



Letter to Residents:

Our number one priority is ensuring all residents are safe. We are committed to providing all necessary support to our families and community, identifying and removing contaminants from our drinking water supply, and restoring safe drinking water as quickly as possible.

Since receiving initial reports of a fuel-like taste and smell in drinking water from military housing residents, the Navy has been leading a joint coordinated effort, referred to as the Interagency Drinking Water System Team, that includes Army, Air Force, Marine Corps, Coast Guard, Hawaii Department of Health (DOH), and the United States Environmental Protection Agency (EPA) participation. A number of other federal agencies, universities (Hawaii and Purdue), and local engineering and technology firms have also provided support and valued input in working towards fixing and remediating our drinking water system.

The Interagency Drinking Water System Team developed a coordinated plan that will commence this Monday, 20 December, with main line water distribution flushing. The DOH and EPA regulator approved process will lead to a complete flushing of the drinking water system from source to faucet and includes comprehensive testing by third party labs with DOH and EPA certification.

Over the coming days and weeks, filtration equipment (Granulated Activated Carbon (GAC) filters) are being flown in for set up and use in military family housing neighborhoods. This equipment will connect to select fire hydrants that have minimal impact to our neighborhoods and the environment and will thoroughly flush the drinking water distribution system, removing any remaining contaminants in the filters before the water is flushed into the ground.

Our goal is to restore your drinking water and gain your trust that the water is safe to consume. Once the drinking water distribution system has been determined safe by certified testing to DOH and EPA standards, each home will receive a thorough flushing process of piping and appliances, to include refrigerators, dishwashers, and water heaters. A team of trained personnel will conduct the flushing. Each home will go through this flushing protocol, regardless if any water issues have or have not been experienced in the home.

Flushing will continue until testing confirms the drinking water system is clear of contaminants and determined to be safe by the Hawaii Department of Health for all uses (drinking, cooking, oral hygiene, bathing, laundry, and washing dishes) in every community.

We will share a more detailed and specific timeline by neighborhood community and periodic updates, on our website <https://www.navy.mil/jointbasewater/>, social media pages, and virtual Town Halls. In addition, you will be notified in a timely manner prior to your home flushing. Should you still reside in temporary housing upon your home's flushing completion and final declaration that the drinking water is safe, you will be provided a period of time to meet your needs in returning to your home.

We recognize how much these events have affected your lives, and we are fully committed to ensuring the safety of your home's water, as quickly as possible.

Sincerely,

T. J. KOTT
Rear Admiral, U. S. Navy
Commander, Navy Region Hawaii