



JOINT BASE WATER UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[4/14/2022]

00:00:07 - 00:02:11

CAPT. DARREN GUENTHER

Hello, everyone, and welcome to the water update for April the 14th. I'm Captain Darren Guenther, Chief of Staff for Navy Region Hawaii. Today, we're gonna answer questions that you have that you've submitted to us on Facebook or social media, or on our email. We're here to support you and we ask that you continue to reach out with any questions you have whatsoever. We know that this has been a difficult time for many of you. And we wanted to encourage you to utilize the resources that we still have that are available for you. So before we get to the questions that you've asked, let's go to our map and show you the updates there. So as you can see, from the map, beside me, all areas remain green, signifying that the Hawaii Department of Health has certified or declared them as the is water safe to drink and safe for all uses. So that includes all 19 zones that we've been talking about over the last four months. That's 24 total neighborhoods that you live in and over 9715 homes that are out there. So, their status remains the same. An update on our long term monitoring and testing program. You'll recall that for each month, we take a sample of homes, residences and facilities and we test them again. And we're wrapping up on month one of that long term monitoring program, we're still awaiting some of the results to come back from those DOH, Department of Health, and Environmental Protection Agency certified labs on the mainland, but you should start seeing those results posted to our safe waters website, here shortly. So with that, that's our map update for today.

00:02:12 - 00:03:49

CAPT. DARREN GUENTHER

So with that, let's move on to some of the questions that you've asked. We take these questions, and we get the experts together, and to get those expert answers for you. So the first question is from Izzy, it's about local service member moves. Izzy asks, why is the Navy not covering the cost of moves for families? I was told that it would be and then that changed after houses were cleared? Here's the answer we have for you. PPV, that's public private venture resonances. Requesting a local move due to continued water issues are instructed to contact the Emergency Operations Center to report their concerns to include justification and supporting documents. The EOC or emergency operations center will provide those residents a process for submitting an exception to policy request via their chain of command for endorsement to be reviewed by the housing advisory board. Your Navy Housing Service Center that's on the Navy side and Hickam Military Housing office that's on our Air Force side, are tracking those requests that are submitted by PPV residents and monitoring that process. Okay, so that's the process by which that goes through that you would start.



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Alright, the next question is on TLA claims it comes from Matt and his TLA claims question is, goes like this, is there an email point of contact for discussing TLA claims submissions submitted through the regional support center or personnel Support Center. The first six TLA claims were paid promptly, but the last few have not been paid. So we'll answer this in a couple of parts by the question. It sounds like Matt is affiliated with the Navy. And the processes are slightly different for Navy, Air Force, and for civilians, but I'll talk about each of those. So there is not an email point of contact, but our recommendation is for Navy first to check with your CPPA that's an individual at your command. If you filed your claim through your CPPA, since they will have access to see if a payment is pending to your account, or where that payment is. They may also be able to rectify any issues that they see with that claim. Now, you can also call the Regional Support Center. That's the new name for the Navy Personnel Support Center, detachment or PSD. So you can call the RSC Pearl Harbor TLA Hotline at 808-471-2314 or last four 2330. Monday through Friday during normal business hours in that regional support center that's formally in the PSD can also take a look at that claim and give you some information on where it stands. Now for any non-Navy service members who are noticed any delays in payment, please contact your personnel or finance office. And so, for our Air Force personnel, you can also email there's an email there, the 15CPTS.FMF.2@us.af.mil. Or through your first sergeant, you can go to your first sergeant if it has been three pay periods without payment since that claim was made. Now for civilians, we continue to process those claims. And if you have any questions civilians can reach out to the Reimbursement Support call center at 808-473-5729. Monday through Friday, from 8am to 4pm or 1600. Or you can email that civilian process claims process for information. They have an email at JBPHH_evac_auth_.FCT@navy.mil. And understand there's a lot of numbers there and some complicated email addresses. You can also find all that information on our water resources website to find those links. If if you didn't get them here. Okay. So that's that question.

00:07:25 - 00:08:33

CAPT. DARREN GUENTHER

let's go on to the next question. It's from Marge, and it's a civilian claims question. So, Marge asks, Will payments be taxed for retirees? Good question. We've seen that question quite a bit. And here's the answer. Civilian payments to include for retirees are taxed and sent through the Internal Revenue Service for processing. This lends to a lesser payment due to taxes or the possibility of garnishment if there are outstanding debts per the IRS guidelines. Our Support Center continues to be up and running for our civilian personnel. Should there be any questions and will remain open for phone calls through 29 April. At that time, we'll shift email only on the civilian claims information sort of lines for as long as necessary to answer your questions and respond to your



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concerns from our civilian and residents experiencing any questions or delays on processing of those civilian claims.

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CAPT. DARREN GUENTHER

Okay, the next question is from Sandy. Sandy has a question on early return of dependents. Her question is my family still isn't comfortable with the water. How can we start early return of dependents, some call this ERD? Here's the answer. If a situation arises at any OCONUS outside continental United States, lower 48 location where a service member feels they meet the criteria for early return of dependents as outlined in policy, they can request an early return of dependents from PERS 451. That's for the Navy folks via their command and commanding officer. All early return of dependents must be input into bloopers online as outlined instruction and includes submission of a package to overseas_earlyreturn@navy.mil. However, please see your command administrative officer or your command supervisor and they'll be able to walk you through this process. Your command will initiate that process and then manage that package and run it through the Bureau of Personnel.

00:09:57 - 00:11:54

CAPT. DARREN GUENTHER

Okay, the next question is from Christy, and it's on fuel and water. Christy asks, how can we be sure that fuel isn't still leaking into our water supply? Here's the answer. As of March 18th. The Department of Health has amended its advisory for each of the 19 water system zones at Joint Base Pearl Harbor Hickam and has certified that your water is safe to use for all purposes. The source of all water in the distribution system currently is from the Navy's Waiawa Well, which has been extensively tested. Why have a well is in the Pearl City area. The Red Hill Well, which was shut down on November 28 of last year is completely isolated from the water system. It's important to note that there has never been any fuel detected in the Waiawa drinking water well, and additional testing for potential contaminants is being done as part of that ongoing long-term monitoring. Over the next two years, Naval Facilities Engineering Command will be testing an additional approximately 6,000 samples from more than 60 different contaminants from approximately 50% excuse me, 55% of all residences and other facilities on the Navy water system. If you have any questions, though, on water quality concerns in your home, please contact the Joint Base Pearl Harbor-Hickam water quality hotline that's at their EOC that number is 808-449-1979.

00:11:55 - 00:13:14

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Okay, next question is from Dee. Dee is asking a question about PVC in housing. Dee asks, why isn't the Navy replacing PVC in housing? And this is the answer from the Engineering Working Group. Flushing of the Navy Water System took place starting at



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the end of December 2021 through early February of 2022. That flushing plan was developed by an interagency team comprised of representatives from the Hawaii Department of Health, the U.S. Environmental Protection Agency, Navy, Army and other drinking water experts. Consulting with experienced experts in government, academia, and industry. This highspeed directional flush, moved large volumes of water through the system, removing fuel contamination and rendering the pipes safe. Please know that our commitment to safe drinking water did not end with this flush additional testing for potential contaminants and to verify safety is being done as part of that ongoing long term

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monitoring. As a reminder over the next two years, NAVFAC will be testing an additional approximately 6,000 samples from of 60 different contaminants from approximately 55% of all the residences and facilities on that Navy Water System. But again, if you have any concerns with your water whatsoever, please call the Joint Base Pearl Harbor-Hickam water quality hotline which rings into the base emergency operations center. That number is 808-449-1979. And they will be able to discuss your concerns with you and send one of our rapid response teams out to your home to take a look at the water and your concerns and discuss those with you and maybe even test for you. Okay all right and that was the last question we had for today.

00:14:18 – 00:15:55

CAPT. DARREN GUENTHER

So that ends our water update for today. Please join us again, same time on Tuesday after the weekend. We're monitoring your questions on Facebook as you can see from the questions we've been answering. And we're also taking your questions on our email account, which you can find at CNRHPAO@gmail.com. Please ask your questions. Keep them coming. They're great questions. Don't forget to check out our water info websites our resources website at navy.mil/jointbasewater that's where also you can find the phone numbers if you're having an issue finding phone numbers of someone to call, you find all those contact numbers and some of the email addresses for them as well there and check out the latest water data at our safe waters website. That's JBPHH-safewater.org. And you will see some of that test data from that long term monitoring being loaded on that website soon. Also, with a weekend coming up, please don't forget to check out the good stuff at great lifehawaii.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.