



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[3/17/2022]

00:01:27 - 00:02:06

CAPT. DARREN GUENTHER

Hello, everyone, and welcome to the daily water update for March the 17th. I'm Captain Darren Guenther, chief of staff for Navy Region Hawaii. We've come a long way since the end of last year, and you've worked through some very difficult circumstances.

Thank you for your patience to get to this point. It could not have been easy adding a Waikiki commute to your day, but some of you did that. And it was a challenge to pick up water on a daily basis, but many of you did that as well. Thank you for your efforts through this crisis.

00:02:07 - 00:02:28

CAPT. DARREN GUENTHER

We're not finished yet, and although many of you are moving back into your homes or starting to use the water again, we're not finished and there's still work to be done.

We're committed to seeing this process out to get all of our homes back to clean drinking water in our community.

00:02:29 - 00:02:53

CAPT. DARREN GUENTHER

Now, many of you have questions on claims as you move back into your homes. And so today we're gonna have Lt. Cmdr. Jesse Galvez, he's the administrative officer for Navy Region, Hawaii. He's going to be on to talk a little more about that claims process. But before we get to that, let's go to the map to show you where we're at.

00:02:54 - 00:03:54

CAPT. DARREN GUENTHER

This chart is posted on our water websites, there are two of them, our water resources website, it is a link at the top right portion that will take you directly to the chart on the left and the table on the right and that website, that resources website also has all the information for support information, claims, etc. There's also our water data page and this is on the water data page, you can find it there as well. So we are 15 zones across all our neighborhoods of our 19 total zones complete where the water has been declared safe for all uses by the Hawaii Department of Health that includes 8,765 total homes that have been certified with clean water out of a total of 9,715. So that's over 90% and the movement is complete on all 15 of those stones.

00:03:55 - 00:05:03

CAPT. DARREN GUENTHER

So that is across move-in complete all of the neighborhoods from Pearl City peninsula, which was our first neighborhood for the island, McGrew Point, Halawa Housing, Camp Smith, Red Hill neighborhood the three zones that comprise Aliamanu neighborhood, our F2 zone which is Radford Terrace, Halsey, Doris Miller, Catlin Park as well as



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Maloelop, we have our NEX area F1 Hale Moku, Hokulani we have all of our Hickam areas including not all of the Hickam areas but zone D2 and D4 as our Hickam beach and our neighborhoods Onizuka village, Officer Field, Hale Na Koa, as well as Iroquois Point. And so Iroquois Point. Their move-in completed yesterday. That was the last day of benefits and if any of the residents were in hotels, this morning was the hotel checkout, that's the benefit, sort of end date there.

00:05:04 - 00:06:02

CAPT. DARREN GUENTHER

So across all those zones, complete and move-in is complete, that means we have four zones remaining, those four zones have five neighborhoods, the full data package from the Interagency Drinking Water Team has been passed to the Department of Health for all four of those zones and those zones include the neighborhoods of Earhart, that's the biggest neighborhood in these remaining zones, Hale Alii, Marine barracks and Hospital Point. So that's across zone D3, zones C1, two and three. Again, those data packages endorsed by the Interagency Drinking Water Team are at the Hawaii Department of Health. They're doing their independent analysis and review prior to making their decision on amending the health advisory for the water and those remaining zones. So with that, that's our update off the chart for today.

00:06:03 - 00:06:30

CAPT. DARREN GUENTHER

So what I'd like to do now is bring in our guest. A lot of zones have been cleared and that means a lot of our residents in our community have either restarted utilizing their water or moved back into their homes. So I wanted to bring on L.t Cmdr.r Galvez, Jesse, welcome, to answer some of those questions, and talk about some of those processes. So thank you for being here.

00:06:31 - 00:06:32

LT. CMDR. JESSE GALVEZ

Thanks for having me, sir.

00:06:32 - 00:06:56

CAPT. DARREN GUENTHER

Okay, so the first question I have is, let's go over what the basic process is, again, for filing claims, and we have several different categories. We have active duty service members, we have government employees, and then we have residents who might not be affiliated with Department of Defense. Can you talk about what's the basic process for filing claims for those three groups?

00:06:57 - 00:07:30

LT. CMDR. JESSE GALVEZ



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Yes, sir. Absolutely. So as zones are cleared, and as you mentioned before benefits and after two calendar days from notification, we're asking that folks submit their claims within seven days upon notification. So for the example that you gave for zone A3, Iroquois Point, that zone was cleared on the 13th of March, Therefore, yesterday was the last day for benefit entitlements. So we ask that by the 22nd of March, folks submit their claims by that by that date.

00:07:31 - 00:08:11

LT. CMDR. JESSE GALVEZ

So depending on the status of the member in the family, so if they're active duty military, the Navy has their own process, obviously we ask that folks go through their command pay personnel advisor. If for some reason the CPA is not available, RSC Pearl Harbor, formerly known as PSD, is available for as at a walk in basis so folks can submit their claims through PSD. For the Air Force, Hickam Theater is still open for filing of claims. For the Army it's either through their garrison cell or Taskforce Ohana. And for the Marine Corps the IPAC offices is the place to go. And for the Coast Guard, they have a cell there at PSD, Pearl Harbor where they can submit their claims as well.

00:08:12 - 00:08:42

LT. CMDR. JESSE GALVEZ

For the civilians, whether they're federal or non federal, or retirees, they would go through the DocuSign process and all that information has been sent to the to the housing offices and to the to the leasing offices. And if folks don't have the link, they can always go to our Joint Base Pearl Harbor water website, and they can get that information there. However, there are some federal employees who did receive EVAC orders through their command and in that case, folks would go through their through their command for reimbursements.

00:08:43 - 00:08:57

CAPT. DARREN GUENTHER

Okay, so a few different circumstance situations, and some might be unique to certain groups, some not, but can you talk in general terms? What can someone can and cannot claim?

00:08:58 - 00:09:30

LT. CMDR. JESSE GALVEZ

Yes, sir. So the, the entitlement is meant for lodging, meals and incidentals. So anything beyond that witness would go through the personal claims unit. So some of the things that we're noticing that folks are claiming are family members or dependents that are not listed on the lease, or their Red DA, also known as a page two, for the Navy side. So we just ask that folks just pay special attention to that. But if it's anything outside of lodging, meals or incidentals that would go through the personal claims units are



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CAPT. DARREN GUENTHER

okay. And what suggestions do you have for someone who's putting in a claim in order to ensure that it goes smoothly and expeditiously as possible?

00:09:42 - 00:10:23

LT. CMDR. JESSE GALVEZ

So we ask that folks have the all their key supporting documents and make sure that everything is aligned with the claim. So for example, if they requested lodging that the dates on the the lodging receipts match with what's on the claim itself, and also just to ensure that everything is signed, there are some forms that require digital signatures, so I know that on the Navy side folks are submitting a TLA claim and they're using the the previous TLA claim. So the digital signatures for last cycle vise, the current cycle, so just clear that signature resigned submit, and then that'll help with the the finance office, whichever one you're going through to make sure that you get paid and that there's no setbacks or rejections from that answer.

00:10:24 - 00:10:32

CAPT. DARREN GUENTHER

Okay. And if there is a mistake on it, your personnel are going back to those individuals to ask them for corrections.

00:10:33 - 00:10:41

LT. CMDR. JESSE GALVEZ

Yes, sir. And that's also happening on the Docusign, parts of the call center will reach out to folks if they if they needed any additional information or something was filled out incorrectly.

00:10:42 - 00:10:54

CAPT. DARREN GUENTHER

Okay, that ideally, since that adds time trying to avoid that's important and helpful to our community members looking for those payments for and how long is it typically a taking to receive payments when someone puts that paperwork in?

00:10:55 - 00:11:34

LT. CMDR. JESSE GALVEZ

So on the civilian side, we're seeing an average of about 30 days, sir. Now, that's all dependent upon whether or not we get a correct DocuSign package, first time around, or if we need some rework. Also, right now, we're still awaiting some funding on that end. We're still processing claims so that there is no delay in payment once we release that funding. But once those funds are released, we'll release payment. Now on the on



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the military side, you know, the TLA payment comes through the normal mid month, end of the month paycheck. So it all depends on when the application is submitted, it can take one to two pay periods as you show up in a members account.

00:11:35 - 00:11:50

CAPT. DARREN GUENTHER

Okay, fair enough. Now, we've heard that some residents, both active duty and civilian have submitted claims but say the amounts that they've received are not as much as what they have been expecting, are their reasons for this, or what what advice can you give them? Yes, sir.

00:11:51 - 00:12:28

LT. CMDR. JESSE GALVEZ

So in some cases, you know, folks, just what either their, all of their dependents are not listed on the Red DA. So that can, that can have an effect on, you know, how many dependents are are being paid out or cause that delay as we discussed before, but some of the other things that are common on the civilian side, we got to remember that the payment is a taxable income. So expect that and also it's subject to IRS garnishment. So if there is a debt there, you know, potentially that could be where the delta is, but they they're always free to call the call center if there's, if there's any issues or any questions about that, sir.

00:12:29 - 00:12:46

CAPT. DARREN GUENTHER

Okay. And that, you know, my final question is, if someone's has a question or any difficulty whatsoever, with any aspect of the claims process, whether they're active duty when they're civilian, or whether they're not necessarily they're just a community member in a Navy water supplied house, who should they call?

00:12:47 - 00:13:13

LT. CMDR. JESSE GALVEZ

So it's the same offices as as discussed before sir. The DocuSign process they will have a phone number and an email that they can reach out to if they have any questions, and we've received plenty of calls and we've helped out plenty of folks. Again, for the Navy side, contact your CPPA first or go to your chain of command. Army is Taskforce Ohana. The Air Force is the Hickam theater or the IPAC office with the marine side, sir.



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CAPT. DARREN GUENTHER

Okay, Jesse, thanks for coming. I appreciate you know, the service that you're working towards for the benefit of our community and helping them get the benefits they need during this time, so thank you for that.

00:13:28 - 00:13:30

LT. CMDR. JESSE GALVEZ

Absolutely. Sort of thanks for having me.

00:13:31 - 00:14:18

CAPT. DARREN GUENTHER

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 CNRHPAO@gmail.com. Don't forget to check out our water resources website that address is navy.mil/jointbasewater and check out the latest water data at JBPHH-safewaters.org. And make sure to check out the good stuff a 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.