



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[2/1/2022]

00:00:09:12 - 00:01:00:02

CAPT. GUENTHER

Hello, everyone, and welcome to the daily water update for February the first. I'm Capt. Darren Gunther, Chief of Staff for Navy Region, Hawaii. It's a new month and we're beginning to see results coming back from the mainland for our testing regime, and that means we're another step closer to bringing clean water back to your homes. Today, we're going to answer some questions on services, claims and other administrative matters. We want to keep you up to date on these services that support you, but first, before we go to those questions. Let's go to the map to show you some of our updates there. So this latest and greatest map is uploaded on our water resources site, that's navy.mil/jointbasewater.

00:01:00:25 - 00:01:20:12

CAPT. GUENTHER

As an overall, we are 15 zones, complete with both facility home and distribution system flushing. We have three zones or neighborhoods that are currently in work with home flushing and we have one to go. So a lot of progress from that perspective.

00:01:20:21 - 00:02:05:04

CAPT. GUENTHER

So we are currently actively flushing three zones in the Aliamanu neighborhood. So that neighborhood has been broken up into three different areas. The southernmost area, we have completed 195 of 230 homes. The central area, we've completed 756 of 918 homes and in the northern area we are 211 homes into a total of 379. We have finished up the zone flushing or the facilities flushing that we were working on in the sub base area in the Makalapa area in the McGrew and Halawa housing areas.

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CAPT. GUENTHER

So we're complete with that flushing as well. Now we have one neighborhood to go in our flushing program and that's Iroquois Point Kapilina homes. So we have started to flush a few of the facilities out there today, but our home flushing for the Kapilina homes and neighborhood is going to begin tomorrow.

00:02:29:12 - 00:03:07:23

CAPT. GUENTHER



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That's going to run through the end of the week. So you should see a lot of progress out there and a lot of information coming your way on home flushing for Kapilina homes, which will start tomorrow to February. Additionally, we're going to have someone on tomorrow on the Facebook Live to talk about exactly how that's working and how we're working through that neighborhood. All right. Also, postings, I alluded to it earlier. We've been getting a lot more results in from our water testing. And so similarly, we're posting those as the interagency water team is able to validate those results.

00:03:07:24 - 00:03:27:11

CAPT. GUENTHER

They then passed them to us for posting. And so late yesterday, the results for the drinking water distribution systems for Iroquois Point in Kapilina homes was posted online. You can go there and you can see a summary of about six to eight pages, and then you can also see the full test results.

00:03:27:11 - 00:03:39:28

CAPT. GUENTHER

In this case, I think it was 66 pages with all the data that the laboratory on the mainland provides to us. That's on our water resources website. I invite you to go there. That is our map update for today.

00:03:46:02 - 00:03:59:10

CAPT. GUENTHER

OK, what I'd like to do now is go through some of the questions. These questions are our cover, some of the services that we have and some of the administrative processes that some of you are facing and going through right now.

00:04:00:01 - 00:04:20:02

CAPT. GUENTHER

So these are questions that were either asked on Facebook or emailed into us. So on reopening facilities, Blake is asking, "do you have any update on the NEX food court reopening?" Unfortunately, we do not currently have an estimated date for the NEX food court.

00:04:20:02 - 00:05:43:09

CAPT. GUENTHER



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It will be somewhere in the first third of our certifications, I would anticipate. Our goal is to provide those estimated dates when we have them. Upon completion of all samples being collected, analyzed and validated, that's after all of the flushing occurs, and those sample data information is reviewed by the Inter-Agency Drinking Water System Team, which includes the Department of Health, that same department will then perform a final review of all data. At that point, Department of Health will release the amended health advisory by zone or neighborhood, and residents and businesses within those neighborhoods will be notified that their drinking water is fit for human consumption. It may be used for all purposes. We'll share any of those updates on dates during those that are future daily water updates. OK, second question is on hotels and it comes from Catherine. "My family have been in a hotel for 46 days. I've seen testing results released from my neighborhood. When should we plan to check out of the hotel?" Families, the answer is families can move back into their homes any time they wish. That's always been the case, but it's important to remember that the Hawaii Department of Health advisory is still active.

00:05:43:26 - 00:06:32:12

CAPT. GUENTHER

In other words, even after the home flushing has been completed, the water is still not considered fit for human consumption. That only will happen when the Department of Health amends their health advisory, which again occurs after all of the test results come back and they've had a chance to go through the data. Once the health advisory is amended, residents both living in hotels or for those who remain at home in their homes, will be eligible to continue to collect TLA for two additional days. That is after the health advisory is amended. Next question is also on hotels, it comes from Megan. "Can we get information on extending hotels again?"

00:06:32:12 - 00:06:53:23

CAPT. GUENTHER

Based on Navy Installations Command guidance for support to families, contracts from government procured lodging rooms have been extended through the end of February. Contracted homes are able to support the extension of those rooms, which eliminates the need for families to move within and among their hotels.

00:06:54:08 - 00:07:23:06

CAPT. GUENTHER



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Patrons will need to be re-keyed or get new keys on or before the February 4th date to ensure continued access to their hotel rooms. The lodging LNOs, who are in each of those contracted hotels, will be available in your hotels on February 4th to ensure a smooth transition to the new leasing dates.

00:07:24:21 - 00:07:50:29

CAPT. GUENTHER

Ok, next question is on showers. Jennifer asks, "can we not have reduced services? There are issues with shower tents at Halsey that they've already experienced since going down to one shower tent." The short answer is yes. A second shower unit is now in place at Halsey Terrace, as well as Officers Field.

00:07:50:29 - 00:08:10:09

CAPT. GUENTHER

So we've replaced the tent that was taken away and we put it back. Both the Halsey Terrace and Officers Field facilities are open from 8:00 a.m. until 10:00 p.m. daily. Showers are also available at Hickam and Joint Base Fitness Centers and at the Pier Side, Makalapa and Family Gyms.

00:08:11:10 - 00:08:36:27

CAPT. GUENTHER

You can also find shower facilities on Ford Island and at the Scott and Hickam Pools there. The hours of operation can be found in our Water Resources Web page under the Showers tab. Here's a question on claims damages from Christa. "While my home was being flushed, the crew broke some items under my sink, will you pay me to replace them?"

00:08:64:27 - 00:08:55:24

CAPT. GUENTHER

So the answer is Water Resources Web page includes information on the procedures involved in filing claims for personal property like you mentioned, check under the claims tab for information on filing your personal property damage claim.

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The next question is a claim on, for claims on veterinary services. It comes from Michael. "Is there a claim process for veterinary care?" Claims are processed on a case by case basis, while there is no guarantee you will be reimbursed for veterinary expenses.

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CAPT. GUENTHER

I recommend that you refer to the Water Resources web page under the Claims tab for information on processing those claims. The Claims tab on that web page includes phone numbers that you can use to reach out to claims experts with your questions and discuss your situation.

00:09:35:17 - 00:09:54:12

CAPT. GUENTHER

So go ahead and take a look at that website for not only there's an email on there and there are several phone calls, as well as the hours that those phone banks are staffed for you. Ok, here is a question on services on the EFAC, this comes from Kayla.

00:09:54:28 - 00:10:14:21

CAPT. GUENTHER

The question is, "is your emergency family center still open and what services are they offering?" The military and family support centers, Emergency Family Assistance Center, or EFAC, does remain available to assist anyone impacted by the water crisis with a variety of community needs.

00:10:15:11 - 00:11:52:04

CAPT. GUENTHER

The facility is open Monday through Fridays from 7:30 a.m. to 5:00 p.m. and Saturdays from 10:00 a.m. to 2:00 p.m.. You can find housing and counseling assistance on site. Legal and medical assistance are also available, but by phone. To contact the EFAC, please call these numbers 866-525-6676 and the EFAC is located in the same building as the Personnel Support Detachment. The Navy PSD, which is adjacent to the Ruby Tuesdays restaurant there in the Ala Moanalua shopping center at 4827 Bougainville Drive. If you're experiencing, though, a financial challenge as a result of this crisis or other reasons and you need immediate assistance, the Navy and Marine Corps Relief Society and Air Force Aid Society are both available to assist those that qualify within



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the Navy, Marine Corps and Air Force. To reach Navy, Marine Corps Relief Society, please call 808-473-0282 or email at pearlharbor@nmcrs.org, or you can go to their Facebook page for their hours for walk-ins and their offices, located just inside the Makalapa gate on Pearl Harbor. The Airmen and Family Readiness Center is processing Air Force AIDS Society applications by appointment.

00:11:53:06 - 00:12:54:07

CAPT. GUENTHER

Their building is located in building 1105 on the Hickam side and their phone number. You can reach them at 808-449-0303 or 808-449-0310, and final question for today is a leasing question. Lisa asks for each housing area. "Will renters be able to break their leases due to the water issues?" We'll answer this for the military PPV residents, for renters in military PPV housing or public private venture housing. That's for the Hunt and Lend lease landlords. Renters should contact their landlord for questions about breaking their lease. The privatized housing property management offices under Hunt and Lend lease are working with residents on a case by case basis.

00:12:54:11 - 00:13:13:06

CAPT. GUENTHER

Ok, and those are the questions we have for today. Thank you for sending those in and that was your daily water update for today. Please join us tomorrow, same time. Thank you again for the questions that you've sent in, and we look forward to more of your questions.

00:13:13:07 - 00:13:49:22

CAPT. GUENTHER

You can send those in on Facebook or to our email address cnrhpa@gmail.com. Don't forget to check out the latest information on our water info website. That's navy.mil/jointbasewater, and make sure to check out the good stuff at greatlifehawaii.com/wegotyou. Please remember we're all in this together as one community and ohana. Stay safe. Take care of yourself. Take care of each other and we'll see you next time.