



## JOINT BASE WATER UPDATE

Joint Information Center

(808) 471-5013

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

[3/31/2022]

00:00:06 - 00:01:05

CAPT. DARREN GUENTHER

Hello everyone, and welcome to the water update for March 31st. I'm Capt. Darren Guenther, chief of staff for Navy Region Hawaii. Today, we're going to answer questions from you that we've received on email or social media. As we continue to do these updates, we want to ensure that your questions are answered with the latest information. Many of you still have questions, so we encourage you to reach out to us. There's also an extensive list of the resources that are still available to you on our water resources website. That address is [navy.mil/jointbasewater](http://navy.mil/jointbasewater). You can also reach us through social media, or email. So keep your questions coming in so we can continue to point you in the right direction. Before we go to those questions, though, let's go to the map and talk about that.

00:01:06 - 00:01:34

CAPT. DARREN GUENTHER

So you can see that the map to my left, your right, remains all green. So all of the neighborhoods across 19 zones, that's 9,715 homes across all 24 neighborhoods that are on the Navy water distribution system are certified by the Department of Health as safe to drink, water safe for all uses.

00:01:35 - 00:02:57

CAPT. DARREN GUENTHER

Okay. Now let's go to our questions that we've received from you. The first question is from Jamie and it's a medical question. She asks if the water is cleared in all areas, why aren't the Makalapa Medical and Dental Clinics using the water? Great question and we went to the clinics to answer that question – the dental clinics specifically. The Makalapa Medical and Dental Clinics are currently undergoing a restart process. Following the water contamination, the dental sterilization equipment received professional service to ensure optimal performance. In order to provide the highest quality care for our patients, over the next few weeks all instruments will be re-sterilized. Dental patient care will continue during this period with a return to full dental clinic services expected in April. Additionally, our clinic water fountains and faucets have been reopened for us. Your health and safety are our utmost priority and we want to ensure all systems instruments and services are functioning properly and safely before completely reopening. Thank you for your patience.

00:02:58 - 00:03:54

CAPT. DARREN GUENTHER

Okay. Next question is from Allison, it's on the Rapid Response Teams. So Allison asks, is there a situation when the Rapid Response Team will test for contaminants besides hydrocarbons? Will they run a full spectrum test? Here's the answer. The Rapid Response Team has the capability to quickly and rapidly test for the presence of fuel



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related contaminants only. However, testing for additional potential contaminants is being done as part of the ongoing long term monitoring. Over the next two years NAVFAC will be testing an additional approximate 6,000 samples for more than 60 different contaminants from approximately 55% of residences and other facilities on the Navy water distribution system.

00:03:55 - 00:04:50

CAPT. DARREN GUENTHER

Okay. The next question from Lara is also on the Rapid Response Team. Lara asks, "who do I call if I have water issues?" I've heard from different people that I should call my property manager and from others to call the EOC and have the Rapid Response Team come out. Great question. If you have water concerns in your residence, please call the EOC or the Emergency Operations Center. The Navy will address any issues in the water production and distribution systems with the capability to test your water to confirm the absence of any fuel related contaminants. In the event there are plumbing issues you may be referred to engage with your housing property manager. However, your first call for any water concerns should be the EOC.

00:04:51 - 00:06:00

CAPT. DARREN GUENTHER

Okay. Next question is from John, and it's also on the Rapid Response Team. John asked how often does the Rapid Response Team get called out? And what kind of results are they seeing with their work? So the Rapid Response Team has routinely fulfilled that critical role in the Navy's response to providing safe drinking water. Since the Rapid Response Team was initiated, all samples that have been collected have been tested with a result of non detection for total petroleum hydrocarbons. As of yesterday, close of business yesterday, the Rapid Response Team had received 203 calls and had visited 177 homes resulting from those calls. They reflushed 109 of those residents as per the request of those occupants, and they tested 160 of those homes. Out of those 160 tests, all of them tested negative for total petroleum hydrocarbons.

00:06:01 - 00:09:02

CAPT. DARREN GUENTHER

Okay. The next question is on testing. It's from Jennifer. Jennifer says, "we are still requesting 100% testing of homes." The Interagency Drinking Water Systems Team made up of Hawaii Department of Health, US Environmental Protection Agency (EPA), Navy and Army works to develop a comprehensive scientific process for selecting homes and percentages for initial sampling within each flushing zone. This process considered multiple factors in its selection from how water flows in the connected Navy water distribution system. That 10% sampling rate was determined to give a representative sample. The 10% sample gives a 99% confidence level based on statistics. It is not 100% of the houses but the 10% sampling is enough to give that



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representative sample according to the experts on the Interagency Drinking Water Team. The initial round of sample locations was geographically based, they also chose locations that they determined would be most likely to have a positive result. But that's just the start of the long term testing and monitoring process. Cumulatively by the time the first two years of testing have concluded, as many as 55% to 60% of all structures will have been tested. After the initial 10% are tested, it looks like this, short term monitoring, that's between the first and third months after initial drinking water sampling, the Navy will sample an additional 5% of homes. This is in addition to the initial 10% sampling, and when possible, those spaces not sampled in the previous testing will be the ones selected for the next round of testing. It gives a more robust picture of the entire zone. And then that's followed by long term monitoring beginning at the four month mark and extending to 24 months after the initial drinking water sampling. The Navy will sample another 10% of the houses and buildings in each flushing zone every six months for two years. That's four more testing periods in two years time. Again, the plan is to try not to sample spaces that were previously sampled so that we get the maximum number and percentage of homes that are tested across this plan. And as a reminder, 100% of schools, child development centers and medical facilities will be tested throughout that process.

00:09:03 - 00:11:47

CAPT. DARREN GUENTHER

Alright, the next question is from Jay. Jay's question is on claims. Jay says, "I applied for reimbursement over four weeks ago and haven't seen anything yet." It's a great question and there are several different categories that our community is going to fall into. And so the answer may depend on what category so first for our Navy personnel. If you feel your Navy claim is delayed, please first check with your CPPA if you filed it through your CPPA. They have access to see if a payment is pending in your account. You may also call the regional support center Pearl Harbor TLA Hotline at 808-471-2314 or 808-471-2330 Monday through Friday during normal business hours. For our Air Force personnel if service members have missing TLA, after two to three pay periods, they can email the organizational box or submit a missing TLA request to their first sergeant. That email address is 15CPTS.FMF.2@US.AF.mil. Let me read that again. That's 15CPTS.FMF.2@US.AF.mil. Now for civilians, we are reviewing and processing claims as quickly as possible, including having DFAS assisting us with creating accounts and IRS notification of payments. The Navy's brought in extra personnel to support those efforts. And we continue to look for ways to expedite that process and make sure it's accurate the first time for you. If there are any questions that you have, as a civilian expecting your claims, our civilian community can reach out to our call center at 808-473-5729. Monday through Friday, from 8am to 4pm, or via email at JBPHH\_EVAC\_AUTH\_.FCT@navy.mil.



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00:11:48 - 00:12:56

CAPT. DARREN GUENTHER

Okay, and that was our final question for the day and that was your water update for the day. So please join us again on Tuesday, same time. We're monitoring your questions on Facebook. And you can also email those questions to our email address at [CNRHPAO@gmail.com](mailto:CNRHPAO@gmail.com). Don't forget to check the water info and resources website at [navy.mil/jointbasewater](http://navy.mil/jointbasewater) where you may be able to find answers to the questions you have there. And also, our water data is still uploaded at the water data website. That's [JBPHH-safewaters.org](http://JBPHH-safewaters.org) and make sure to check out 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.