

Joint Information Center (808) 471-5013

www.navy.mil/jointbasewater [12/20/2021]

00:01:05:04 CAPT GUENTHER

Hey, good afternoon, everybody. My name is Captain Darren Guenther. I'm the chief of staff for Navy Region Hawaii, and I am going to be joined by a guest here today, Captain Miguel Dieguez, who is one of our engineering experts. He's here from the East Coast, Kings Bay, Georgia, actually. He's a public works officer there, right?

CAPT DIEGUEZ That's right.

CAPT GUENTHER

And so, we're going to pull him in here in a few minutes to talk about the flushing plan and some of that stuff, but I wanted to introduce sort of our news Segment for you.

00:01:38:22 - 00:01:48:17 CAPT GUENTHER

What we're going to do is try to give you a little timelier information sort of on the spot a little more often. So, we're calling this our daily report. Right now, and our objective there is to get in some sort of quick hits for you in terms of what's going on out there today, tomorrow, what might be of interest to you? Answer some questions as well. So. Well, I've got a list of things and I'm going to be reading from some of them. We also have sort of our experts who are sort of monitoring your comments. And hopefully are going to be able to jump in and give some answers to your comments real time.

00:02:18:16 CAPT GUENTHER

And so, let's get started. That's the objective for what we're trying to do. And today, specifically, I'm going to give you some updates on support services on flushing plan. And then we'll talk about some, some things that are going on out there. What's maybe a few highlights, things going good, maybe a BZ or two. And maybe items of interest as we go forward on this. So, our first iteration, here we go. So, drinking water sort of recovery plan, we're going to talk a little more in detail about this and exactly how it's going because it's actually ongoing today, but it's the first step of this and Miguel is going to help us to sort of understand it and here in here in a few minutes. But you know, from a layman's perspective, it is, you know, the base in our housing areas have been broken up into zones, maybe 18, 19 different zones designed for to flush each zone and test each zone individually.



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CAPT GUENTHER

And so, the zones have been sort of a, uh, by design. From I guess, the out in and once you know, a zone has been sort of flushed homes and. Schools or businesses and they're flushed testing both on the zone and homes. And then a certification, then it's sort of. Good to go. That's the over. That's the overview, layperson's perspective. And we'll get the detailed view on that.

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CAPT GUENTHER

But you know, last Friday, if you were watching the news, the Navy signed an agreement with the Hawaii Department of Health and EPA on how we're going to sort of do this, and that was important so that we all sort of we're working together with DOH, as we call it, Department of health. As well as the EPA because we want their expertise in this. And frankly, we want I think it's the best way to build trust. In the water is ensuring that sort of those are external agencies are with us. Moving forward to ensure that we're doing this, doing this right. And so that agreement was signed last week. And that's. The flushing you're starting to see today in Pearl City Peninsula. Actually, is the first is a direct result of that. So, like I said, Pearl City Peninsula is our first flushing mechanism. And. You know, I think we're going to we're going to learn a lot from going through it. Incredible amount of planning that's gone into it. But you'll see these giant carbon filters are on station out there and they're going to be flushing all of the service lines.

00:05:08:15 - 00:05:13:00 CAPT GUENTHER

So, the service line flushing and publicity peninsula. Hope I'm not stealing your thunder here. Is ongoing today and it should take a day. Now that I want to emphasize that all the water that's coming into our Navy system right now is coming from a drinking well called the Waiawa Well, that Waiawa well is actually right outside the Pearl City Peninsula neighborhood. It's Pearl City area. And it has been tested. It it's clean, good water that's coming in because, you know, when you think about it, we're doing these flushes. You gotta flush with good water. And so that's a base of that that plan once after Pearl City, they're going to go to the Red Hill neighborhood and the Aliamanu military reservation or neighborhood Aliamanu neighborhood.

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CAPT GUENTHER

Those are sort of the next ones. Those sites were chosen because they're the closest to the Red Hill drinking well, say, and were affected. Definitely. Let's see. Flushing, you know, as essentially and continuing until all parties agree. That is. EPA and DOH are our partners on this all say "yes We're comfortable that the test, the flush was good. The tests have all come back good." And then it goes into the certification of the water by the engineers as well as the DOH. That the folks in that area are going to be good to go. So that's just a nutshell we'll talk to. We'll talk to Miguel here in a minute to find out how it's actually going.



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Let's see TLA updates. Let me give you a Few updates. You know, there I want to emphasize there, there are sort of three options for families affected families who. Who may or may not want to move out of their homes. And I know that we have a large portion of our community out there. Over 3000 of you that are out displaced from your homes right now, and I know that there are a number of you still in your homes who are impacted in your home and in taken the bottled water in some of the bulk water. Utilizing that. But I want to emphasize so there are sort of three different. Methods for addressing sort of your home and where you want to be. One is a number of you are out and using TLA as the driver to get your hotel room. And then a number of you have contracted rooms that we've contracted through sort of a bulk contract. And then there's also for the folks who have decided to stay in their homes.

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CAPT GUENTHER

But their families are affected. They have the option of TLA. And so, one update to the TLA rate. I think this is discussed in a previous town hall. The TLA rate will include meals. Not necessarily incidentals, though. It will include meals and at a rate which is consistent with the size of your family and the like. Just like if you were PCS's here or there. The incidentals piece. They're Looking at, if there are other options for people to claim incidentals, so that may be coming. But in the interim, I just want to emphasize that TLA. It is for those remaining deciding to remain in their homes or come back home from your hotel. You could do that, too, if you decide that It's a better option for you to come. Home. But you still are impacted with that TLA rate. You can do that and that will cover meals and the essentials pieces is something that the experts are sort of looking into.

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All right. Another update. You know, there's a number of different categories of folks that live in our housing and they're all, they're all our families. We, you know, we don't necessarily distinguish between. Them, right? They're all our family, our ohana here in our military housing facilities. But some of the, some of the methods that we have to use in order to compensate those folks are different just because of their different. Whether they're uniformed, non-uniformed. Potentially even retirees or unaffiliated. So, for civilians who are in PPV housing areas that are affected, there is obviously options for them as well. And I want to emphasize that there's a how to guide. For government civilian employees who are living in our PPV family housing. And I'd probably refer you to just to go to that process. It's on the CPF.Navy.Mil/Joint Base Pearl Harbor Hickam Water updates, that Overall page and the How to guide is posted there. Is that right? Posted on their OK, got it! The staff over here are nodding their heads. There's a lot of detail in there. And so, I won't necessarily go through that, that detail with everyone. But that. Is there. So, if you're in that situation, please head there and take a look. OK, EFAC, what's an EFAC,



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does everybody know what our EFAC is? We have all these all these expressions for these places to actually our emergency family assistance senator. EFAC

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CAPT GUENTHER

It is this is a really good resource, it's sort of a one stop shopping for folks who have a need. From for any variety of needs and it is EFAC is located over in the Moanalua Shopping Center area. OK, it's over coincident with the military and family support center over there, over basically right by the NEX area. So, inside that facility is an EFAC set up and we have there. We have clinicians for counseling, chaplains, they are doing medical screenings right, expediting medical screenings there. They are offering legal services, information, referrals, that sort of thing. If you need to just talk to someone and you don't want to call the EOC number. So, that's a good resource to walk in there and say, hey, can I get this, this answered or how can I get help? Right? The Red Cross is represented there. Marine Corps. Relief Society Navy Marine Corps Relief. Air Force Financial Aid is also. Embedded there in the EFAC and they've got some other stuff. Housing is also there. OK, so some of you may have gone in there wittingly or unwittingly when you went to try to find what your housing options were. So, they have a rep also at the EFAC.

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CAPT GUENTHER

EFAC is open from 7:30 to 17:00 Monday through Friday. Saturdays and Sundays 10:00 a.m. to 14:00. It is going to be on call only for 24th and 25th December and 31st. December and first of January. So, Christmas Eve, Christmas and New Year's Eve. New Year's, it's going to be on call and there's a number (808)722-7847, the call number there for assistance on those days, however, a lot of a lot of support that you can get there and highly encouraged if you're frustrated or you're just unsure of what to do next, Pop in there and you can get some face-to-face service to sort of help you through. OK. EFAC, that's enough on EFAC you let's go to.

00:13:32:11 - 00:13:36:22

CAPT GUENTHER

MWR, morale, welfare and recreation. Everybody knows who MWR are so. But that's the good stuff there's MWR is really trying to up its game here, to provide and help our community through this and so they've got they've added all kinds of stuff going on through the holidays and. You know. I want to refer you to our Great Life Hawaii website. That is a catchall for, for everything here, and there are some when we talk about great life, Hawaii WWW.GreatlifeHawaii.com is the overall website, but there is a special "hey during this water crisis", added page. If you slash, we got you. That's the MWR mantra there and that is going to have all these offerings. I'll talk through some of them here. There's also a question piece about website. If you have any questions. For MWR. Specifically, they'll get them answered off of that website as well.



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But a lot going on and a couple of our community centers. So, Catlin and Makai centers here at Joint Base, really specifically the Catlin School Aged Care Center and the Makai Rec Center. Both are providing all kinds of family activities and even some light refreshments as they call them for, you know, our families. But even civilian employees, really anybody who lives in our PPV housing. Right? And they've got kids crafts going, they've got giant floor games, board games, challenges, ornament, holiday ornament, making free movies that they're rolling in in those centers. They do have some gift wrapping. I could probably use that. Definitely. And you can find those in those two centers, you know, maybe a good place to get away if, If, If you're bored and you need a break, you know, head there. The school aged care center on weekends is 11:00 a.m. to 4:00 p.m. They're doing it sort of grab and go snack from 11:00 a.m. to 1:00 p.m. and the Makai Rec Center. Weekends, 11:00 a.m. to 4:00 p.m. and grabbing a snack from 11:00 a.m. to 1:00 p.m. and. Then weekdays, 11:00 a.m. to 4:00 p.m. with a grab and go snack. eleven to one. It looks like Makai Rec Center also has Xbox Xs on site. It sounds pretty cool. My kids would enjoy that. Let's put it that way.

00:16:36:19 CAPT GUENTHER

All right. Let's talk Christmas Day. Though, a bunch of great options for Christmas Day, and I'll save my favorites here for another session of this. But MWR operations. There are a bunch of MWR facilities that are going to be open on Christmas Day and in a nutshell, golf courses. Scott Pool, the Premiere Fitness Center, Tradewinds, Bowling the Liberty Center, beaches. I don't know the beach is ever close? but you know, specifically Scott pool.

00:17:18:13 CAPT GUENTHER

If you want to open your presence in the morning and have your Christmas breakfast and then go to the pool, you can do some laps over there from twelve to five. Now bowling is going to be open Christmas Day eleven to three. Harbor Grill is an 8:00 a.m. to 3:00 p.m., opening the fitness center 7:00 a.m. to 5:00 p.m. The golf courses are all open, including the pro shops and they get. Tee times driving range for all the golf courses from the par three to the nine hole to the mamala A lot of options there at Navy Marine Corps Golf Course is also open and see if you're a golfer. You probably got a lot. Of a lot of options there. I'm not necessarily a golfer, but. I'll tell you what I am isn't a beach. Kind of person. And so White Plains Beach.9 am to 330 actually. They actually Have a gate there. Are They going to close that gate outside of those times? we'll double check that the. Rest of the beaches. Are open for business during all daylight hours, to including ones off base.



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Tradewinds Foot stomp there trade winds, great food. Great place to get away. If you haven't been there, that's a good suggestion to try it out. On Christmas Day. They are. They are offering a meal service. But you have to preorder it. So, give them a call and then you can do. Takeout Christmas meal, so give them a call at Tradewinds. OK? MWR That's fun stuff.

00:19:14:17 - 00:19:24:07 CAPT GUENTHER

Hey, let's have water distribution, you know, super important and critical, and I just want to make sure that we continue to talk about. You know, the places and your options for where you can go and pick up some water. Bottled water and bulk water from trucks. You know, some of the bulk water trucks may still have containers available, but if you already got your containers or.

00:19:24:07 - 00:19:26:21 CAPT GUENTHER

You have containers at home, we ask you to bring those but these places generally have both types. The bulk water that's in those the tankers sort of, or the buffaloes, as they call them. Sometimes you. Want to emphasize that water is coming from. Not from the navy water supply system, OK? It is coming from a separate water supply, so it is a clean, good source of water and they test the water every morning. And when they first get that water in in the tankers that bring it in so they're making sure that it's all good and safe for your use. Water distribution centers, Halsey terrace community center, any parking lot Catlin Park Community Center the machi Rec Center, which is located right next to the Tradewinds. AMR or Housing our Army partners are helping out with the water in AMR housing or housing across from the Hickam Officers Club. That one is a bottle of water only, though not bulk water manana housing. Our marine partners. Are distributing some water out there, although that housing complex is on board of water supply water, but it is PPV housing and then let's see for these centers, you pick up.A.one gallon of bottled water per person per day and then you can also take up to ten. Gallons of clean water in the bulk water per family per visit. So, if you need more bulk water, you can come back again. So, it looks like it's not per day. In addition, navy is providing water to Iroquois Point and that water is being distributed through the Kapilina Beach. Homes Community Center. So, you get bottled water as well as, I think, bulk water out there at that community center. So that's being worked. And I believe that's our army partners out there.

So, you know, if you didn't if you want to go through that again, I guess you can rewind the last. You know, 90 seconds. but or you can go to www.navy.miljointbasewater and that is sort of the overall water page that will give you the latest and greatest distribution points.

00:21:57:00 - 00:22:11:06

CAPT GUENTHER

All right. Showers and laundry. Showers drop off laundry services. Let me go through this again just to make sure you know what your options are and where they are. The showers available



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Halsey Terrace that's 600 pool street and they can be reserved online at the Water Resources Web page or just specified Navy.Mil/Joint Base Water. Drop off laundry service also available in a number of our communities Halsey Terrace at 600 Pool Street, Navy Exchange, Makai Rec Center, Catlin Park Community Center and again, same website for finding out where exactly those locations are. OK, I think that's for the most part the specific updates and I want to move to our expert and to my left, your right, Captain Miguel Dieguez. So, he is currently the public works officer at Kings Bay. Georgia has come out to. Help us through this. And first of all, I really appreciate you coming to serve our community in this fashion really important to us, and I'm really heartened that you've come all this way during this time. Yeah, well, thank you.

00:23:24:12 - 00:23:30:12 CAPT DIEGUEZ

I'm excited to be here and to help. So, let's talk about the flushing. It looks like things are tracking in a positive direction. They are so like you first start by mentioning that that interagency working group that helped us develop this plan. It's not. It wasn't just a navy binding and regarding to the folks in uniform, but the army and the Air Force have been heavily involved in that process. Army's had representatives from U.S. Army Pacific as well as the Army's Environmental Command and on the Navy and Marine Corps side, the Public Health Center. So, we've had a lot of really, really smart people locked away in a building for the better part of a week coming up this plan and that plan today, as you mentioned, Darren went into action in at Pearl City Peninsula early this morning. We started flushing, that process there. It's going to take

about 24 hours till we can. We can test and hopefully confirm that the drinking water is safe.

00:24:18:04 - 00:24:32:13 CAPT GUENTHER Mm hmm.

CAPT DIEGUEZ

And this morning as well, the process works a little bit differently, but at Red Hill, an Aliamanu military reservation, they've begun flushing their system as well. They have the opportunity because of some unique system designs to be able to flush directly to sanitary sewer so you don't see any GACs there, flushing is underway and in later today we expect to start doing the same thing in the area, in the vicinity of the navy exchange that area is really tied into two big supply wells or supply tanks. This is up on a hill to 1 million gallons of storage. We've got to begin to flush those tanks because collectively that supports the communities downrange from there. So that flushing process will take a longer time just because of volume. But flushing from a science perspective is actually pretty straightforward. You just you're pushing a lot of water through the system at a faster rate than we normally we normally pump water through. So essentially cleaning out the piping folks in those neighborhoods can expect, which is typical in flushing, may see some variations in their water pressure just while the flushing is going on. And because



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we're pushing water through there at a much faster rate over time, it's water only moves through a balloon, at like a foot. A second doesn't move very fast. Normally, we're pushing it at 8-9 times that speed. There may be pockets where some sediment deposited minerals or deposits distillation process kicks that up, and some folks may see the water turn a little bit of a different color, either a little brownish or a little white as we put more air in the system.

Very natural, very normal. Nothing unhealthy about that. But folks know that that's possible. They could see that. OK, we recommend holding off washing. White clothing in the process. Don't want anything turning brown. But that will be very temporary in nature, and as soon as this flushing, is complete in that neighborhood those issues should go away.

We're working. They'll see the GAC units begin to move around the base and throughout communities as we work through that process.

00:26:18:00 - 00:26:18:09 CAPT GUENTHER

OK. So, when you said it's. A great update, I appreciate that. By the way, I think he covered everything that you know, residents need to expect today and driving in there. And I mean, the areas we're going to be cordoned off if they need to stay away, whether it's a big GAC, which is just a carbon filtration device. But you said that the flushing will take a couple of days. So, what's that mean for the process? Like, Hey, there's a giant GAC in my front lawn, right? And you're flushing it, he told me. It's going to take me two days to flush, flush. What's that mean for, you know, how long it's going to take me to. Have my water declared safe? Is that by zone? Is that overall? How are we doing that?

00:27:14:18 - 00:27:27:18

CAPT DIEGUEZ

Yeah, that's a great question. And let's use the peninsula as an example that's happening right now, right? Well, we hope what the plan is, and we're using the peninsula as kind of a proof of concept for the plan that the interagency group laid out. So, tomorrow morning, we expect to be done flushing the interagency team will jointly take samples of system from various sample points, and we're going to ship that off to certified labs in the states, the state of Hawaii said can do the testing. We expect that process to take five to seven days to get the results back. We got to send them in by air. They've got to do the right testing and then get the results back.

We expect by the end of the week to have a have the certification that that drinking water system is safe. And then we'll put out an announcement this week because say, pending those results, we expect to start doing home flushing in that neighborhood on Monday. Monday after Christmas. And our planning factor right now is we're hoping to be able to get into about three to 400 homes a day. So, Pearl City Peninsula had roughly 650 homes. So, we hope to be able to get to the neighborhood and do all the home flushing house by house in a couple of days. And when



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we complete that flushing, we will take samples and very specifically pick homes. And then we'll do the same process with the samples. We'll send it back to the state to get the results. And at the conclusion of that, we expect to be able to determine that neighborhood that the drinking water is safe for consumption.

00:28:44:13 - 00:28:45:04 CAPT GUENTHER

OK, so it sounds like there's in the big picture and actually getting to, hey, my water is safe to drink. There's actually two sort of, I don't know, phases to this. In other words, there's. The system flush phase, which is going on with these giant filters and we're seeing it go on right and then there's. A follow on. It's actually flushing the homes, and that's every home in embedded in both of those. I should say there is a flush in the system and then testing and then you're good and then you move on and you flush all the homes. You test throughout a selection of homes and then at that point, as long as all the tests come back good. We're ready to work with EPA and Department of Health to get that zone certified.

CAPT DIEGUEZ

That's exactly right, Darren.

CAPT GUENTHER

OK. A couple of weeks for each zone. Okay.

CAPT DIEGUEZ

The how long it takes to flush in the size of the community will make that just a little bit. But 14 to 17 days on average is what we think it will take as we work through individual neighborhoods and we're planning on being able to do multiple neighborhoods at the same time.

CAPT GUENTHER

OK. So, two follow on questions, and I think some of this is still being developed. But, you know, if I'm a resident, I'm wondering, OK, what do I what? What am I going to need to do for when it comes to my home flushing? Someone come in, come in to help me through this? Or are they doing it all? I just need to be there. Have we gotten there yet?

00:30:16:14 - 00:30:34:17

CAPT DIEGUEZ

Yeah, that's another great question. So, I want to say there is we are not expecting residents to flush their home. OK, we're going to have trained maintenance folks, whether it's and it's going to be a mix of government employees or PPV partners and then a fair amount of military folks, whether it's these folks in my community that are trained utilities, men in the Air Force from the Civil Engineer Squadron, we're going to see kind of joint teams to two person teams going in



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every house and walking through a set of very specific procedures that the interagency group has defined and work through those. We think it'll take one or two hours per home, and all we really need residents to do is ensure the sinks in the back. And the appliances are emptied out because we're going to flush those, those things and then give us access to their home for that period of time so we can work through it.

00:31:10:17 - 00:31:29:14

CAPT GUENTHER

OK. OK, that's that sounds pretty exciting. You know, I think people want to know sort of like, what's the what's the way ahead? And you know, it's challenging. I know it's challenging everybody out there, especially during this time with the holidays right upon us And we're going through this. And you know, boy, I wish it was a quick, quicker process, but it sounds like you all are doing this deliberatively and only with sort of the thumbs up from EPA and Department of Health to ensure that everybody's confident in this water. And there's no shortcuts.

00:31:53:07 - 00:32:08:13

CAPT DIEGUEZ

That's right. There's no cutting corners. And you know the interagency folks, and it doesn't matter what time of day or what day the week, right? But just yesterday we walked through the flushing plan for the pearl city peninsula they saw the set up that came out their thumbs up, out there this morning before we turned any valve same thing. They're out there, thumbs up and ensuring. We're doing it right. We're doing it safely and getting after kind of the end state that we want. OK.

00:32:18:01 - 00:32:19:23

CAPT GUENTHER

All right, Miguel, I appreciate it. You know, if there's nothing else, we can bring you back because I think this is good info.

00:32:24:23 - 00:32:28:11 CAPT DIEGUEZ I'd love to come back.

00:32:28:11 - 00:32:28:22

CAPT GUENTHER

Awesome. All right. Great update. Really appreciate it. Hopefully, that answered a lot of questions and keep the questions coming. Incidentally. Let me move on to a let's see a couple of things. What's going good? Here's a couple of. Bullet items that we've. Written up. Good, good news. The GAC. And so, the granulated activated carbon filter is it a giant one? If you're.



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Looking on any of the news websites, local news or in the newspaper pictures of these giant gaps showing up?

I don't know that that makes me and makes me.

Happy because it's forward progress and this is a big step. You know, starting to flush means we're starting that process to getting folks back in their homes and also getting the folks who are in their homes right now in a safe place where you're comfortable with your water.

What else is going good? Gosh, I can't not say it, but we are in Hawaii. That is going good, right? We're lucky to be in a great, great place in this world. So, I can't leave that out. Hey, a couple of BZs. BZ is a Bravo Zulu. Those are a pat on the back and a sort of shout. Outs for people.

Doing. A great job. one I want to I want to throw out there, Sally Younger. You know, we talked about our EFAC. Emergency Family Assistance Center. She is head of all of those. Programs and the effort is one of them. So, she's essentially our effect director. She's been supporting, you know, throughout this crisis. And gosh, if you call. On Christmas Day, you might actually end up talking to her. So, thank you, Sally. For your service, to our community, for all of us, for a fantastic job. second group and this is I don't have any names. But when I got to throw out this, it's a. Group. It's had command the 735th air mobility squadron. This is the group of men and women that delivered all of these giant GACs They flew in C-5s, they flew in C-17s. They had an aircraft and it broke and you know, on deck, and they had to transfer. They went through all kinds of iterations of getting all these GACs here to us so that we can get started and there's still work in a few more that are coming over the next week and so I want to say Bravo. Zoo to them because they were just absolutely integral in getting started on this on this flushing plan.

So, bravo to both of those groups. All right. Finally, that's our update for today. We're monitoring your comments on Facebook. Hopefully, we've gotten some answers in there from our staff and we'll take a look at what the sense is out there and what other questions you have. You can also send your questions to the cnhrpao@gmail.com. They're down there, head over here off camera and we'll try to get. Answers to you on future updates.

00:35:57:17 - 00:36:00:09

CAPT GUENTHER

Remember to. Check the water resources page Navy.milJointBaseWaterUpdates continually updated.

With the latest.

00:36:07:23 - 00:36:08:21

CAPT GUENTHER

In closing, I just want to say thanks for tuning in today and we appreciate everything you do. We appreciate everything you're going through as well and or in this and we're thinking of you.



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So, with that, thank you much. And we'll talk to you tomorrow.