wefixwater.com.

DIAGRAM OF TYPICAL POINT OF ENTRY TREATMENT (POET) SYSTEM

