



How to Document & Report Problems with Mariner East Pipelines

Residents are the eyes and ears of the community. What you see, hear, smell and feel could be very important signs of a problem. If you see something that might indicate an emergency near the pipeline route - such as a drilling fluid spill, a sinkhole, or heavy erosion that could lead to a landslide - it is important to report those issues to the following:

Call 911 in case of emergencies. Any suspected leak of a pipeline is an emergency.

Notify the Gas Operator. Call the number for the operator if you have it.

National Response Center: 800-424-8802

Be sure to provide your name, address, phone number, date and time of your call and details of what you observed. Make sure to indicate that you would like them to start a formal report and ask for a case number.

<https://www.epa.gov/emergency-response/forms/contact-us-about-emergency-response>

PA DEP Complaint Hotline, 1-800-541-2050

or file an online complaint by visiting the DEP website:

<https://www.dep.pa.gov/About/Regional/Pages/default.aspx>

Again, provide your name, address, phone number, date and time of your call, and details of what you observed. Ask that an inspector be dispatched to the scene and a copy of the inspection report be provided to you. Make sure to indicate that you would like this to be a **formal complaint** and be sure to follow up with the DEP inspector.

Find Your County Conservation District: https://pacd.org/?page_id=59

You can also log complaints you have made on Halt Mariner Now's website and we will help ensure your complaint is properly handled. <http://bit.ly/marinereastcomplaint>

NOTE: When filing complaints always state that you would like to file a **formal complaint**. Be sure to follow up on complaints with an email or call.

Ongoing Record-Keeping Tips:

Take photos! Be sure to take photos of all activities, problems, and concerns. Include time and date stamps or live stream incidents.

Keep a Journal: In order to help protect you and your community, it is important to keep a journal with records of your observations.

For example-your journal could include the following:

- Date and time
- Weather conditions - wind direction, if you know it
- Annoying noise from traffic, heavy equipment, machinery
- Anything new and unfamiliar
- Unexplained odors - particularly chemical smells - call those into the numbers above, email local contacts, and record in your journal
- Any trembles or shaking of your home or property
- Any changes in water quality: color, smell
- Any changes to soil, erosion, discoloration or loss of vegetation
- Any changes in the health of outdoor plants, landscaping, or pets
- Detail any inconveniences or concerns; e.g. truck traffic, noise, dirt, light
- Keep records of everyone you speak to about problems you've reported, and any follow up they provide - be sure to include dates and times for each conversation
- Log complaints made in the [Report a Complaint](#) form on Halt Mariner Now's website
- **Get business cards for anyone who visits you - keep them in your journal**