



JOINT BASE WATER DAILY UPDATE

Joint Information Center

(808) 471-5013

www.navy.mil/jointbasewater

[1/4/2022]

00:00:06:10 - 00:03:02:02

CAPT GUENTHER

Hello, everyone, and welcome to the Daily Update for January the fourth. I'm Captain Darren Guenther, Chief of Staff for Navy Region, Hawaii. We've had some heavy rains over the past week, and that's caused some delays to our flushing schedule. As the weather improves, I think you'll see some increasing efforts to bring clean water back to your homes. We are assessing the impacts that the rain is causing to our flushing schedule, and we think we can make some of that time up. But we'll go over some of those changes here when we get to our map update in just a few minutes. We've seen a lot of questions on TLA, and we're mindful of the difficulties that some of this has caused you. So later in the update, we'll speak with Major Zach Mason. He is the commander of the 15th Comptroller Squadron, who can address some of those issues associated with temporary lodging assistance or TLA. But before we bring him on, I'd like to give you some updates on the flushing map. This map, once again, is posted on our water updates page. That's navy.mil/jointbasewater. And I'd like to draw your attention to and ask you to bring it up. It has captured a lot of the changes that we have assessed in the schedule. Looking at the rains that we had, heavy rains over the last several days and through the weekend. So anything in red you'll see is a change to that schedule that we anticipate most every line has a change of some type. Usually, about half of them are sort of end date changes. And this sort of captures what we assessed as maybe a 24-hour delay due to the water that we saw accumulate over the weekend and its impacts to our flushing, which we had to slow or stop periodically over those mornings. So I'm going to go neighborhood by neighborhood to give you an update on where we're at at the latest. So Pearl City Peninsula starting there, we took our final drinking water samples from the homes here today. We've been taking samples both yesterday and today, and we are going to be getting those to the lab on the mainland, moving to the rest of the map. We have a bunch of neighborhoods, which are either waiting for lab results from system water testing that was sent to the lab on the mainland, or some of those results are being analyzed by the Inter-Agency Drinking Water Team made up of the Navy, Environmental Protection Agency and Hawaii Department of Health.

00:03:02:18 - 00:06:03:00

CAPT GUENTHER

So these neighborhoods are in those in that category. We've got Red Hill, Aliamanu, Hale Moku Hukulani, the Hickam Air Field area of Onizuka Village Officer Field and Hale Na Koa, as well as Ford Island, all awaiting the sample results test results from the samples that were sent and for the inter-agency team to take a look at those samples. Some completions and also some progress on our flushing system flushing in these neighborhoods. Camp Smith, where 45%. Let's see. Caitlin Park, Halsey Terrace, Radford Terrace, Doris Miller were at 65%. Moanalua Terrace in our NEX area. Remember, that's our biggest area where we have the most flushing to accomplish. Happy to say we're at 100% there, so progress there. Air Hartsfield, we are 90%. So moving pretty quickly through Earhart neighborhood of Hickam and a neighborhood that we just sort of started up here in the last day or two. In our sub-base area of Pearl Harbor, we are 90%



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complete there. All right. I want to highlight sort of the schedule upcoming of starts over the next three days in these capture, some of the new timelines that we have set out. So today, the fourth, as I briefed yesterday, System Flushing is going to begin in the Hale Alii neighborhood, Marine barracks, and hospital point areas. For tomorrow, the fifth, we're looking at two major neighborhoods starting their system flush. The first is sort of the Hickam Beach area of Hickam Air Field that's going to start their flush as well as Makalapa., so Makalapa will start their flush on the fifth system, flush outside your homes on the sixth. We've got some more starts. 6TH is Thursday, so Kapilina Beach homes, sometimes we refer to it as zero point housing Kapilina Beach Homes. We're looking to start that system flush in the neighborhoods on the sixth as well. We're looking at McGrew Point Housing and Little Small Area Halawa Housing Complex. Those will also begin their system flushes on the sixth. Finally, one other start that we're working towards and we have on the schedule right now for the sixth, and that is home flushing for Hale Moku And Hokulani; now I'm going to ask you to wait for the correspondence that should come out this afternoon in your emails saying that it is a go. That would be your 48-hour prior notice.

00:06:03:06 - 00:08:01:02

CAPT GUENTHER

We are still working through the results. And once that inter-agency working team drinking water team gives us that go ahead, we'll push. We're looking towards the sixth of January. To start at home flush Hale Moku and Hokulani. All right, once again, I'm going to ask you to bring up the whole map on the Joint Base water page. There is that red capture, which captures the slides of the schedule that we anticipate from the rains, so go ahead and bring it up. Take a look at your particular neighborhood to get the latest and greatest info. OK. OK, let's go over letters. The letters that I want to capture for you, in particular for Hokulani and Hale Moku this afternoon, you should get correspondence regarding the home-to-home flushing that we expect to begin. And we'll try to get as much specificity within that correspondence as to when you can expect your particular home within those neighborhoods to be flushed. But we're looking towards as long as we get everything and the go-ahead from our inter-agency drinking water team looking towards the sixth on that. OK, now what I'd like to do is bring in our guests. So we've had a few questions about TLA which have come up, and we always want to bring in one of our experts to discuss these more technical issues, so I want to welcome Major Zach Mason, Commander, the Commander of the 15th Comptroller Squadron here based on our Joint Base. There have been some changes to TLA and, as a result, some questions. First of all, welcome.

00:08:01:03 - 00:08:18:18

MAJ MASON

Thank you. Thank you. Glad to be here and happy to help clarify. However, again, thank you.



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CAPT GUENTHER

I've got some questions that have come in on our wire and through our email PAO page that I wonder if I could just ask you, and you're the expert, if you could detail some of those for our community. First of all, there's recently published U.S. Air Force guidance. And I wonder if you could explain the highlights.

00:08:25:21 - 00:08:47:19

MAJ MASON

Sure, sure. So there's two very key pieces of guidance that we published last month. The first being TLA processing claim guidance for our active-duty members. And then the second being the claim process for our civilian members. We've published both of those on the 15th Wing's Facebook page for members to go read through what's required so that they can put in their claims and get the reimbursement that I know folks are looking for.

00:08:48:10 - 00:08:53:03

CAPT GUENTHER

OK, sir. OK, great. So posted so people can go back to it and take a look.

00:08:53:21 - 00:08:57:19

MAJ MASON

That's right. So it's on our 15th Wing Facebook page, and it's been sent out through command channels as well.

00:08:58:10 - 00:09:13:05

CAPT GUENTHER

OK, fantastic. Here's another question: how do members file their TLA claims? I think a lot of folks out there have had this, but inevitably a few folks are probably still trying to figure that out. How do members file that?

00:09:13:05 - 00:09:55:01

MAJ MASON

That's right. Yes, sir. So for four Air Force members, we're requesting that individuals make appointments at the Hickam Memorial Theater. The guidance has a QR code and a website that folks can go to schedule their appointment. Come to the theater. We'll give them the required forms there. They can fill them out, ask any questions that they might have based on their individual circumstance. We'll collect the paperwork and then process it for payment into their paychecks. The process is very similar for civilians as well. The civilian guidance is out there and walks through the two-step process, but I can talk to you as well. But that's basically how we're asking folks to file their claims through the base theater that they need to via an email, but again, that's spelled out in the guidance.



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CAPT GUENTHER

OK, OK. And so for and that's specific to Air Force Active Duty for Hickam Memorial?

00:10:01:11 - 00:10:14:15

MAJ MASON

That's right. Yes, sir. Yes, sir. I know there's a separate process on the Navy side that folks are using, and excuse me, they're going through their command and pay personnel administrators for the PSD. So what I just laid out was specific for the Air Force, of course.

00:10:14:23 - 00:10:33:01

CAPT GUENTHER

OK, sir. Great. So for other services, you can go through your service. That's right. OK, fantastic. What options, I think you sort of mentioned what options are available in the Department of Air Force civilians, right?

00:10:28:02 - 00:10:55:15

MAJ MASON

So for our Department of Air for civilians, we've recently posted guidance on how they can submit their claims. It's a two-step process, the first being submitting a handful of forms to the civilian personnel office, the CPO. They're going to issue individual evacuation orders from each of the civilians. Once they have those in hand, they can set up an appointment at the base theater when they return to their residence to come and file the claim to get their reimbursement. Or they can submit a travel advance via the same process as well if they need to.

00:10:55:09 - 00:10:33:01

CAPT GUENTHER

OK, do your members have to file claims every ten days?

00:10:59:03 - 00:11:34:14

MAJ MASON

So we've been getting this question a bit, so I'm happy to clarify, so TLA claims they don't automatically extend after ten days. So after each ten-day period, we ask folks to come back in and fill out their 594, which is the form that the Air Force is using to capture any changes that might have happened in that ten-day period. Then the member also has the option to wait until the end of the full TLA authorization to submit for that whole time period, so no less than ten-day increments, but it does not extend automatically so the form can be filled out. You can make an appointment to come to the theater, or you can email it to our org box that's listed in the guidance.



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00:11:34:15- 00:11:43:20

CAPT GUENTHER

OK, and here's a question that I think a lot of folks have asked. We've seen this on the board. When does the holiday rate increase end?

00:11:43:21 - 00:12:14:23

MAJ MASON

Right, sir. So the temporary lodging increase that we received runs from 17 December to 5 January. So what that means is on Thursday, six January, the previous rates go back into effect. So it's important that people take that into account when they're looking at their hotels and the rates that they're going to be paying at the hotels that those rates will revert back to the pre-increased rates there. So those are posted as well. So we ask that you take that into account when you're looking at your extended plans past plus the fifth.

00:12:14:23- 00:12:23:20

CAPT GUENTHER

And do we have any indication that hotels, some hotels are pulling back those rates?

00:12:24:03 - 00:12:37:18

MAJ MASON

Yes, sir. So most hotels that we have seen have dropped the rates after that of the holiday period. We know now not all of them have, which is why we're trying to get that word out there that if you're in a hotel that hasn't dropped that rate, then you might need to change your situation.

00:12:38:23- 00:12:52:20

CAPT GUENTHER

OK, something for us, maybe to look at it and try to help out with. OK, well, I appreciate you coming in to talk with us and give us some info on TLA.

00:12:53:03 - 00:13:08:21

MAJ MASON

Sure, sir. Thank you. Thank you. And just a quick shout out to all the men and women of the 15th Comptroller Squadron. We've been working quite literally around the clock trying to get these claims processed and collected accordingly. So just a quick word. They're happy to be here, sir, and happy to help clarify.

00:13:08:18- 00:13:56:16

CAPT GUENTHER

OK, Major Anderson, thank you. Thanks for coming. All right, that was your daily water update for today. Please come back tomorrow at the same time. We're monitoring your questions on Facebook. And you can also email your questions to cnhrpao@gmail.com. Don't forget to check



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out our water website. That's navy.mil/jointbasewater and make sure to check out the good stuff at 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.