



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[3/2/2022]

00:00:05 - 00:00:26

CAPT. DARREN GUENTHER

Welcome to the daily water update for March the second. I'm Captain Darren Guenther, chief of staff for Navy Region Hawaii. I'd like to first thank Commander Aleah McHenry. She's our deputy chief of staff here providing you the update yesterday. She's a key member of our team, and I think you'll see more of her in the future.

00:00:27 - 00:00:51

CAPT. DARREN GUENTHER

A lot's changed since my last update to you. Yesterday, we received word that Ford Island, Hale Moku and Hokulani, or zones A2 and D1, had their advisories changed. Now that makes four zones across five neighborhoods to have their water declared safe for all uses by the Hawaii Department of Health.

00:00:52 - 00:01:16

CAPT. DARREN GUENTHER

Additionally, the full testing packages from Iroquois Point, Halawa housing, Camp Smith, and a portion of Aliamanu, have been endorsed by the Interagency Drinking Water Team and provided to the Hawaii Department of Health for their final review and decision. Now that's a process that usually takes about seven days.

00:01:17 - 00:01:58

CAPT. DARREN GUENTHER

For those of you returning to your homes, I'd like to remind you of the various flyers that we've produced. In order to answer your questions as you go through this process. You can find those fliers on our joint base Facebook page, and they should have also been emailed to you. As you return to using the water in your homes, I'd like to advise and remind you to please flush your taps. That's especially in situations where the water in your home may not have been run for several weeks or more. It's important to do that in order to avoid any issues with stagnant or standing water.

00:01:59 - 00:03:03

CAPT. DARREN GUENTHER

And if you have any concerns whatsoever with your water as you returned to using it, please call our emergency operations center regarding that water issue that you have, and they'll be available to help you. You can use any of a number of phone numbers for them and one of them should ring through they're 808-449-1979 or 448-3262, or 448-2557, or 448-2570 or 448-2583. If one of them is busy please try one of the others. Today we've invited Lt. Cmdr. Kelly Agha on. She's the Navy Region Hawaii TLA lead, and she's going to talk about claims in TLA. But before we have her on, let's go to the map for our update and show you some progress that we've made.



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[3/2/2022]

00:03:04 - 00:03:59

CAPT. DARREN GUENTHER

This chart is posted on our water resources page as well as our data page. It's one click away on both of those pages, should be pretty easy to find. And that's where you'll see a number of the changes certainly from the last time I updated you but also changes from yesterday. So our move-ins for two neighborhoods are complete. That's our Red Hill neighborhood, as well as our Pearl City Peninsula neighborhood. Those movements are complete. And yesterday, we learned that three neighborhoods across two zones had their drinking water amended, that advisory amended, to make it safe for all uses by the Hawaii Department of Health that's Ford Island. And that's two neighborhoods in zone D1 that's Hale Moku and Hokulani in D1.

00:04:00 - 00:04:37

CAPT. DARREN GUENTHER

Let's see that begins day one and two of TLA. So we'll have two more days of TLA for the residents in those two zones A2 and D1, Ford Island, Hale Moku and Hokulani. That's today, Wednesday and tomorrow, Thursday. That TLA will continue those benefits as well as hotel rooms. So if you're in a hotel room within one of these neighborhoods, you just need to check out by Friday morning. In other words, that hotel room is still good for Wednesday night and Thursday night with the checkout on Friday morning.

00:04:38 - 00:05:31

CAPT. DARREN GUENTHER

Alright, additionally, we've got some news of three zones that are now striped green. That means that the full test result package has been provided by the Interagency Drinking Water Team and endorsed by that team and provided to the Hawaii Department of Health. That is for McGrew point, and Halawa housing, that's for Camp Smith, and that's also for Aliamanu neighborhood, but only one of the three portions of it. So, Aliamanu, really large neighborhood, it is broken up into three different zones. So the central zone, what we would call H1, that data package has been provided to the Hawaii Department of Health, it takes them approximately seven days to do a full review, and then make their decision on the water. So that's good progress there.

00:05:32 - 00:06:34

CAPT. DARREN GUENTHER

The rest of the zones are all striped yellow, which indicates that those data packages and all the results are back from our certified labs on the mainland, and are either in the Interagency Drinking Water Team review process currently are awaiting that review. I'll also give you a heads up that what we would anticipate as the next three of these under review zones to be passed to the Hawaii Department of Health sometime here in the near future, the next three that we're working on and anticipating are Earhart, Aliamanu



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[3/2/2022]

North, what I would call H3, and Aliamanu South, H2. So those are the three sort of packages that we think are closest in the queue, and the next step to go to the Department of Health. All right, with that, that's your map update for today.

00:06:35 - 00:07:17

CAPT. DARREN GUENTHER

Okay, what I'd like to do now is move on to talking about TLA and benefits. As we've had a number of residents moving in back into our neighborhoods and starting to reuse the water as their health advisories amended. That also means that TLA benefits will subside and come to an end at a point and so want to make sure that your questions are answered on that. And so that also means that claims, we want to make sure that you're focused on getting your TLA claims in for this last period. So I'm joined by Lt. Cmdr. Kelly Agha, who's our lead for a lot of this. And so welcome back Cmdr. Agha, thank you for being with us.

00:07:18 - 00:07:19

LT. CMDR KELLY AGHA

Thank you for having me back on, sir.

00:07:20 - 00:07:31

CAPT. DARREN GUENTHER

Okay so, first question, after residents have been notified that the Department of Health has amended the health advisory for their zone, how long do they continue to have these benefits available?

00:07:32 - 00:07:57

LT. CMDR KELLY AGHA

So once the zone clears, and residents are notified, they will have two calendar days after the date of notification. So if a zone was cleared on Tuesday, residents were notified on a Tuesday, then their benefits would continue for Wednesday and Thursday. And no benefits on Friday. So if they're staying in a hotel Thursday night, that is acceptable. And they would check out Friday morning and receive no benefits for Friday.

00:07:58 - 00:08:17

CAPT. DARREN GUENTHER

Okay, great. So that that's a good example for the neighborhoods Ford Island and Hale Moku, Hukulani. So those benefits are good for Wednesday. That's one day. Thursday that's day two. That includes the hotel, if applicable for Thursday night and the checkout Friday, is that correct?



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[3/2/2022]

00:08:18 - 00:08:39

LT. CMDR KELLY AGHA

That is correct. And I have seen when processing TLA for Navy specifically as these zones have closed that some folks may check out a few days prior to the zone being cleared or moving back in. And they're still entitled to those entitlements until the two days after data notifications, they can still file for a claim at that point.

00:08:40 - 00:08:54

CAPT. DARREN GUENTHER

Okay, thank you. Can you talk about suggested timeframe for all of our communities, civilians as well as military to process, you know, their claims after after that zone is cleared? How long does that take?

00:08:54 - 00:09:13

LT. CMDR KELLY AGHA

Well, we highly encourage folks of any category to file their final claim within seven days of moving in. And that way we can use a team, the staff that we have plussed up to support this event, to quicken the processing and payment portion to get that payment in their bank faster.

00:09:14 - 00:09:43

CAPT. DARREN GUENTHER

Okay, so there's not a requirement necessarily, but certainly we have a lot of resources and people dedicated to this and we want to make sure that we pull their claims in to get them with sort of this expedited processing that I think all of our services are providing right now. But certainly, they're not going to not be able to put in a claim if they miss the seven days but we certainly would ask them to do that in order to get it back in a timely fashion and before the rest of the zones come in. Is that correct?

00:09:44 - 00:09:46

LT. CMDR KELLY AGHA

That is correct. We want to get payment in their pockets soonest.

00:09:47 - 00:09:54

CAPT. DARREN GUENTHER

Okay. Who can help them process their claims when they have questions on the process or one on who should they go to?

00:09:55 - 00:10:35

LT. CMDR KELLY AGHA

Great so at the bottom of your screen, you will see contact information for both Air Force, for civilians and for Navy. And for active duty Navy, the command pay and



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[3/2/2022]

personnel administrator for each command is a primary method. They also have the ability to look up the status. And we still have the regional support center Pearl Harbor walk-in service's available Monday through Sunday from 7:30 to 19:00. And Saturday Sunday from 10:00 to 14:00. For Air Force they have the Hickam Base Theater is open Monday through Friday during business hours. And for civilian personnel as well the phone number and email address is provided at the bottom of the screen.

00:10:36 - 00:10:46

CAPT. DARREN GUENTHER

Okay, great. How long do you think it what's a reasonable amount of time that some of our folks who are applying should expect before the see that benefit paid out?

00:10:47 - 00:11:25

LT. CMDR KELLY AGHA

Reasonable amount of time depends on, so for civilian reimbursement 30 days is a reasonable amount of time. This allows after the completed package is received. So also same thing for Navy. We're looking at 96 hours for Navy. And obviously there's exception to banking hours such as weekends and holidays. But they've been doing a pretty good job at turning around that payment mostly within 96 hours. And for Air Force TLA payments are typically put on the LES under entitlements and are processed within one to two pay periods.

00:11:26 - 00:11:37

CAPT. DARREN GUENTHER

Okay. Now, some people have said maybe they're delayed and receiving funds. Can you speak to that? Or do you have any suggestions on how people can expedite that process to make sure it goes as smoothly as possible?

00:11:38 - 00:12:37

LT. CMDR KELLY AGHA

So if personnel feel that the entitlements are coming in later, you know, recommend reaching out to the email address and phone number provided at the bottom of the screen. For Navy reaching out to the command pay and personnel administrator, and if not available, then coming into the regional support center blocking services. For the Air Force members, if the missing TLA hasn't posted after two to three pay periods and to use their org box or submit a missing TLA request through their first sergeant, or also via the email that's provided at the bottom of the screen. For civilians, finance are reviewing and processing claims as quickly as possible, including DFAS assisting with creating accounts and IRS notifications payments. And the Navy had brought in extra personnel to support the efforts to continue to look for ways to expedite processing of payments. And they can be reached Monday through Friday 08:00 to 16:00 at the number provided below.



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[3/2/2022]

00:12:36 - 00:12:55

CAPT. DARREN GUENTHER

Okay, and we've talked about this, but let's make sure I want to make sure I'm clear on it. How long has our government procured hotels? We've sort of talked about checking in and checking out maybe there are self procured hotels. Some of our residents are in government procured hotels, how long have those government procured hotel rooms good for?

00:12:56 - 00:13:10

LT. CMDR KELLY AGHA

So government prepared hotel rooms are still available, and as each zone clears, just like entitlements, you can stay in the hotel until two days after the date of notification. But the plan is to maintain government procured lodging to match the requirement.

00:13:11 - 00:13:50

CAPT. DARREN GUENTHER

Okay, so those government procured hotels will still be available for residents who don't necessarily have that advisory changed, and they'll be available until that advisory has changed, given them the two days after that advisory has changed. Okay. And I wonder, sort of a separate topic. But you know, some of our viewers and I believe we've gotten this question from Lynn before. Can you talk about the process involved with service members potentially requesting early return for their dependents? And I think you could probably answer this for for Navy, not necessarily the other services. But can you talk about early return for dependents, at least for Navy and what that process is?

00:13:51 - 00:14:44

LT. CMDR KELLY AGHA

Absolutely. So if a situation arises for any OCONUS location where a service member feels that they meet the criteria for ERD as outlined in policies, they can request an early return of dependents to PERS451 via their commanding officer. And typically that includes a copy of their current orders, their most recent NAVPERS1070/602, like their page two, a letter stating why they would request an early return of dependents and an endorsement from their commanding officer. And this is for all dependents. And it's not typically most things you can reverse. The entitlement ends once they once it gets approved. So it's reviewed by case by case basis. And at the end of this interview, I'll go downstairs and write up the different types of instructions and post that on the joint base Facebook page.



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[3/2/2022]

00:14:45 - 00:15:20

CAPT. DARREN GUENTHER

Okay. And so it may be some, some a complicated process in some ways, but maybe one you can help us out with. But, you know, one of the questions we've gotten is, hey, can we, I guess sitting in my seat or in my office, you know, work through this process? But this process really is with the individual service member, their command, and then BUPERS. So BUPERS ultimately, is the authority that that approves this sort of thing and it does not run through the base or the region.

00:15:21 - 00:15:26

LT. CMDR KELLY AGHA

Right, this is not a region authorization topic. It goes through BUPERS451.

00:15:27 - 00:15:42

CAPT. DARREN GUENTHER

Okay, great. So for our service members who might be in that situation, you know, please see your command and work through your command to get that paperwork and that application in BUPERS if you're in that situation. Okay. Kelly, thank you so much. And thank you for for your service to our community. I really appreciate it.

00:15:43 - 00:15:46

LT. CMDR KELLY AGHA

Thank you sir. I appreciate you.

00:15:47 - 00:16:41

CAPT. DARREN GUENTHER

Okay, that was our daily water update for today. Thank you for joining us. And please join us tomorrow, same time. We're monitoring your questions on Facebook. And you can also email those questions to CNRHPAO@gmail.com. Don't forget to check out the info at our water website and our water resources website that's at navy.mil/jointbasewater and check out the water data and separate website that's JBPHHh-safewaters.org. And also make sure 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 next time.