

**Railway Alert Network (RAN) Cybersecurity Awareness Message: Update 5 – Colonial Pipeline – Response to Cyber Attack and Restoration of Operations**

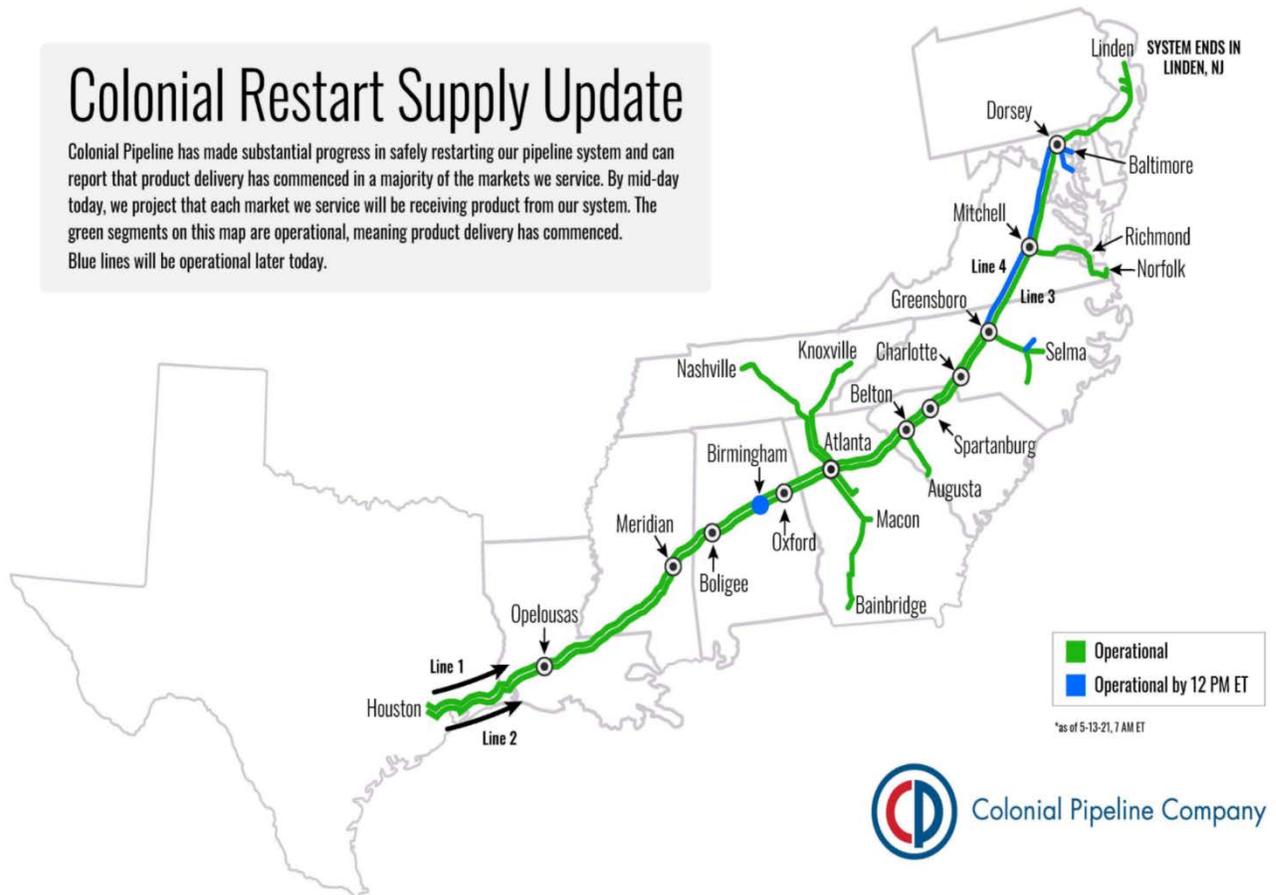
**May 13, 2021 – 10:30 am Eastern time**

Per an update to its [“media statement”](#) issued this morning – Thursday, May 13 – the **Colonial Pipeline Company reports:**

- **“substantial progress in safely restarting our pipeline system”;**
- **“product delivery has commenced in a majority of the markets we service”;** and
- as of **“mid-day today,** we project that **each market we service will be receiving product** from our system.”

With this update, the company has provided a map of its pipeline network that depicts operational status.

- Line depicted in **green** “are **operational, meaning product delivery has commenced”;** and
- Segments and hubs depicted in **blue** “will be operational later today.”



Colonial concludes this update by emphasizing that the restoration of operations “**would not have been possible without the commitment and dedication of the many Colonial team members across the pipeline who worked safely and tirelessly through the night to get our lines up and running.**” The company expresses gratitude “**for their dedicated service and professionalism during these extraordinary times.**”

As indicated in the previous update, issued late yesterday afternoon, Colonial initiated the restart process as of 5:00 pm on Wednesday, May 12. That update advised, “Following this restart, it will take **several days for the product delivery supply chain to return to normal.**”

- As a result, “**Some markets served by Colonial Pipeline may experience, or continue to experience, intermittent service interruptions** during the start-up period.”
- Colonial is committed to moving “**as much gasoline, diesel, and jet fuel as is safely possible and will continue to do so until markets return to normal.**”

The full content of the updated media statement, posted on the company’s public website as of 9:00 am today, follows:



## Media Statement Update: Colonial Pipeline System Disruption

### System Restart and Operational Update

Update: Thursday, May 13, 9 a.m.

Colonial Pipeline has made substantial progress in safely restarting our pipeline system and can report that product delivery has commenced in a majority of the markets we service. By mid-day today, we project that each market we service will be receiving product from our system. The green segments on this map are operational, meaning product delivery has commenced. Blue lines will be operational later today.

This would not have been possible without the commitment and dedication of the many Colonial team members across the pipeline who worked safely and tirelessly through the night to get our lines up and running. We are grateful for their dedicated service and professionalism during these extraordinary times.

**Updates** on the ransomware attack against the Colonial Pipeline Company, its impacts, the tactics employed, and recommended protective measures to mitigate risk will continue as relevant developments and information obtained from reliable sources warrant.

**Acknowledgement:** The RAN gratefully acknowledges the **initiative and diligence of the Colonial Pipeline Company** in posting updates to its media statement on the effects of the

ransomware incident and the response actions taken to contain adverse impacts and progressively restore safe operations.

**Distribution:**

Please feel free to disseminate this message, and to use all or portions of its content, widely to inform cybersecurity awareness throughout your respective railroads and industry organizations.

You may also share this information with customers, colleagues in local and State law enforcement, State fusion centers, and Federal security and law enforcement agencies.

***Association of American Railroads  
Railway Alert Network (RAN)***

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