



JOINT BASE WATER UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[3/29/2022]

Capt. Guenther 0:06

Hello, everyone, and welcome to the water update for March 29th. I'm Captain Darren Gunther, Chief of Staff for Navy Region, Hawaii. I'd like to first say thank you to all of our families and residents. For the patience that you've shown through this crisis. The resiliency that you've shown has been nothing short of remarkable. I'd also like to thank all of the volunteers who've helped us along the way, both civilian and uniformed members, for the assistance that you've given to our families and in restoring water to their homes. Today, we're going to welcome back Lt. Cmdr. Jesse Galvez, he's the Navy Region Hawaii Administrative Officer, and he's going to talk us through questions regarding claims. And he'll be able to talk about some of those issues, like any delays that you may be experiencing any Navy policy issues, and he may also touch on things like early return of dependents. Before we do that, though, let's go to our map for an update there. So if you haven't been with us over the last week, you can see that our map is all green, signifying that all 19 zones have been certified as water safe for all uses, by the Hawaii Department of Health. That covers 19 zones, it covers 9,715 homes. So a lot of progress that's been made really over the last three months, a little over three months, with the water being certified safe for all uses, and all those zones, some of the service offerings within those neighborhoods have pulled back. And so you'll see that in the various spots, whether it's water, or showers or whatnot. But I want to emphasize that one thing that hasn't changed is your one stop call center for any water issues or water questions that you may have and that's the Emergency Operations Center. That number is on either one of those websites, or we've said that number many times that number is your one stop shopping for any water quality questions or concerns whatsoever. And those rapid response teams are still standing by and available for you. One other thing that's out there, again, we have two websites. This chart map is up on both of those websites. One is our water resources website. And the other is our water data website. And the data website is still up with all of the results from across all of these zones, if you're interested. So with that, that's our chart update for today. Now, what I'd like to do is move on to talking about some of our claims and benefits. Over the last month and a half, we've gone through 19 zones and gotten their certifications. And so what a lot of you are in right now the stage that you're in is looking at putting in for those claims and putting the paperwork in. So I'd like to welcome Lt. Cmdr. Jesse Galvez, Jesse, thank you for coming on to talk about some of these questions.

LT. CMDR. JESSE GALVEZ 3:40

Thanks for having me again sir.

Capt. Guenther 3:41



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Okay, so first question I have is can you explain the payments for civilian members in regards to lodging, meals, incidentals and where this money comes from?

LT. CMDR. JESSE GALVEZ 3:53

Yes, sir. So in response to the Red Hill Water incident, Congress had authorized the use of Triple E funds, triple E stands for emergency and extraordinary expenses. And the second half authorized those funds to help support the civilian families with regards to housing, any property claims and also any of the equipment and supplies in response to these efforts. And additional funding has become available. And that's to continue, to support and sustain some of these operations in these efforts as we continue to work through them.

Capt. Guenther 4:27

Okay, so those funds will cover all of the claims that I've put in is that right?

LT. CMDR. JESSE GALVEZ 4:31

Correct? Yes, sir.

Capt. Guenther 4:32

Okay, and so as we've recently cleared all of these zones, what is the next step in processing the final sort of reimbursements for our residents out there that are put in for these?

LT. CMDR. JESSE GALVEZ 4:46

Yes, sir. So um, now that all zones have gone green and all benefits have ended. So depending on which zone you were residing in, benefits would have ended two days after the zone two calendar days after the zone had been cleared and deemed safe for all uses by Department of Health. What we've asked residents to do is to submit those claims within seven days of returning to home. And that will allow us to process the claims in a timely manner. Additionally, we have support from off island to help to process those claims. And you know, as... as time goes on that support, they will have to return back to their home bases. So while we have them here, we'd like to process as many claims as possible. So we ask folks to submit those as soon as possible.

Capt. Guenther 5:32

Okay, so try and, you know, asking our residents, you know, to submit those claims, such that we can still use sort of those extra personnel that we have to expedite some of those processing. And so the ask is for seven days, it's open, if they put in after that as well, those those claims will still be processed

LT. CMDR. JESSE GALVEZ 5:55



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Exactly yes sir, it may delay it if it comes a little bit later but that's why we asked folks to submit as soon as they can.

Capt. Guenther 6:01

Okay, and what's a reasonable amount of time for those reimbursements to be paid out?

LT. CMDR. JESSE GALVEZ 6:06

So on the civilian side, sir, our average processing time is 30 days. Now that's provided that the claim is complete and accurate, and all signatures have been attained, and that there's no questions from our team out to the residents. So 30 days, on average, for the civilian side. For the military side, we're processing within 96 hours, however, it takes one to two pay periods to actually hit their accounts. So if it goes beyond that, obviously, we have some resources out there, which we can talk about.

Capt. Guenther 6:36

Okay and who do people call if they're having an issue?

LT. CMDR. JESSE GALVEZ 6:41

So uniformed Sailors, Navy, your CPPA would be your first point of contact, your Command Pay and Personnel Advisor. Beyond that, they can go directly to the regional service center, formerly known as a PSD over at Pearl Harbor. They're open seven days a week, Monday through Friday. Excuse me, let me look at my notes here for their times. They're open from 0730 to 1900, Monday through Friday, and then on Saturdays from 1000 to 1400, sir, and then for the Air Force side, the Hickam Base Theatre's open during normal business hours. In case any of our Air Force partners have have any questions or if they feel like their claims are taking a little bit longer. On the civilian side, we have our call center that's available, that number and that email is also listed on the Joint Base water website. There, they can also schedule in person appointments, if they need to be a little bit more detailed, or if they have a little bit more of a of an ask, or anything like that.

Capt. Guenther 7:39

Okay. And it's sort of a separate question. Every once in a while, we get questions on early return for dependents. Can you help us better understand that process and how someone goes through that process?

LT. CMDR. JESSE GALVEZ 7:52

Absolutely, sir. So since we're considered in, OCONUS. You know, Pearl Harbor's is considered an OCONUS assignment, early return of dependents is an option, depending on the circumstances, but that's ultimately determined by the Navy



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Personnel Command. That's our headquarters out in Millington, Tennessee. The way to go about requesting an early return of dependents would be via the Chain of Command, which would then submit a complete package to NPC. Now, I would say is that if ERD, Early Return of Dependents, is approved and the service member and the family execute that there is no entitlement for the dependents to return to Hawaii, once the you know, if everything clears up in the family wants to return, you know, they've already used that, that move that entitlement that household goods shipment, they wouldn't be entitled to another move until they got follow on PCS orders. And if a service member is currently under PCS orders or pending PCS orders, they wouldn't be entitled to ERD, because there's already a line of accounting set for that service member. But if they have any more questions, they can contact their chain of command, there is a MILPERSMAN article that talks about early return of dependents, or they can reach out to NPC directly at askmncc@navy.mil or there's a phone number listed on the MYNavyHR website as well.

Capt. Guenther 9:15

Okay, but an individual who is interested in that process applies through their command, and then their command works that package and pushes it up to Navy Personnel Command. Is that correct?

LT. CMDR. JESSE GALVEZ 9:26

Correct. Yes, sir.

Capt. Guenther 9:27

Okay. All right. Clear enough. Thank you. I appreciate all the info.

LT. CMDR. JESSE GALVEZ 9:32

Thank you, sir. Appreciate it.

Capt. Guenther 9:34

Okay, that's our daily water update for today. Please join us same time on Thursday. We're monitoring your questions on Facebook and you can email those questions to our Gmail address. That's CNRHPAO@gmail.com. Don't forget to check out the water info websites with the latest offerings as navy.mil/jointbasewater and check out the latest water data and 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 on Thursday.