



## JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

[www.navy.mil/jointbasewater](http://www.navy.mil/jointbasewater)

[12/23/2021]

00:00:17:03 - 00:01:33:17

CAPT. GUENTHER

Hello, everyone, and welcome to today's daily water update. I'm Captain Darren Guenther, the chief of staff for Navy Region Hawaii, first I want to extend to each and every one of you a season's greetings during this time. We understand that this is not the season you were expecting in this situation. We're tuned in to your concerns and we are here to work for you. We're making progress, but we still have a ways to go and so I want to thank you for your patience as we work through this. Our teams are focused on getting this back on track. You've had lots of great questions over the last 24 and 48 hours. I appreciate those questions. We have some updates that I think you'll find helpful. Lots of financial questions and so we're going to have Lieutenant Commander Kelly Agha from our Personnel Support Detachment team here in just a few minutes to discuss and see if we can get some of those answered. Don't forget our water website. It is [navy.mil/jointbasewater](http://navy.mil/jointbasewater), and also make sure you check out the good stuff at [GreatLifeHawaii.com/wegotyou](http://GreatLifeHawaii.com/wegotyou). Thank you for joining me. I appreciate your feedback and now onto the daily water update. All right, let's go to the map first, and we're going to talk about from a neighborhood by neighborhood progression, what you're seeing out there and what you can expect coming up.

00:02:02:02 - 00:04:22:07

CAPT. GUENTHER

So let's talk about Pearl City Peninsula first, as we discussed yesterday and I updated you. System flushing is complete. The system test samples, we were, we took successfully yesterday and they have been sent off to the lab. They were on the airplane yesterday. They are currently at that lab. We expect to hear results from that system, those system samples on the 27th of December. That means we will be planning on doing house-to-house flushing starting on the 28th of December, that should run through 30 December, so it's going to take a couple of days to get through. Alright. So that's Pearl City Peninsula additionally, the big carbon filters, if you live there, you've seen those moving out and they're being transported to other areas so that we can get started with the flush in those other areas. All right moving on to the right side of this graphic, and again, this graphic is posted on our [Navy.Mil/jointbasewater](http://Navy.Mil/jointbasewater) page. Please pull it up. It's current as of last night, so nightly updates every day. The numbers I'm giving you currently are updated numbers, so let's talk, Aliamanu and Red Hill. So Aliamanu and Red Hill actually broken up into four different zones, the largest zone we call H1 that is 100% complete. So we're done with H1 at Aliamanu, the biggest area there, 100% complete, and we are taking the system water samples today. They'll be on the airplane today and on their way to the lab to arrive tonight. The other zones for there's a small zone at Aliamanu called H2 it has begun, it started as well, and then H3 is coming up. And then Red Hill, we call it I1 Red Hill, an update, there we're 40%, complete with Red Hill. All right next to the neighborhood and areas, Moanalua Terrace. That's our NEX area, we are 15% complete, as we've been discussing over the last couple of days.



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CAPT. GUENTHER

This is our largest zone by volume of water because of the system, water tanks that are up there that need to be flushed as well. So there's progress there, but the number will track up somewhat slowly just because of the volumes that we're pushing through there. You'll see that we have seven of the big carbon filters that are working to flush this area. That's requisite with the amount of water that we're pushing through there. All right now one thing you'll see depicted on this map in blue, which is as of last night, is Hale Moku Hokulani. It will turn yellow, which is a flushing system flushing in progress today because we started flushing with the two big carbon filters at Hale Moku Hokulani. That flush started at 5:31 this morning So that is in route, that's working as we speak. Now throughout the other neighborhoods, you're going to see the big carbon filter start to get moved in, there are three in the officer field area Hale Na Koa and Onizuka Village we call that D2, that is sort of the next area that's getting set up for system flush. That's estimated to start on 26 December. So I talked about some movement between the carbon filters in the areas obviously, they've come out of Pearl City Peninsula. There are also, as we get these carbon filters in, we're moving them quickly in place to support the upcoming system flushes and so we've got three of them there in D2 right now overall, we're up to 21 big carbon filters. We got four more in last night via, I believe it was C 17, and we have, it looks like four more to go to top out at our total of 25 that we're expecting. So we're almost there and to support the whole system, flush that one 100% system flush of our area, that's the map update.

00:06:35:09 - 00:08:09:10

CAPT. GUENTHER

And what I'd like to do now, is talk about some of the letters that are going out. So we have a 48 hour prior letter notice to residents that's going out to Pearl City Peninsula residents, it's going to be sent out through your Hunt PPV provider and you'll see it hopefully in a couple of different, you know, forums we're pushing as much information across as many mediums as we can to ensure that you have this information. The letter states essentially, the system flush is complete, and we're coming up on 48 hours prior to home flushing. In this case, it's a little more than 48 hours, but we're looking at home flushing within the letter starting on December 28th, and that will be complete by December 30th. So that letter is going out as we speak. Now I'd like to bring in our guests, Lieutenant Commander Kelly Agha, she is the personnel support detachment OIC. Welcome, Lieutenant Commander Agha, thank you for joining us and a lot of questions have been coming in from our community and a lot of good questions on benefits and pays and so thank you for coming and thank you for serving our community first of all, you know, in this capacity. How's it going?



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LCDR. AGHA

Well, I think that's a matter of perspective, but from the personnel support detachment perspective, I think we're getting people paid quite timely 71% of claims thus far received have been paid and even this morning, I was at PSD and we had about 15 folks in line to start processing their second TLA claim, and I asked the question: Have any of you not received your first claim? And 100% of the personnel there had received their first TLA claim?

00:08:37:11 - 00:08:59:21

CAPT. GUENTHER

OK, that's that's really good news I know sometimes, you know, in the PCS season in summertimes, those claims can get stacked up, but it sounds like you have a staff that's been augmented and put this at really the highest priority in order to get these, these, these, these funds to our community members there.

00:08:59:21 - 00:09:17:14

LCDR. AGHA

And that's certainly the case. We've had 21 augments sourced by pack fleet, and we also have a team in Millington of auditors and releasers, to make sure this gets done appropriately in that team in Millington, Tennessee is matching our hours here at PSD Pearl Harbor to ensure the most expedited process possible.

00:09:17:19 - 00:09:43:00

CAPT. GUENTHER

OK, thank you. Thank you for that. So some questions, I wonder if I could ask that are coming directly from the folks who are out there. Well, this one is my question. We're talking about the different groups that you all are looking at because there's a lot of different categories. I know a lot of times, you know, we're both wearing the uniform, but there are others out there. What kind of groups are we looking at? We're looking at all groups, correct?

00:09:43:02 - 00:10:17:18

LCDR. AGHA

Right, the Navy is looking at four different groups, and they are also all serviced by different systems for pay and reimbursement. So you have the active duty and their families, you have the civilians who work for the federal government and their families, and you got the civilians who are not affiliated to the federal government or DOD, but live in on base housing, such as retirees, teachers and their families and then you also have the fourth category, which is civilians who are not affiliated with the federal government or DoD and live off base, but are supported by the navy water distribution



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CAPT. GUENTHER

OK, so it's sure. And so we're looking at everyone. We're not just looking at the uniforms, we're looking at civilians and the like and I understand that certain benefits are directed towards civilians and certain benefits directed towards military. For instance, TLA is only for uniforms, is that correct? And can you talk about TLA and what that covers and does it cover just the uniform numbers?

00:10:48:17 - 00:11:41:23

LCDR. AGHA

Yes, TLA is for the active duty members and their families and so there are three categories that we have for paying out TLA in this situation, you have those that are in self procure lodging who would receive up to the lodging rate, which also covers the tax and meals and incidentals and then you have those that government procured lodging, which is meals and incidentals, and it doesn't cover parking fees or resort fees, but you do have a flat rate \$30 a day of incidentals to help augment those costs. For those that reside in their home, the update is to align with the DOD and federal management regulations. The DoD FMR. And that is meals only. And also, the Navy is working a way to provide a venue to submit a personal claim and that the DOD FMR specifically states due to utility lost meals only.

00:11:42:14 - 00:11:47:01

CAPT. GUENTHER

OK, and that's so, so that's for residents who choose to stay in their homes.

00:11:47:02 - 00:11:47:17

LCDR. AGHA

That is correct

00:11:48:06 - 00:11:56:05

CAPT. GUENTHER

Meals. And for those that are displaced the incidentals as well?

00:11:56:09 - 00:11:56:16

LCDR. AGHA

Yes

00:11:56:18 - 00:12:15:20

CAPT. GUENTHER

OK And you mentioned a claims process. I've got a follow on question, maybe that you'll be able to talk about that a little more. Let's see. Here's a question: how do members out on leave on the mainland, but coming back before New Year's get a government procured hotel again?



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LCDR. AGHA

Absolutely Very important there, so they can contact the EOC to assist in getting a government contract for lodging.

00:12:23:16 - 00:12:35:17

CAPT. GUENTHER

OK, so go back to the EOC sort of same process they used initially, I think going into this to get their government procured lodging. Go back to the EOC just to reprocore.

00:12:35:20 - 00:12:36:04

LCDR. AGHA

Yes

00:12:36:09 - 00:12:43:00

CAPT. GUENTHER

OK OK, let's see Here's a question. When do TLA entitlements end?

00:12:43:12 - 00:13:08:14

LCDR. AGHA

Oh, that is a great question I've seen that many times, so I appreciate you asking that one. So TLA current authorization letter is out through four January. However, TLA entitlements will continue until personnel have been notified that their homes have been cleared by the Department of Health as fit for human consumption and they will be provided 48 hours to be able to return back to the residence upon notification, and that's when their entitlements will end.

00:13:09:12 - 00:13:28:06

CAPT. GUENTHER

OK, here is a question, and I'm seeing this question a lot. What about, you know, I referenced that here a few minutes ago in claims. What about claims process for nonaffiliated civilians, but who are either in a PPV, PPV or on navy water?

00:13:28:18 - 00:13:51:20

LCDR. AGHA

So that is the number one question that the Navy is focusing on right now. It's been discussed also at my policy, legal admin working group that I was at this morning, yesterday and pretty much every day and that is the biggest focus Navy human resources is working thoroughly to find a solution to help them, and I believe they're almost there so that information should be forthcoming.



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CAPT. GUENTHER

OK. That's you know, that's that's a big one. I see that question a lot on the forums, and I know our community is very interested. I mean, our community is more than just our uniforms. I think we all know that and so that's an important support piece. Sounds like it's prioritized. They're working it and hopefully will have an answer soon. Is that right?

00:14:17:17 - 00:14:18:04

LCDR. AGHA

Yes, sir

00:14:18:06 - 00:14:26:04

CAPT. GUENTHER

OK OK, well, lieutenant commander Agha, I really appreciate you coming on. Is there anything else you have for us?

00:14:26:08 - 00:14:58:15

LCDR. AGHA

Yes, and thank you. So I do. As I mentioned earlier, we have 71% of our claims paid out. There are factors such as holiday banking hours and processing end of month pay where you can't put in a special payment while you're processing the end of month pay because it might mess up the end of month pay. So there may be a slight delay in the 96 business hours that we're trying to get this stuff processed by, but know that our team and our team in Millington, we are working diligently to get this stuff out.

00:14:59:14 - 00:15:08:10

CAPT. GUENTHER

OK, thank you. I really appreciate everything you're doing for our community, and I appreciate it.

00:15:08:11 - 00:15:23:02

LCDR. AGHA

Thank you. Thank you, Sir. And I just want to say I really appreciate all the command, pay and personal administrators out there at the command supporting this endeavor. I see a lot of claims I think two thirds of them coming in through the CPPAs, and it's working quite efficiently

00:15:23:05 - 00:16:20:17

CAPT. GUENTHER

OK, that's a good shout out. We'll use that as our shout out for the day. Thank you. All right, thank you. That was your daily water update. Please come back tomorrow, same time. We have some other guests planned to talk about flushing plans and hopefully perhaps a benefits update.



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We're monitoring the questions that you asked on the Facebook comments, as well as through our Gmail address at CNRHPAO@Gmail.com. You can send your questions in there and we'll try to answer them either in that forum or on this one right here. Remember, we're all in this together as community and Ohana, so please stay safe, take care of yourself, take care of each other and we'll see you next time.