



JOINT BASE WATER UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[3/24/2022]

00:00:08 - 00:00:59

CAPT. DARREN GUENTHER

Hello, everyone, and welcome to the water update for March 24th. I'm Capt. Darren Guenther, chief of staff for Navy Region Hawaii. Today, we're going to answer your questions that you've sent us on social media or through our email. Please continue to reach out to us if you have concerns or any questions whatsoever. Your health and well being are our primary concern, and we want to hear from you. This process has been difficult for many of you and we do have resources available to help you through the challenges you're facing. But first, before we get to those questions, let's go to the map for an update there.

00:01:00 - 00:01:42

CAPT. DARREN GUENTHER

Our updated map is posted on our water websites, we have a resource website, water resources, as well as our water data website. And you can get to this map this chart through either one of those. And if you weren't here with us on Tuesday, you can see that the chart is all green that includes all 19 zones, and a total of 9,715 homes across the Navy water distribution system that have had their water validated by the Interagency Drinking Water Team, which includes Army, Navy, Department of Health and the Environmental Protection Agency.

00:01:43 - 00:02:29

CAPT. DARREN GUENTHER

And then finally, the water advisory across all 19 zones has been amended after analysis and determination by the Hawaii Department of Health. So that, we go back to our very first neighborhood that was cleared, that was on 23 February. That was Pearl City Peninsula. And actually if I could back up a bit Red Hill neighborhood was just prior to that on 14 February. Since then we've had the whole rest of our neighborhoods under that Navy water system that have been cleared. So we've gotten McGrew Point, Halawa Housing, Camp Smith, we've got Aliamanu, we have three zones there, all have been cleared.

00:02:30 - 00:03:19

CAPT. DARREN GUENTHER

We've got Makalapa, Ford Island, we have housing in our sub base which is occupied by some of our Sailors. We've got Hokulani and Hale Moku. We have Marine barracks, Hale Alii, Hospital Point. We have Officer Field, on Hickam area, Hale Na Koa, Onizuka, Hickam Beach, we've got Iroquois Point Kapalina beach homes all cleared. And then our final zone last week on 18 March was we call it zone D3 Earhart. So we have all of our residents, all of our families moved back into our neighborhoods, and that is our update as we stayed.



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00:03:20 - 00:04:04

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Okay, now let's go and take a look at some of the questions that you've sent in and we have some answers. So first question is from Samantha, the questions on long term monitoring. And so Samantha asks, how are they choosing which houses to test during the long term monitoring plan? And can my house be one of those tested? So here's the answer for long term monitoring we are sampling 5% of each zone each month for the first three months after that zones health advisory was amended. After that 40% of homes will be sampled.

00:04:05 - 00:04:51

CAPT. DARREN GUENTHER

Over the following 21 months all schools, CDCs and distribution systems will be sampled regularly. sampling locations in each zone are chosen as a geographic representation of the zone based on their location on the neighborhood's water distribution system. New homes are going to be chosen for each stage of the sampling in order to maximize the overall number of homes that will be sampled. If you have any water quality concerns in your home, please contact the EEOC in your housing property manager can also assist with that but the EEOC is the right person to call for any water concerns today.

00:04:52 - 00:05:56

CAPT. DARREN GUENTHER

Okay, next question is on safe water. Christie asks the following question. How can we be sure that fuel isn't still leaking into our water supply? Well as of March the 18th, the Department of Health has amended it's advisory for each of the 19 water systems zones at Joint Base Pearl Harbor Hickam and has certified that your water in your home if you're in those zones is safe for all purposes. Now, more to the point of your question. The source of all the water in the distribution system in the Navy's water system is from the Navy's Waiawa Well located near Pearl City, which has been extensively tested. The Red Hill Well, which was shut down in November is completely isolated from the system. And again, if you have any water quality concerns, please call our Emergency Operations Center and we'll have a Rapid Response Team come to you.

00:05:57 - 00:07:05

CAPT. DARREN GUENTHER

Okay, the next question is on claims. Laura asks what is the deadline to file claims for contaminated water filters and other things? Good question. The Code of Federal Regulations personal claims regulations, section 751.9 establishes a two year statute of limitations for presentations of a claim. A claim must be presented in writing to a military installation within two years after it accrues. A claim accrues on the day the claimant knows or should know of the loss and for losses that occur and shipment or personal



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property that's not a player here, the day the claimant loses that item is the first day that claim accrues. So in computing the two years exclude the first day that's day of delivery, or incident and include the last day. If the last day falls on a non-work day, you can extend to that next work day but in short, two years is the answer to that one.

00:07:06 - 00:08:18

CAPT. DARREN GUENTHER

Okay, TLA question. So, Becky asks, how long do I have to file my TLA claims? Is it only seven days? So it is a recommendation that all military file their claim within seven days much like any travel after TDY travel or a PCS move. This is to ensure that reimbursement packages will be processed in this case with our augmented team.

Those are the people that we brought here to Hawaii to help us through and support this process and expedite those TLA claims. We'd like you to file within seven days so that we can still push all of those claims in that expedited manner. We will continue to take claims beyond seven days of course, but want to encourage filing as soon as possible within seven days to ensure that each member receives their payment as soon as possible. With our current team in place, the majority of payments for military TLA are being paid out to residents within 96 hours.

00:08:19 - 00:09:05

CAPT. DARREN GUENTHER

Okay. Next question is on medical symptoms. Sherry asks, my family is still getting rashes from the water, who should we call? Can we make sure this will be monitored in the future? If you are experiencing medical issues, your first step should be to contact your doctor, your primary care provider or a medical treatment facility. That should always be your first step. Once addressed, then if you have any water concerns in your home, contact the Emergency Operations Center for a Rapid Response Team to come to you. Also, the Department of Defense has developed an Oahu military water contamination incident report registry.

00:09:06 - 00:10:05

CAPT. DARREN GUENTHER

Each branch's service is going to populate the registry with all persons potentially exposed from this incident. So residents and assigned personnel don't necessarily need to take any action to enroll. But non-residents who were only briefly visited or stayed in one of the impacted areas may not be reflected on the resident or employee rosters. So you could self report. In order to self report there's a phone number, there's two of them that I'll give you 800-984-8523, or 210-295-3700. So for all permanent party and residents, certainly who are on any lease, you should already be in the registry, but if you have concerns, you can call those to self report numbers and ensure that you're on there, but you should already be there if your permanent party.



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00:10:06 - 00:11:21

CAPT. DARREN GUENTHER

Okay. Let's go to the next question's on civilian claims. Kelly has had difficulty in reaching someone with questions about her claims saying no one is answering on the civilian claim line. Who can I call to get help? We apologize if that's happened and we do continue to have personnel standing by to answer questions and provide support. Our reimbursement support call center is manned Monday through Friday from 8am to 1630, that's 4:30pm, except for federal holidays, or you can call them by telephone 808-473-5729 or via email at JBPHH_EVAC_AUTH_FCT@navy.mil. Those emails will be answered during regular business hours. And those numbers are also on our water resources website. You can find them there.

00:11:22 - 00:12:22

CAPT. DARREN GUENTHER

Okay. So that was our last question of the day and that concludes our water update for today. Please join us next Tuesday, same time. We're monitoring your questions on Facebook and you can also email those questions to us at CNRHPAO@gmail.com. Don't forget our water info website that's at navy.mil/jointbasewater and please check the latest water data at JBPHH-safewaters.org. And don't forget 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.