



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[2/10/2022]

00:00:07:14 - 00:00:24:24

CAPT. GUENTHER

Hello, everyone, and welcome to the daily update for February the 10th. I'm Capt. Darren Guenther, chief of staff for Navy Region, Hawaii. As we get closer to the Department of Health's anticipated certification of water is fit for human consumption in several of our first neighborhoods.

00:00:25:06 - 00:00:42:10

CAPT. GUENTHER

We wanted to update you on what to do with your TLA claims before you return home. If you chose to leave your home, so we've invited Lt. Marissa BrownFripp on to share some of that important information on the submission and processing of your TLA forms.

00:00:42:29 - 00:01:28:22

CAPT. GUENTHER

Before we speak with her, though, I wanted to remind you about the Inter-Agency Drinking Water Team's new website. This website provides important data on your water in an easy to find format. It supplements the information that's already on our water resources web page, and it gives you timely and accurate information for all zones on the status of drinking water, flushing and testing, as well as the Hawaii Department of Health's Public Health Advisory on drinking water for each neighborhood. That website can be found at jbphh-safewaters.org. Now, let's take a look at our map for some updates there.

00:01:31:11 - 00:01:47:03

CAPT. GUENTHER

First of all, this map chart update is loaded on two web pages, so it's on our water resources web page. It's also on the Inter-agency Drinking Water teams data web page, of which we just read off the address for you so you can find that here.

00:01:47:17 - 00:02:12:24

CAPT. GUENTHER

So all zones reflecting, complete with flushing. That's both system flushing and home and facility flushing. The Red Hill neighborhood all test results from the drinking water have been certified by the Inter-agency Drinking Water Team, and that package has been endorsed and passed on to the Department of Health.



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00:02:12:26 - 00:02:52:22

CAPT. GUENTHER

We've talked about that for the last couple of days that is at the Department of Health right now, and they're looking at it making their independent assessment. That data also has been uploaded to our data web page. Now there's a lot of information in there, but if you go to our data web page, our water data webpage, there are a number of links there. Go to the Red Hill Neighborhood link, click on that and you'll be able to pull those results down. Now there's a summary of the level four package. We talked a little about that yesterday, which is the all-encompassing package that is audit proof.

00:02:53:18 - 00:03:11:27

CAPT. GUENTHER

It's about 18 pages as a summary and you also have the full report in there. It goes up to 600 pages. It also has about 100 pieces, over 100 pieces of documentation supporting the report itself. So go ahead and go to that website and you'll be able to pull that down.

00:03:12:26 - 00:03:35:02

CAPT. GUENTHER

The Inter-agency Drinking Water team also has finally gotten all of the information for Pearl City Peninsula. We call that zone A1, but for that Pearl City Peninsula neighborhood, the Inter-agency Drinking Water Team, is taking a look at the results from the level four data and testing package that they've received from the laboratories on the mainland.

00:03:35:14 - 00:04:21:28

CAPT. GUENTHER

That's our update for today. All right, now, what I'd like to do. As we get closer to the Department of Health, possibly turning some of these zones as fit for human consumption. One of the things that will occur within 48 hours after that declaration and the notification of that declaration is that TLA benefits will come to an end and that means that we'll be asking all those residents in that neighborhood because these changes will occur neighborhood by neighborhood, but we'll be asking those residents to ensure that they've submitted their final TLA claims and for that, we've asked Lt. Marissa Brownfrapp.

00:04:22:24 - 00:04:37:22

CAPT. GUENTHER



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Thank you for being back.

[LT. BROWNFRIPP] Thank you, sir.

[CAPT. GUENTHER] and I have a few questions that have come in from our community to walk us through that process and some of these questions are on navy claims, but also some on our civilian claims as well.

00:04:38:14 - 00:04:58:16

CAPT. GUENTHER

So first, have you established a goal in terms of timeframe for turning around these claims and getting payments sent back? And where are you at meeting those goals?

[LT. BROWNFRIPP] Yes, sir. We have established a goal for the reimbursement process, and that goal right now is just currently to get these done as quickly as possible.

00:04:59:01 - 00:05:34:26

LT. BROWNFRIPP

However, we're tracking that our normal timeframe is 21 business days to have those processed, but again, the sooner we get that the claim in we track and to push it out as fast as possible, sir.

[CAPT. GUENTHER] Ok, here's a question that came from a Sailor ran into some confusion on filing a TLA claim their parent command said to go to the Regional Support Center, which is what we used to call in the Navy, or PSD, but the Regional Support Center recommended filing through the command, which is right. Are we going through the command or we going through the Regional Support Center?

00:05:35:05 - 00:05:51:24

LT. BROWNFRIPP

Preferred first point of contact would be the command pay and personnel administrator known as a CPPA within the unit. That person has the ability to track and upload and just they can, they can see the status of that person's TLA claim once it's it's found.

00:05:52:15 - 00:06:09:07

LT. BROWNFRIPP

However, if you're a CPPA is unavailable due to being on a deployment or TAD, Regional Support Center can assist all service members with their TLA claims, sir.

[CAPT. GUENTHER] Ok, so please first go to your command, but if you're not getting traction there, we don't stand pat.

00:06:09:08 - 00:06:41:11



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CAPT. GUENTHER

Come and see us at the Regional Support Center.

[LT. BROWNFRIPP] Yes, sir.

[CAPT. GUENTHER]

Ok, Some questions now a little more broadly about civilians are how do federal civilian personnel go about applying for benefits and receiving reimbursement? [LT.

BROWNFRIPP] So yes, sir. So federal civilians are not receiving TLA for those federal civilians that evacuated their home. We're going to work with their command, their command. We'll put them on orders and they'll receive per diem. And then they can also used for their. They can use their government credit card to pay for their expenses.

00:06:41:21 - 00:06:57:23

LT. BROWNFRIPP

They should be submitting those vouchers by working with their approving official, their command approving official on a 30 day basis. Every 30 days, they should submit those vouchers.

[CAPT. GUENTHER] Ok, so they do get benefits.

[LT. BROWNFRIPP] Yes, sir, but the benefits are a slightly different process that they go through for a per diem.

00:06:58:00 - 00:07:16:12

LT. BROWNFRIPP

Yes, sir.

[CAPT. GUENTHER] Ok, how do nonfederal civilian personnel who live in navy housing or potentially are in housing? That's not Navy housing like Kapilina Beach Homes, but affected by the Navy water? How do they apply for reimbursement?

[LT. BROWNFRIPP] So we have a process in place for them as well.

00:07:16:26 - 00:07:51:05

LT. BROWNFRIPP

They should receive. They will receive a letter from their property manager and within that letter there's two links. There's a QR code I should say in and there's a link embedded in that letter as well, which allows them to upload for their benefits reimbursements via online and if they did not receive that letter, that information is on the Joint Base Water page, so they can also defer to that if they if needed and then we'll



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receive our call center there the excuse me, reimbursement support center or receive their information if there's something missing.

00:07:51:14 - 00:08:05:14

LT. BROWNFRIPP

Or we would require more supporting documentation. They'll receive a response back via email or they have the option to call in as well and that's where we talk about the 21 days we've established a 21 day goal to turn those reimbursements around, sir.

00:08:05:25 - 00:08:23:09

CAPT. GUENTHER

Ok, so that's almost a separate independent process.

[LT. BROWNFRIPP] It is, sir.

[CAPT. GUENTHER] are community members, maybe not in Navy housing, but affected by the water?

[LT. BROWNFRIPP] Yes, sir.

[CAPT. GUENTHER] Ok, how about this one, how are the processes different for active duty Sailors who might live in Kapilina Beach Homes area?

00:08:23:12 - 00:08:41:02

LT. BROWNFRIPP

So for active duty Sailors who live in those areas, they will still receive the TLA, the TLA is for the active duty and the family members and so again, we have the regional support center set up to assist them and they can file their claim through their regional support center or command CPPA.

00:08:41:09 - 00:09:00:16

CAPT. GUENTHER

Ok, so for active-duty military who might live in that community. It's the same process

[LT. BROWNFRIPP] Yes sir.

[CAPT. GUENTHER] whether they live in navy housing on base or in Kapilina Beach Homes.

[LT. BROWNFRIPP] Yes, sir.



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[CAPT. GUENTHER] Ok, good to know. Now we've heard that some individuals haven't received payment for their claims, or they say the amounts paid are incorrect.

00:09:00:23 - 00:09:23:00

CAPT. GUENTHER

Who do they call if they have questions or concerns regarding these payments?

[LT. BROWNFRIPP] So I'll put out some numbers for that for non federal civilians who have questions. They're going to contact the reimbursement support center and that number is 808-473-5729 then for military who have specific questions.

00:09:23:10 - 00:09:48:06

LT. BROWNFRIPP

They're going to contact the Regional Support Center, who has a hotline established for TLA and that number is 808-471-2314 or ext. 2330 and they can also have their CPPA. They can also talk to their command CPPA.

[CAPT. GUENTHER] Ok, here's a question about submitting for claims.

00:09:48:08 - 00:10:08:29

CAPT. GUENTHER

So on the first, especially for our community out there who have submitted claims and those first claims, they had to submit a lot of supporting documents with each claim. Are those same supporting documents required for submission on this second reimbursement or the second application?

00:10:08:29 - 00:10:26:10

LT. BROWNFRIPP

Yes, sir. With every TLA or reimbursement initiated, we require the supporting documentation and we understand that not everyone received a TLA authorization letter. However, the Regional Support Center and there at the other end of this in Millington, they are tracking.

00:10:26:10 - 00:11:10:00

LT. BROWNFRIPP

They have a list of personnel who are authorized to receive TLA. So if you don't have the letter, they can verify your name via that list that they have there.

[CAPT. GUENTHER] Ok, fair enough. Now we're getting closer to the day within a few neighborhoods where we're hopeful that the advisory on the water and declaring it fit for



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human consumption will occur and that means that TLA benefits would expire within 48 hours of notice of that from the neighborhood or the Navy and the question is there a TLA deadline that those claims must be submitted by after that occurs.

[LT. BROWNFRIPP] desired timeframe is within seven days of return to home.

00:11:10:19 - 00:11:45:22

LT. BROWNFRIPP

That's not to say that if you have, for whatever reason, have to file after this the seven days that you won't receive your benefit or excuse me, your entitlement. However, seven days is the preferred sir.

[CAPT. GUENTHER] Ok, so the ask is within seven days, please and I know our community,

[LT. BROWNFRIPP] yes, sir

[CAPT. GUENTHER] wants to receive that benefit as soon as possible. So thank you for. You brought in a lot of teammates from other places from the mainland as well to help process these claims and I know we have teams working virtually back on the East Coast to help process these claims to get us to support our community.

00:11:45:22 - 00:12:03:20

CAPT. GUENTHER

So thank you for that. I appreciate it.

[LT. BROWNFRIPP] Yes, sir. Thank you and can I just add one more point of contact for persons who have questions that are not related to reimbursement, please contact the Emergency Operations Office. Their number is 808-448-1979.

00:12:04:04 - 00:12:26:02

LT. BROWNFRIPP

Thank you, sir

[CAPT. GUENTHER] Thank you very much. Really appreciate it. All right, that was your daily water update for today. Please join us tomorrow, same time. We're monitoring your questions on Facebook, and you can also email those questions to cnrhpa@gmail.com

00:12:26:06 - 00:12:48:24

CAPT. GUENTHER



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Don't forget to check out our water info website at navy.mil/jointbasewater, and please check out the water data at the water data website. That's jbphh-safewaters.org and don't forget to check out the good stuff at greatlifehawaii.com/wegotyou

00:12:48:24 - 00:13:01:02

CAPT. GUENTHER

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.