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February 21, 2014

Mr. Byron Coy, P.E.
Director, Eastern Region
U.S. Department of Transportation
Pipeline and Hazardous Materials Safety Administration (PHMSA)
820 Bear Tavern Road
West Trenton, NJ 08628

Re: CPF 1-2013-5030M
Notice of Amendment, dated November 26, 2013

Dear Mr. Coy:

This letter and enclosed Delaware Pipeline Company (DPC) Public Awareness Program, effective February 14, 2014, is submitted in response to the above referenced Notice of Amendment (NOA). The enclosed Public Awareness Program includes revisions made and implemented in the July 9, 2012 PAP addressing PHMSA comments made at the end of the May 22-24, 2012 Public Awareness inspection as well as subsequent enhancements and clarifications.

The following are DPC's responses to each of the four items listed in the NOA:

1. *§195.440 Public awareness.*
... "the Public Awareness Program did not have a detailed procedure for the implementation and management of business reply cards (BRCs)".....

DPC has revised Sections 5.1 and 6.2.2 of the Public Awareness Program to address the receipt, tracking, feedback evaluation, and follow-up of BRCs.

2. *§195.440 Public awareness.*
... "the Public Awareness Program did not have a documented process on how this percentage¹ of non-English speaking population should be determined, the frequency of evaluation, and who should be responsible for the evaluation" ...

DPC has revised Sections 3.1 (Public Awareness Coordinator responsibilities) and 5.1 of the Public Awareness Program to address and further clarify the process of providing public awareness brochures in affected public awareness areas where a significant number and concentration of the population (greater than 10%) is non-English speaking. Note that DPC has historically distributed brochures in English and Spanish.

¹ Defined as 10% as per the Public Awareness Program.

3. §195.440 Public awareness.

...“During the inspection, Delaware Pipeline representatives indicated that it utilizes a “Public Awareness Documentation Form” to document face-to-face contact with stakeholders. According to Delaware Pipeline representatives, these forms are completed by Delaware Pipeline personnel making contact with stakeholders and are retained in their public awareness binder in the Delaware Pipeline’s office. Delaware Pipeline representative stated that this form is used to document communications such as pre-maintenance related activities required under Section 4.10 of API RP 1162. However, this process for communicating to the audience affected by specific pipeline maintenance-related construction activities was not included in the Public Awareness Program”.

DPC has revised Section 5.0 of the Public Awareness Program to specifically reference the use of the referenced Public Awareness Documentation Form and to clarify the addressing of stakeholders affected by pipeline maintenance-related construction activities.

4. §195.440 Public awareness.

...“The Public Awareness program lacked a detailed written process on how to determine whether the program has been developed and implemented according to API RP 1162, as mentioned in Section 8.3 of API RP 1162. Also, the Public Awareness Program lacked a detailed written process on how to determine whether the actions undertaken in implementation of API RP 1162 are achieving the intended goals and objectives, as mentioned in Section 8.4 of API RP 1162. Overall, the Public Awareness Program lacked procedures for conducting the evaluations as outlined in Section 8 of API RP 1162. Moreover, the Public Awareness Program had no information on what metrics/criteria/rational is used to determine if a modification to the baseline program and/or supplemental program enhancements are necessary”.

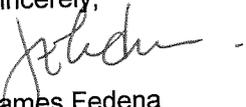
DPC has revised Section 1.0 of the Public Awareness Program to specifically indicate that the Public Awareness Program has been developed in accordance with API RP 1162. Confirmed by various internal reviews and revisions, including revisions made as a result of this NOA, the DPC Public Awareness Program is indeed considered by DPC to be developed and written in compliance with API 1162.

Section 6.1 of the Public Awareness Program requires that it be assessed for compliance with API 1162, including its implementation, as part of the annual review. As such, the annual review of the Public Awareness Program’s implementation is meant to assure continued API 1162 compliance.

DPC has revised Section 6.2 of the Public Awareness Plan to provide more detailed guidance with program effectiveness evaluation, including tracking the number of public awareness brochures returned as undeliverable, tracking and evaluation of business reply-cards (including metrics), and bottom-line results targets/metrics.

We trust that the DPC Public Awareness Program revisions summarized above satisfy the above referenced NOA. For your information, I have included both the latest version of the DPC Public Awareness Program, dated February 14, 2014 and a redlined version of that program highlighting the cumulative changes to the 2012 version that was audited. If you have any questions or require further information, please feel free to contact myself or Richard Fetters at (302) 834-6276 or by e-mail at Richard.fetters@pbfenergy.com

Sincerely,



James Fedena
Senior Vice President