



JOINT BASE WATER UPDATE Joint

Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[5/05/2022]

00:00:53:09 - 00:01:29:02

Capt. Darren Guenther

Hello everyone, and welcome to the Water Update for May the 5th. I'm Captain Darren Guenther, Chief of Staff for Navy Region Hawaii. Since we started these updates in December, we've brought you a lot of information and we've also answered a lot of the questions that you sent in on our live programming weekly. Now that everyone has moved back into their homes and transitioned back onto the water, we've moved this program to a once a week format.

00:01:29:28 - 00:02:01:26

Capt. Darren Guenther

But we're still committed to getting you good information And so in addition to this live program, you can continue to look for posts every Tuesday at noon, which will bring you information you might find helpful and interesting. And don't forget, you can also get information on items like claims or water testing or resources available to you on our water resources page.

00:02:02:05 - 00:02:26:27

Capt. Darren Guenther

That's at Navy.mil/jointbasewater. And you can also continue to send us your questions on our Facebook chat or on our email, and we'll look to answer those on the program. We know that some of you still have questions on claims. And so today we're going to bring Lieutenant Commander Jesse Galvez on the program.

00:02:27:13 - 00:02:59:24

Capt. Darren Guenther

He's the Navy Region Hawaii administrative officer. And he'll look to answer some of those questions that you have on claims. Before we do that, though, let's go to our map so you can see on the map behind me that all of our areas remain in the green, signifying that Hawaii Department of Health continues to certify that the water is safe to drink and safe for all uses across the Navy water distribution system.



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Capt. Darren Guenther

So that's all 19 zones, 24 neighborhoods, and it's about 9,715 homes. In addition to all of the other facilities and buildings within that area. So they all remain in the green. Now, this map is posted on our Safe Waters page, and I'd refer you there as well to get information on the latest tests that continue to get uploaded to that website.

00:03:31:18 - 00:04:00:26

Capt. Darren Guenther

Okay. What I'd like to do now is bring in Lieutenant Commander Jesse Galvez. So we've had some discussions on claims before, and I know that we've received a lot of the claims from our community out there. Still some questions coming in. And obviously we want to facilitate those questions and get you answers so that you can get your claims in, so that we can expeditiously get you get those claims paid out.

00:04:01:17 - 00:04:05:00

Capt. Darren Guenther

So, Jesse, thank you for coming on. I appreciate it.

00:04:05:07 - 00:04:06:08

LCDR Jesse Galvez

Thanks for having me again, sir.

00:04:06:09 - 00:04:25:28

Capt. Darren Guenther

Okay. So a couple of questions that we've been getting from our community that I want to pose to you. But first, I want to give you an opportunity to again ensure that our community has this information. What is the basic process for filing claims for our community members that are on the Navy water system in all different sorts of walks?



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00:04:25:29 - 00:04:39:17

Capt. Darren Guenther

That is our uniformed service members, our government employees who are civilians and maybe even some of our community members that are not affiliated with the military, basic process there.

00:04:39:29 - 00:05:04:01

LCDR Jesse Galvez

So for the, on the military side sir we're continuing to process our TLA, which is a temporary lodging allowance. That's a method that we're using to pay out the military for their expenses. One change from the last time that I was here, sir, is that a lot of our augmented teams have since returned to their parent commands. So we're asking that on the Navy side, folks go through their command paying personnel administrator or CPPA.

00:05:04:28 - 00:05:24:28

LCDR Jesse Galvez

So you file your claim with your TLA claim with your CPPA, and that will be forwarded to the Regional Support Center here in Pearl Harbor for processing of TLA and for the other service branches. They'll just go to their finance office like they normally would do, for any pay personnel matters... on the civilian side, sir, and that includes our... GS civilians,

00:05:25:01 - 00:05:43:07

LCDR Jesse Galvez

Our non-affiliated, our retirees, they all should have received a package from their leaseholders. And in that package, there was a letter to the residents that had a QR code, and you just follow that QR code and it'll get you to our doc-you sign process. And that process is the method that we use for processing their claims.



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00:05:43:20 - 00:05:52:03

Capt. Darren Guenther

Okay. Can you talk about what in general are items or things that community members can claim and what they can't claim?

00:05:52:18 - 00:06:15:24

LCDR Jesse Galvez

Yes, sir, so for the... for TLA and then also for the civilians. It's actually the emergency and extraordinary expenses or EEE funds. Those are meant to cover lodging, meals and incidentals. So anything beyond that you know, any personal claims that would that would need to go through a personal claims office and all that's located, all that information is located on their Water Resources website.

00:06:15:24 - 00:06:24:09

LCDR Jesse Galvez

As you mentioned before, but the EEE and the TLA itself is only for meals, incidentals and for lodging, sir.

00:06:24:21 - 00:06:46:26

Capt. Darren Guenther

Okay. Can you maybe give us some recommendations on advice you have on how folks in our community who are putting in claims can ensure that those claims and that they're putting in are expeditiously paid out?... What can they do essentially to help that process?



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00:06:47:14 - 00:07:16:11

LCDR Jesse Galvez

The biggest thing, sir, is just to make sure that if they're military, that their service records are up to date with their current dependent information addresses are current and that all the TLR forms are signed in the appropriate block. All the receipts are turned in. If they did take up, if they did participate in taking their own lodging, reserving their own lodging from the authorized room, that those receipts are in there and that they're accurate that's going to help huge.

00:07:16:11 - 00:07:38:12

LCDR Jesse Galvez

For the EEE side for the civilians, pretty much the same with the exception of making sure that the right family members are listed on the lease but again, on the doc-you sign process, making sure that everything is signed appropriately. All the receipts are turned in complete with the complete package and sent in and we'll get those we'll get to those claims as soon as we can, sir.

00:07:38:23 - 00:07:42:05

Capt. Darren Guenther

How long has it been taking for residents to get payment?

00:07:43:04 - 00:08:10:15

LCDR Jesse Galvez

On the civilian side, sir, for EEE funds, it's been on average 30 days. It's been moving a little bit more streamlined now that all funds have been made available to pay out those claims. For the TLA side, sir, it's the process within 96 hours and then the payment comes in like a normal payment would on the 1st or the 15th, so give it about a one or two pay periods in order for it to hit Sailors' accounts or service members accounts.



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00:08:10:24 - 00:08:25:12

Capt. Darren Guenther

Okay. And we've heard that some folks... housing residents, both civilian and active duty, have put in claims. And then once those claims have been paid out, the amounts look different than what they put in for. Can you speak to that?

00:08:25:23 - 00:08:42:21

LCDR Jesse Galvez

Yes, sir. So the primary method to check to make sure that they got paid accordingly, at least on the Navy side, is through the CPPA. They can make sure that the correct number of dependents were... accounted for. And if not, obviously, we'd have to go back and just verify the page two or the... and ensure that the dependents are on there.

00:08:42:21 - 00:09:08:03

LCDR Jesse Galvez

So that's probably the biggest... one of the more common themes that we've seen when it comes to folks not getting the correct entitlement that they're expecting. And for EEE funds, again, making sure that the correct amount of family members are on the lease. But one of the things that we want to ensure is that folks realize that EEE funds the military side is an allowance, which is nontaxable, but EEE funds are subject, as taxable income.

00:09:08:03 - 00:09:24:08

LCDR Jesse Galvez

So once it goes through the IRS, it will be taxed like normal, normal pay, and also, it's subject to any garnishments. So if any of our members owe the IRS any money or the federal government any money, that money can be garnished. And that could be where some of the delta comes from, sir.



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00:09:24:16 - 00:09:36:00

Capt. Darren Guenther

Okay. And if anyone's having any difficulty with any aspect of putting their claims in or questions, they have that come up after they've submitted a claim. Who should they call?

00:09:37:07 - 00:09:54:06

LCDR Jesse Galvez

So on the military side, sir, again, finance office chain of command is always key. And CPPA for the Navy side, for the civilian side... our call center, we're no longer receiving calls. Everything's done via email, the email, it's pretty lengthy. So I'm not going to say here, but it's... on the joint base water resources website.

00:09:54:17 - 00:10:00:29

LCDR Jesse Galvez

I'll refer to that and then they can expect an answer back from via email.

00:10:01:12 - 00:10:04:12

Capt. Darren Guenther

Okay. And we have a team of folks who are monitoring those emails.

00:10:04:13 - 00:10:04:25

LCDR Jesse Galvez

Yes, sir.

00:10:05:00 - 00:10:12:23

Capt. Darren Guenther

Just answering those questions [absolutely] Okay. Well, Jesse, thanks for the work that you're doing to help our communities through these claims processes and I appreciate it.



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00:10:12:26 - 00:10:14:15

LCDR Jesse Galvez

Thank you, sir. Thanks for having me. Okay.

00:10:16:13 - 00:10:53:01

Capt. Darren Guenther

All right. Now, what I'd like to do is go to some questions we talked about submitting questions on our chat or through our email, and we'll pull through those questions and answer them on the live program. So we have one question today, and it's from Angela, and it's on the registry, the health registry that is out there. Angela asks, "is the Department of Defense Registry for civilians and DOD affiliated personnel and their dependents intended for anyone that has lived in the affected areas?"

00:10:53:01 - 00:11:17:00

Capt. Darren Guenther

For instance, someone that moved off island in 2020 or even summer of 2021 before the November leak was announced?" And here's the answer. In the early days of the water crisis, the Department of Defense set up an incident registry for those that have been affected by the contamination of the joint base water system. This includes all DOD personnel, including their families.

00:11:17:12 - 00:11:49:03

Capt. Darren Guenther

Since its inception, the Navy has continued to assist in keeping this registry updated and responding to the health concerns of our servicemembers, civilians and their dependents. Okay. That's the only question we have today. And that's our water update for today. Please join us next week, Thursday, same time. And you can also check the update, the Facebook update that we'll post on Tuesday for some information at noon.



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Capt. Darren Guenther

We're monitoring your questions on Facebook. And you can also email those questions to cnrhpao@gmail.com. Don't forget to check our water info website for all those resources that you may be interested in. It's at Navy.mil/jointbasewater. And check out the latest water data to include test results at jbphh-safewaters.org, and make sure to check out the good stuff at greatlifehawaii.com/wegotyou.

00:12:27:00 - 00:12:40:17

Capt. Darren Guenther

Please remember we're all in this together as one community and Ohana. Stay safe. Take care of yourselves. Take care of each other and we'll see you next time.