



## JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

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

[3/21/2022]

00:00:07 - 00:00:45

CAPT. DARREN GUENTHER

Hello, everyone, and welcome to the daily water update for March 21st. I'm Captain Darren Guenther, chief of staff for Navy Region Hawaii. We received great news last Friday, when we learned that the Hawaii Department of Health had certified the water in our final four zones as good to drink and safe for all uses. For those of you that lived in those zones, I can imagine this was a busy weekend of moving back in. It's been a long process to get us to this point. And I'd like to thank each and every one of you for your perseverance and efforts to get us here.

00:00:46 - 00:01:30

CAPT. DARREN GUENTHER

I'd also like to thank the coordinated efforts of that Interagency Drinking Water Team that we've talked about a lot, as well as the Hawaii Department of Health, for their analysis and certification of our water. If you'd like to see the results, and the testing that went into the Department of Health's decision, those results are always posted on our water website, our water data website, you can also find them on the Department of Health's website, their address is [health.hawaii.gov](http://health.hawaii.gov). There's also a guide on our website that explains how to read those testing results that you may find helpful.

00:01:31 - 00:02:19

CAPT. DARREN GUENTHER

Residents of those final four zones were notified of the change on Friday and of the way ahead. If you lived in one of those four zones, and you were outside of your home, you should have completed your move in no later than today. But that's not the final step in our support through this effort. Our rapid response teams remain at your call 24 hours a day. Today, we're going to bring in Mr. Roger Wood, who has been involved in leading the efforts to assist residents who are returning home, he's going to talk about some of the resources that are still available to you. But first, let's go to our map to take a look at the update there.

00:02:20 - 00:03:24

CAPT. DARREN GUENTHER

So this map, as of the 18th really when it made this change. So on Friday, we showed you a different map, it still had some striped areas. Today's map, which is updated on our water resources page, as well as our water data page shows all green is the first time since we started this crisis that we've seen that and really as we go back, you know, I'd like to go back to that first zone. That first zone was A1 that's Pearl City peninsula on the 23rd of February. That was the first zone to go green. Following that over the past four weeks a lot of efforts have been undertaken by our water recovery teams by our Interagency Drinking Water Team, as well as Hawaii Department of



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Health to turn all of these areas green, which happened with the final four zones on Friday, the 18th of March to turn us all that color.

00:03:25 - 00:04:25

CAPT. DARREN GUENTHER

So all neighborhoods; Redhill Housing, Pearl City Peninsula we talked about that, Hale Moku, Hokulani, Hickam, Hale Na Koa, Officer Field, Onizuka Village, NEX, Moanalua Terrace, Ford Island, Earhart Village on Friday, McGrew and Halawa, big zone over here with a lot of neighborhoods, Catlin Park, Malaylop, Doris Miller, Halsey Terrace, Radford Terrace, Camp Smith, Aliamanu, all three zones in the Aliamanu neighborhood, our Sub Base area has been cleared the homes there but we have a lot of Sailors that live there, Hale Alii, Marine Barracks, Hospital Point our shipyard area, our Hickam beach area, Makalapa and finally, Iroquois Point Kapalina beach homes, all areas now turned green.

00:04:26 - 00:05:04

CAPT. DARREN GUENTHER

In the final four zones, which were cleared on Friday that is D3, that's Earhart as well as our C zones which include Marine barracks, Hale Alii, Hospital Point. Any residents that had been outside of their home should have been back to their homes no later than today. So a lot of progress. That's four weeks of hard work and again, thanks to you and each and every one of you residents out there for your patience as we work through this. So that is your map update for today.

00:05:05 - 00:05:32

CAPT. DARREN GUENTHER

Okay, what I'd like to do now is bring in Mr. Roger Wood. So as we worked through this and all these zones, and our final four zones of the 19 total that have been amended and turned green, as those residents came in, we had a lot of resources that we provided them, and information that we pushed them. So Roger, thank you for being here to talk about some of that.

00:05:33 - 00:05:35

ROGER WOOD

Sir, thank you for having me, I appreciate the opportunity.

00:05:36 - 00:06:01

CAPT. DARREN GUENTHER

So as residents come in, and we did this on Friday with our residents our final four zones, we provided them with a packet of information to ensure that they had essentially as many answers as we could give them in advance, and also set them up



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[3/21/2022]

with where they could go to to answer their questions. And so let's go over this packet. You know, the first thing is the cover letter, giving them the information on that.

00:06:02 - 00:06:38

ROGER WOOD

Yes, I'd love to. Sir, in the Pearl Harbor Hickam commanders letter to residents of the zones. The final four zone residents were notified on Friday, as you previously mentioned, that all water was safe for all purposes. It's terrific news for the residents. These last four zones, which were updating the advisories that cleared all 19 zones now and you highlighted that. The letter continues with the information of the implementation of the continued long term drinking water monitoring, as well as some resources for residents who are moving back into their quarters. And I'd love to discuss that if we have a chance.

00:06:39 - 00:06:50

CAPT. DARREN GUENTHER

Okay, so let's go through the rest of the the things that we're sending along with this. So the first one is the "Run the Taps" tell us about run the tabs and how important that is,

00:06:51 - 00:07:29

ROGER WOOD

Sir, the flyer on "Run the Taps" outlines the procedures and when followed, they show outstanding results and satisfaction from the residents. The easiest thing to remember is, if you follow the procedures, you're probably going to have very good success. One of the things people do forget is make sure you're turning on the hot water taps as well. As you run the taps. This will flush out all the sediment that's been sitting in the pipes. Fifteen minutes is the determined amount of time to run them. Running them shorter may not clean out all the sediments. But I will say that they've had very good luck in running out what's in the pipes so that the freshwater that's behind it can come through.

00:07:30 - 00:07:42

CAPT. DARREN GUENTHER

Okay, and I know we've talked about running the taps quite a bit. The next piece of information that we've provided is the "Oahu Military Water Response Resources." So it's sort of this flyer right here. Tell us about that.

00:07:43 - 00:08:16

ROGER WOOD

So sir, of the folks that move into their house, even after shown the testing may still have concerns and that's normal. But the opportunity here is with the response resources we have on the page, we actually try and identify some points of contact that residents can use to alleviate some of their fears. In terms of the numbers, there's some



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[3/21/2022]

great contact information for the Emergency Operation Center, which helps to schedule the rapid response teams, as well as resource contacts and claim information.

00:08:17 - 00:08:24

CAPT. DARREN GUENTHER

Okay, the next piece that comes with this notification is this flyer on the Rapid Response Teams.

00:08:25 - 00:09:00

ROGER WOOD

Yes, sir. So the Rapid Response Team, they've been established to immediately address all concerns relating to any issue folks might have concerning their water. The teams are contacted through the Emergency Operation Center, and scheduled at the convenience of the resident, which is great for folks who may both be working and can't be home during the day so it might be an after hours visit. But it's again, at the convenience of the resident, we want to do the right thing by folks that are living there. If telephonic is not your preferred method to contact them, you can't get to it there's also an email address you can send it to and they'll respond to you.

00:09:01 - 00:09:07

CAPT. DARREN GUENTHER

Okay. Okay. The next one is on reimbursements benefits. So reimbursement call center. Tell us about that one.

00:09:08 - 00:09:56

ROGER WOOD

Sir, so one of the crazy things for most folks is you get through this long, arduous process. And at the end, you see the finish line and you see where you're going to get back in the house. Most people forget that last piece, and that's the paperwork. This is a reminder that the paperwork to get paid, you got to do the right things. And so in terms of the reimbursement call centers, we talked about who to talk to, there's certain claims that can be made for property that's been damaged. There's other claims that can be made and plus TLA benefits to be paid. We'd ask folks to go ahead and try and process their TLA benefits as quickly as possible. Usually within seven days of finishing that's most servicemembers are familiar with that if they go TAD to try and get your paperwork processed. Expediting the process also provides immediate reimbursement, but it also makes sure that your stuff stays in the front of the queue while we address the concerns.

00:09:57 - 00:10:08

CAPT. DARREN GUENTHER



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Okay, and people are still gonna have questions, right? And so the last piece is answering questions. Potentially one of the most important, tell us about that.

00:10:09 - 00:10:38

ROGER WOOD

Sir, the other thing is a lot of folks aren't comfortable with talking to somebody on the phone or sending an email address. This is the face to face contact. This is what I would call the front facing piece. This is where you can go to get the help you need in person from somebody that's sitting there waiting to help you. And that's specifically what that's for. With the information we can find it on, you can find all of this information on the website, you can also find it with the issued letter, and at the Support Center where folks are stationed.

00:10:39 - 00:10:52

CAPT. DARREN GUENTHER

Okay. And so any questions there are resources available for folks. But I think probably one of the most important ones that people are going to have still during this time, is if they have any concerns whatsoever with their water, who do they call?

00:10:53 - 00:11:01

ROGER WOOD

Call the Emergency Operation Center. It's probably listed on three different flyers in your packet. And again, if you can't call them, there's an email address to send a note to.

00:11:02 - 00:11:24

CAPT. DARREN GUENTHER

Okay, but that Emergency Operation Center is going to get this team right here the Rapid Response Team who's going to help out that resident and work through that issue. Okay. Well, Roger, thank you very much. I do appreciate I know you're with us TDY from the mainland, thank you for your assistance, you know, in helping our community through this crisis.

00:11:25 - 00:11:26

ROGER WOOD

Thank you, sir. Thank you for having me.

00:11:27 - 00:12:19

CAPT. DARREN GUENTHER

Really appreciate it. Thank you. Okay, that was your daily water update for today. Please join us tomorrow, same time. We're monitoring your questions on Facebook and you can email those questions to [CNRHPAO@gmail.com](mailto:CNRHPAO@gmail.com). Don't forget the water resources website, that's [navy.mil/jointbasewater](http://navy.mil/jointbasewater) as well as the water data website



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that's a different one that's at JBPHH-safewaters.org and make sure you continue to check out the good stuff at greatlifehawaii/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.