



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[1/20/2022]

00:00:05:04 - 08:02:39:28

CAPT GUENTHER

Hello everyone, and welcome to the daily water update for January the 20th. I'm Captain Darren Gunther, chief of staff for Navy Region, Hawaii. As the process of restoring water continues. Many of you have seen that next step in your neighborhoods and homes. That's in home flushing. So today we'll have Lieutenant Patrick Shine on with us. He comes from Naval Facilities Engineering Command Southeast based out of New Orleans, Louisiana. Lieutenant Shine heads all of the in-home flushing teams, and he's going to be here to answer some of your questions and also review the step-by-step detailed process so that you know what to expect when those in-home flushing teams come to you.

08:01:54:08 - 08:01:51:11

CAPT GUENTHER

Before we get to that review, though, I'd like to go through the map and show you our flushing updates. All right to our restoration updates on this chart are posted on our water website. Navy.mil/JointBaseWater. A lot of neighborhoods here in yellow they're awaiting the test results, the water sample test results from the system distribution lines. And so that's where they're at. But a lot of other neighborhoods are turning blueish, and that starts with our neighborhoods currently in flush. So, the first big one that we started yesterday is the Earhart area. So, we are 610 homes into the total of 912, so that's progressing really well.

08:01:02:06 - 08:00:51:15

CAPT GUENTHER

We have 43 of the 105 facilities complete in the Earhart sort of neighborhood, and we've completed five of the ten CDC season schools that are in that location as well. Moving over to the Hickam area that we're just finishing up on, that's Hale Na Koa, Onizuka, and Officer Field. We're complete with all the homes and we're just finishing up sort of the last of the facilities in that area. So, we're through 207 of the 222 facilities that are due to be flushed, and we've completed the CDC and school in that area as well. Similar story on Ford Island. We've completed all 411 homes. We have completed 99 of the 112 facilities, and the CDC on Ford Island is complete as well. Those are the neighborhoods in current flush and finishing up their current sort of in-home and facility flushes. All right, we have a number of starts coming up. These starts for these neighborhoods over the next couple of days have been approved by the Interagency Drinking Water Team, which looked at the test results from the system distribution tests that were sent to the mainland to the laboratories. And they have given the go ahead to move to the home flushing portion of the drinking water recovery plan. So, starting tomorrow, we have cleared starts for in-home flushing for Camp Smith. First of all, so, a letter went out to our Camp Smith residence and then one of our largest neighborhoods. Here we've got Halsey and Radford Terrace, Doris Miller, Catlin Park, Malelup and maybe a little peace of mind to Moanalua Terrace there. They are getting started tomorrow and that's going to run for several



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days. I'll go over sort of the specific dates for each of those neighborhoods broken up that was sent to you in the letter here a couple of days ago.

09:58:59:21 - 09:58:37:06

CAPT GUENTHER

So those are cleared for starts tomorrow on the 21st. And then we have a couple more neighborhoods that were cleared by the Interagency Drinking Water Team yesterday for starts on the 22nd. That is Hale Alii. It looks like Shipyard, as well as a Hospital Point and Marine Barracks. So those neighborhoods and those facilities are cleared to start flushing on the 22nd. And then post flush we have a bunch of neighborhoods in that post flush period. They have sent samples off to the labs on the mainland from the in-home and facility samples that were taken. That's Pearl City Peninsula, Redhill our NEX sort of Moanalua Terrace area, as well as Hale Moku and Hoku Lani they're all in that situation, waiting on those test results to come back.

09:58:07:13 - 09:57:53:01

CAPT GUENTHER

That's your map update for today. What I'd like to do now is just to highlight the plan for a residence in Doris Miller, Catlin Park, Halsey Terrace, Malelup up and Radford Terrace you all were sent letters specifying sort of the dates for starts in general, 21st, 22nd and 23rd. But of course, I know our residents want to know by street. Specifically, when they can expect those in home flushing teams to arrive. So, you are sent letters and for the 21st, we're expecting Doris Miller and Catlin Park residents to have their flushes complete on the 21st. Starting the afternoon of the 21st will be Halsey terrace, which is going to take two days. So, Halsey Terrace is going to be on the 21st and the 22nd. Malelup is going to start probably later in the day on the 21st, and go into the 22nd. If there's any sort of holdovers, they're hoping to finish Malelup smaller neighborhoods there on the 21st, but if it, it may go on in the 22nd. So, on the 22nd, then Halsey Terrace has a full day of flushing, according to streets, and the streets are laid out in the letters that were sent. Any holdovers from Malelup and Radford Terrace will begin on the afternoon of the 22nd and then on the 23rd

09:56:31:13 - 09:56:26:23

CAPT GUENTHER

Radford Terrace should finish up with the remaining streets there. Again, please take a look at the letter that was sent in your email by your housing providers for specific street by street listings. And that should give you a little better idea on what day specifically that we're going to be looking for those in-home flushing teams to arrive at your doorstep. All right. So, with that, what I'd like to do is talk a little more detail about this in-home flushing. This is probably one of the most important steps in restoring the water to our residents out there and Lieutenant Patrick Shine is in charge of all of our flushing teams. So, you're the point of contact for all of them planning and scheduling and execution and first of all, welcome thank you for coming. And what



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I'd like to do is initially ask some pretty common questions and then let's go through the steps that your teams are conducting to actually execute this.

09:55:24:17 - 09:55:19:27

CAPT GUENTHER

So first of all, here's a question that we see often. After my house is flushed is it safe to drink the water?

09:55:15:21 - 09:55:00:03

LT SHINE

Yes sir, thank you for asking that question. So, after the house is flushed, we do not from there say the house is safe to drink. So, what's going to happen is the Interagency Drinking Water Team and the Department of Health together will come in after we're done and they'll take samples. Once they ship that back to the mainland and they had a chance to review it. Only then will they lift the health advisory and that water will be safe to drink from there.

09:54:53:19 - 09:54:51:21

CAPT GUENTHER

OK, so after the flush testing occurs in the homes and facilities, those tests get sent to the mainland lab. Once that lab analysis comes back, then that analysis is reviewed and then the Department of Health ultimately will lift the advisory for that area. Is that correct?

LT SHINE

That's correct.

09:54:32:01 - 09:54:30:11

CAPT GUENTHER

Okay. And once that Department of Health lift the advisory, then the water is judged safe to drink?

LT SHINE

Yes, sir.

09:54:23:04 - 09:54:19:12

CAPT GUENTHER

OK. Second question. My house was set to be flushed at 1300 and no one was there. Why?

09:54:15:21 - 09:53:59:24

LT SHINE

Yes, sir. So, on a given day, we're set to flush about 500 homes. So, it's a very dynamic situation we're dealing with every day. We try to get to each tenant as we promised when we promise. But



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obviously things will come up with hot water heaters in different parts of the check that might either slow us down or we might get ahead of schedule. So, it's a very dynamic schedule.

09:53:55:29 - 09:53:37:18

CAPT GUENTHER

OK, but your planning process that's spelled out in the letters that we put out, for instance, plans for those 500 homes to be flushed that day. And so, the streets, your plan is by street.

LT SHINE

Yes.

CAPT GUENTHER

Such that those residents sort of know, for instance, coming up over the next three days, residents in Radford Terrace know they're looking at the 22nd and 23rd, for instance, per the letter. And so that planning and comes from that assumption.

LT SHINE

Yes, sir. That's correct.

09:53:26:07 - 09:53:23:23

CAPT GUENTHER

OK. Well, thanks for addressing the basics. Now let's go through the actual checklist. And so, starting with step one. Home entry

LT SHINE

Yes sir, so step one home entry, the biggest thing for us is safety, right? So COVID, we know we have a big spike at the current moment. So, the first thing our troops should be asking you is have you had any symptoms? Is anybody in the house that's quarantined, quarantining or having any COVID effects at the moment? If so, from there, if you do, we will make sure that the troops that are going inside this house, if necessary, are donning the proper and 95 mask and all PPE.

09:52:51:11 - 09:52:33:22

LT SHINE

But the plus side is that we've adapted our check in order to accommodate situations like this, not only for our resident safety, but for the troops that are completing these checks. Basically, what we'll do is we'll contact a resident who we'll get a phone number for them and we'll walk them through the interior, check through the phone, making sure that they have everything they need and they feel comfortable with how they're doing the interior flushing. We'll ask them to turn off their breaker and we'll do the hot water heater outside, so we'll do all the exterior for them.



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LT SHINE

Make it low impact and we can do all that over the phone.

09:52:20:05 - 09:52:16:02

CAPT GUENTHER

OK, so start. Let me go back to step one you know the basics. Are they going to change their PPE between houses? That's a question we've got.

09:52:09:00 - 09:51:54:06

LT SHINE

Absolutely. Yes, sir. So, when they go into a COVID house, so normally we wear masks like you and I, when they're going through most houses, when we go into any type of COVID or possible COVID situation, that's when we'll put on extra PPE to make sure we're taking all of our COVID precautions. And so, when they leave that house, they immediately get rid of all of their PPE that they had on inside of that house.

09:51:48:23 - 09:51:45:14

CAPT GUENTHER

OK, OK. And then fresh PPE for the next house?

LT SHINE

Yes, sir.

CAPT GUENTHER

OK, got it. Step two preparing to flush. What are the teams going to do upon entering?

09:51:39:08 - 09:51:28:07

LT SHINE

Yes, sir. So just in case there's any actual contaminants or petroleum in the water, we'll be opening your windows, we'll be opening your doors and we should be getting your aerators off. That way we can clean those for the water. So that's going to be the initial step when they get inside of your house.

09:51:24:02 - 09:51:20:18

CAPT GUENTHER

OK, and then step three Service and cold-water system flush?



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09:51:18:23 - 09:51:09:00

LT SHINE

Yes, sir. So, the first step we'll do is going to be our cold-water flush. If you have two stories, we'll flush it downstairs and then upstairs. We're going to run the cold water first for about 15 minutes. So that's going to be in your shower, in the tub, and that's going to be for all the faucets inside the house.

09:51:00:20 - 09:50:57:21

CAPT GUENTHER

OK. And then you do a hot water flush as well?

09:50:56:14 - 09:50:45:00

LT SHINE

Yes, sir. So, what we'll do is we'll do the cold-water flush first and then were going to drain your hot water heater. As we drain the hot water heater. So, we'll finish the cold-water flush at 15 minutes we'll drain that hot water heater. We're finding some have sediment buildup due to different maintenance issues. So that time it takes to drain the hot water heater can vary based off what we find, but once we have that hot water heater completely drained and filled back up. We'll come back in. We'll do a hot water flush, getting that sediment and anything we found in the tank to move through those systems. But making sure that water that was in there is removed first before we put it through the pipes.

09:50:19:25 - 09:50:11:00

CAPT GUENTHER

OK, OK. Where does the flush water go? Obviously, I presume we're putting it right down the drains, which goes into our sanitary system?

09:50:10:24 - 09:49:55:17

LT SHINE

Yes, sir. So, it's different for each area and it's been approved by the EPA and the Department of Health. So, for AMR, Redhill, so they're going to be going down the drainage systems for our other areas that were in charge of so Pearl, Earhart where we're currently at, that don't actually go into the yard. So, it's ran through a 50-foot hose off to the yard outside of your yard, off to the side that goes into the ground.

09:49:47:26 - 09:49:45:27

CAPT GUENTHER

OK. So, there's a drain water, a hot water heater at Step four, we did that, a hot water system flush check and then step six is spigot flush?



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09:49:37:15 - 09:49:29:29

LT SHINE

Yes, sir. So will drain all the spigots on the outside also very easy. So, we'll open those up, let those properly drain out and then secure those when we leave again.

09:49:29:16 - 09:49:25:07

CAPT GUENTHER

OK. And then step seven major appliances.

09:49:25:07 - 09:49:12:22

LT SHINE

OK. Yes, sir. So, we are going to flush every major appliance that was in the house when you moved in. So personal items we don't flush are going to be like your washer and dryer. But we'll happily walk through that stuff with you and kind of give you advice on what we would do. We just touch the appliances that are currently there. So, if you have, so icemaker, we're going to empty the ice out there. We're going to if you have one of the water filters on your fridge, we'll replace the water filter. As a rule, run it for five minutes replace the water filter running for another five minutes for your water filters and then for the door. So, it'll be water filters and your dishwasher. We'll put it through at least one cycle, and you're always encouraged to run two or three cycles after we're gone, but will at least make sure one cycle gets done.

09:48:42:20 - 09:48:38:22

CAPT GUENTHER

OK, great. We may have put out the wrong information a couple of days ago. So, you will, your teams are going to run the dishwasher for a cycle and they are going to empty the ice maker-

LT SHINE

Yes, sir.

CAPT GUENTHER

And flushed that that filter on the on the refrigerator?

LT SHINE

Yes, sir.

09:48:24:22 - 09:48:22:21

CAPT GUENTHER

OK. Let's see. And step eight is actually clean up what can they expect the team to do on that cleanup.



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09:48:18:12 - 09:48:03:27

LT SHINE

So, this is a big one for us. We definitely had some lessons learned, right? So, this is people's personal spaces, so we need to make sure when we leave, it exactly how we found it. So, your troops, they're going into your house should be in booties to make sure they're not tracking, mud inside. So, we should be standing next to the water faucet as they go and make sure nothings backing up and flooding out your house. So basically, making sure that when we leave, your home is how we found it.

09:47:52:27 - 09:47:48:09

CAPT GUENTHER

OK, so clean. Make sure the windows are closed and anything we had open. OK, couple follow on questions. Just those are the eight steps. How long is it going to take overall? Would you estimate? What are we seeing?

09:47:37:25 - 09:47:28:00

LT SHINE

Yes, sir. So, we've had, we have these troops now that have been doing this for about two weeks now. So, they're going to get down to a science so we can get it down to about an hour and a half to get through the check some based off the water heater could take us two hours, but it's all based off of what we find and the situation we're given. But on average, you can expect this check to take you about two hours.

09:47:18:15 - 09:47:17:10

CAPT GUENTHER

OK, two hours. And then next question and I think we've answered this, but will you do anything with the clothes washing machine? I think you said that you're not going to. Our teams aren't running the clothes washing machine, but they can walk, you know, the residents through. If they if they need assistance with that. Here's another good question that came in. What does the team isn't following the checklist? Who should they call? Who should they ask for?

09:46:52:09 - 09:46:38:18

LT SHINE

Absolutely. So, this is I'm glad you asked. So, this is a good one here. So please, if the residents feel like there's something going wrong with the check or there's not something that doesn't sit right with them. So, we've increased the amount of information that we give them. We're giving them pamphlets; we're giving them checklists so they'll be able to walk through the checks with us if they like. But if there's any questions about how the check is going, we broke each neighborhood into sections. Each section has a Senior Enlisted Leader that is on site with them. So, if you have any concerns about how the checks going. All you have to do is ask the troop that's in your house. Hey, do you mind if I talk to your Senior Enlisted Leader to find out what's



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going on? There could be a Chief or a senior NCO on site within five minutes, and he can walk you through any questions or concerns you might have.

09:46:08:26 - 09:46:06:07

CAPT GUENTHER

OK, that's good. That's a good resource. And then let's say that the team has departed already. Homes already been flushed, but there's a recognition that the team skipped something. What should someone do? Who should they call for that?

09:45:52:21 - 09:45:38:28

LT SHINE

So also, great question. Please report it. Right? So, we can't improve our processes and keep getting better at this if we don't know what we're doing wrong. So, if you call the EOC, they are taking down each complaint that comes in or any feedback that we get. And the EOC will contact myself and my OIC from there. So, my Officer in Charge, and then we will from there reach out and schedule, either reach how we could have done better with the residents and follow through with the process to make sure we got it right or how can we improve.

09:45:21:19 - 09:45:21:07

Speaker 3

OK. So, those are two really important tips. So, if the flush is ongoing and a resident has any concerns, ask to see the Senior Enlisted Leader for that zone.

LT SHINE

Absolutely.

CAPT GUENTHER

And if after the fact that they have the following questions call the EOC and then we'll get a team to help them.

09:45:01:06 - 09:45:00:11

LT SHINE

Absolutely. Yes, sir.

09:45:00:08 - 09:44:54:28

Speaker 1

OK, I appreciate it. Thanks. Thanks for that info and you know we've got more information available on the process on our water web page and also on the joint Facebook page.

LT SHINE

Thank you, sir.



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09:44:41:12 - 09:44:34:20

CAPT GUENTHER

That was your daily water update for today. Please join us same time tomorrow. We're monitoring your questions on Facebook and you can email those questions to CNRHPAO@Gmail.com. We have a lot of information on our water website Navy.mil/JointBaseWater and also please visit our GreatLifeHawaii.com/WeGotYou. 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.