



## JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

[www.navy.mil/jointbasewater](http://www.navy.mil/jointbasewater)

**[2/16/2022]**

00:00:07:05 - 00:00:27:01

CAPT. GUENTHER

Hello, everyone, and welcome to the daily water update for February the 16th. I'm Capt. Darren Guenther, Chief of Staff for Navy Region, Hawaii. We're continuing to make progress in the certification of our water across our neighborhoods as safe to drink and safe for other uses, of course, by the Department of Health.

00:00:27:19 - 00:00:48:12

CAPT. GUENTHER

On Monday, the Department of Health certified that water in the Red Hill neighborhood as safe for all uses. And yesterday, the Interagency Drinking Water Team completed their endorsement of the sampling and testing package for Pearl City Peninsula, and subsequently they passed that on to the Department of Health.

00:00:49:12 - 00:01:07:27

CAPT. GUENTHER

So today, as residents are moving back into the Red Hill neighborhood and transitioning home, we're going to share some of the information and resources being made available by the U.S. Army. The Army runs that neighborhood and manages it to assist those who are moving home.

00:01:08:01 - 00:01:43:27

CAPT. GUENTHER

But first, let's go to the map and talk about some of the updates on our map. All right, our latest map is updated on both of our websites, our resources website, [navy.mil/jointbasewater](http://navy.mil/jointbasewater), as well as our data website [JBPHH-safewaters.org](http://JBPHH-safewaters.org). Now, when you go to those websites, I recognize that this chart is not on the front page and I'm working with our data managers to make it a little easier and bring that forward for you so you can find it.

00:01:43:27 - 00:02:19:24

CAPT. GUENTHER

But if you click in to either one of those pages, you'll be able to locate it as we speak this. So a few changes that we're looking at, of course, when we look at Red Hill neighborhood up here in green, Department of Health certified that package through looking at all of the detailed sampling and test data from the drinking water distribution system, the drinking water tests also from the facilities and homes, and they have certified the water in the Red Hill neighborhood as safe for all uses drinking and otherwise.

00:02:20:12 - 00:02:44:28

CAPT. GUENTHER

And an update from yesterday. Pearl City Peninsula is now sort of a striped green that indicates that the full data in package for testing and sampling has been endorsed by the Interagency Drinking Water Team, and that that package has been passed to the Department of Health for their independent assessment and decision.

00:02:45:07 - 00:03:53:11



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CAPT. GUENTHER

So we anticipate approximately seven days for them to do the work of looking at all of that information, a lot of information in there. And then we talked yesterday that Hokulani and Hale Moku, the Interagency Drinking Water Team, has all of the results from the samples and testing, and they are reviewing those results today and as well the results came in for Ford Island and the Interagency Drinking Water Team is looking at that results package as well for Ford Island. That's the update we have for you today on our map. OK. What I'd like to do now is most of you have heard this past Monday, we've talked about it a bit already, the Department of Health certified and amended its, its advisory, which certifies the water in the Red Hill neighborhood, or Zone I1. Sometimes we call it as safe to drink and safe for all uses.

00:03:53:12 - 00:04:35:24

CAPT. GUENTHER

So Red Hill is the first of our 19 neighborhoods or zones. And on that Navy water system to have that health advisory amended. And so with this news, we have a lot of residents who've been moving back in and a few to go and the U.S. Army and Army Garrison Hawaii has provided those families the timelines associated with that move. But with any transition of this nature, we're certain that a lot of questions come up and the Army has put in place a lot of different options available to you during this transition. And we'd like to cover some of them with you.

00:04:36:22 - 00:05:02:02

CAPT. GUENTHER

So the first question you might have is where can I go for information on that move in? So following the news affecting zone, I1 and the certification of the water as safe for all uses, Task Force Ohana announced the reestablishment of the Emergency Family Assistance Center at the Aliamanu Military Reservation Community Center.

00:05:02:19 - 00:05:19:25

CAPT. GUENTHER

They also announced that they have personnel and you probably see them if you're in the neighborhood now in that Red Hill residential neighborhood available to support residents to answer questions and help you through this transition. So what can the EFAC offer you?

00:05:20:14 - 00:05:46:26

CAPT. GUENTHER

So the EFAC is making resources available to address any finance, legal claims, Army Emergency Relief, Exceptional Family Member Program questions, and the military service desks for service members affiliated with Navy, Air Force, and Coast Guard are available at the center and representative from Island Palms Community are also on hand at that center.



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00:05:46:26 - 00:06:40:20

CAPT. GUENTHER

The Army's Emergency Family Assistance Center is open daily from 8:00 a.m. to 8:00 p.m. and again, that's at the Aliamanu Military Reservation Community Center. So this is for the Army, but what about for the other services? As a reminder, the Navy's EFAC or Emergency Family Assistance Center continues to operate to assist anyone impacted by the water crisis, affecting Navy personnel with a variety of community needs, similar to the Army EFAC. And that center is open Monday through Friday from 7:30 a.m. to 5:00 p.m. and you can reach that Navy EFAC center at 866-525-6676 during weekdays or on the weekend.

00:06:40:21 - 00:07:00:11

CAPT. GUENTHER

You can also call that number at 808-722-7847. The EFAC there is located in the same building as the Personnel Support Detachment adjacent to the Ruby Tuesdays in that Moanalua shopping center. So here's a good question for residents who may be moving home.

00:07:00:11 - 00:07:16:26

CAPT. GUENTHER

What do I do if I find problems when I return home? For Red Hill residents, an assessment and response team is available to respond to any water related concerns identified by residents after the move back to their homes.

00:07:17:10 - 00:07:47:25

CAPT. GUENTHER

So if you want to report water concerns and we ask that you do if you have any concerns after returning home to the Red Hill community, this is specific to Red Hill on this one, in the move back, please call the Task Force Ohana hotline at 808-620-7938 or that Task Force Ohana Hotline for Red Hill Community 808-620-7951.

00:07:48:28 - 00:08:17:07

CAPT. GUENTHER

You can also find more information on the Task Force Ohana Web page, which is [home.army.mil/hawaii/index.php/water](http://home.army.mil/hawaii/index.php/water). If you would like to submit a claim for damages you experienced, what do you do again for the Red Hill neighborhood?

00:08:17:07 - 00:08:43:25

CAPT. GUENTHER

Under the Military Personnel and Civilian Employees Claim Act, soldiers, their authorized dependents, and Army civilian employees may file claims for tangible property damage during the water crisis. Claims can be filed at a website that's [jagcnet.army.mil/pclaims](http://jagcnet.army.mil/pclaims).

00:08:44:04 - 00:09:12:10

CAPT. GUENTHER

You can also contact the Army Claims Office by phone calling 502-626-3000 or by email to this following email that's [usarmy.knox.hqda-otjag.mbk.cpcs@army.mil](mailto:usarmy.knox.hqda-otjag.mbk.cpcs@army.mil).



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00:09:12:10 - 00:10:25:29

CAPT. GUENTHER

I know that's that's a long email address. As a reminder, this claims guidances for Army personnel and so it'll be specific to Army personnel moving back into that Red Hill neighborhood. Other service members should contact their services and information on claims for other impacted residents, that's Air Force or Navy, you can go to [navy.mil/jointbasewater](http://navy.mil/jointbasewater). Question as you're moving back into your neighborhood today. How do I know if my water is safe? The restoration of reliable drinking water to the Red Hill community and eventually other communities is the result of the cooperative efforts of the Interagency Drinking Water Team, which includes the Hawaii Department of Health, Environmental Protection Agency, the Navy and the Army. This team developed a comprehensive scientific process for selecting homes for initial sampling within each flushing zone. That process considered multiple factors, such as geographical layout of each neighborhood, distance from sampled hydrants and architecture of the water distribution system.

00:10:26:16 - 00:11:08:25

CAPT. GUENTHER

That approach was used to select the first 10% of homes in Zone I1 or Red Hill community and every other zone for sampling. Those samples were analyzed by an independent third party lab, and the results were certified by the Interagency Drinking Water Team before the Department of Health and the Red Hill neighborhood amended the public health advisory to declare the water in those homes in Zone I1 as safe for all uses. Question that you might have would follow on testing will be accomplished? The flushing and sampling done to date in the Red Hill neighborhood is just the first step.

00:11:09:13 - 00:11:31:02

CAPT. GUENTHER

The Interagency Drinking Water Team's drinking water sampling plan lays out the process for follow on sampling of water in neighborhoods after the initial amendment of the health clearance. Once the Department of Health has certified water in a particular neighborhood as safe, the neighborhood will transition to the next stage.

00:11:32:07 - 00:12:15:09

CAPT. GUENTHER

Long term monitoring, that's a two-phased protocol, where new homes and buildings in the zone that have not been previously tested will be selected for testing in order to cover the widest sample of homes available. So in phase one, that's months one through three, monthly, 5% of the homes and buildings in Zone I1 or the Red Hill neighborhood above and separate from the 10% that were previously tested will be sampled. And then phase two is months four through 24. And in that situation, every six months and an additional 10% of the homes and buildings in that zone will also be sampled.

00:12:15:28 - 00:12:33:04

CAPT. GUENTHER



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The net effect of that long term monitoring is that it will add an additional 55% of the homes that will be sampled. Question, you may have is will someone be available to check a problem in my home if I move in and find one?

00:12:33:05 - 00:13:15:11

CAPT. GUENTHER

And the answer is yes. As residents return to their homes for the first time, it's only natural that questions will arise in both the Army and Navy are maintaining call centers to address water related concerns after a public health advisory is amended for a zone and residents are notified that the water is safe to drink in their respective housing communities. Those centers are going to deploy assessment teams when called, comprised of leaders and technical experts to residences to investigate problems such as seeing any sort of sheen in your water, smelling an odor of any type to include fuel or anything else of concern.

00:13:15:23 - 00:13:50:08

CAPT. GUENTHER

So residents in the Red Hill neighborhood or any of the Army housing are directed to contact Task Force Ohana at 808-620-7938 or 808-620-7951. Results are also posted on their website, and you can get this information at their website, which is [home.army.mil/hawaii/index.php/water](http://home.army.mil/hawaii/index.php/water).

00:13:52:01 - 00:14:10:00

CAPT. GUENTHER

These are the same results, by the way, that also appear on the water data page that we referenced [jbphh-safewaters.org](http://jbphh-safewaters.org). But the Task Force Ohana website does have some specifics for our Army partners as well.

00:14:10:16 - 00:14:44:09

CAPT. GUENTHER

Residents in Navy housing, if you have any questions, can always call the Emergency Operations Center at 808-449-1979 or 448-3262 or 448-2557, 448-2570 or 448-2583 prefixes 808 on all those numbers, and that's the number for those personnel to call for any questions in your homes.

00:14:45:00 - 00:15:06:06

CAPT. GUENTHER

And there's our look really at return to home plans. Again, specifically for the Army, since Red Hill housing is managed by the U.S. Army and Army Garrison Hawaii and so some of those numbers and some of the resources are specific to that neighborhood and to those personnel.

00:15:07:09 - 00:16:14:15

CAPT. GUENTHER

We'll continue to update you with information as neighborhoods become certified as some of these neighborhoods, depending on who manages them. Some of those resources may be



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available through different venues. And so we expect that as we go through those neighborhoods and the Department of Health amends their health advisory related to that safe drinking water we'll be updating you prior to each of those neighborhoods to ensure that you have the latest call centers and places to reach out to for assistance. OK, so 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 your questions to [cnrhpa@gmail.com](mailto:cnrhpa@gmail.com). Don't forget to check out the water info website at [navy.mil/jointbasewater](http://navy.mil/jointbasewater) and check out the latest water data at [jbphh-safewaters.org](http://jbphh-safewaters.org).

00:16:14:26 - 00:16:32:10

CAPT. GUENTHER

And don't forget the good stuff at [greatlifehawaii.com/wegotyou](http://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.