



Operation Emergent Temporary Lodging Allowance (TLA) Payout
(Joint Base Pearl Harbor-Hickam Water Issue)

CNRH AUTHORIZATION INFORMATION (ref: TEMPORARY LODGING ALLOWANCE DETERMINATION FOR ACTIVE DUTY MEMBERS AND ELIGIBLE DEPENDENTS, CNRH 23 DEC21):

- Ref. (a) USPACOMINST 0614.5 of 8 Nov 13
(b) DoD 7000.14-R, Volume 7A, Chapter 68
(c) State of Hawaii Department of Health Advisory of 30 Nov 21
(d) COMNAVREG PEARL HARBOR HI ltr 7220 Ser N00/131 of 9 Dec 21
(e) COMNAVREG PEARL HARBOR HI ltr 7220 Ser N00/150 of 14 Dec 21
(f) COMNAVREG PEARL HARBOR HI ltr 7220 Ser N00/180 of 23 Dec 21

1. Per references (a) through (b), Commander, Navy Region Hawaii (CNRH) is a Temporary Lodging Allowance (TLA) Authority. Based on reference (c) through (f), CNRH has determined that TLA is necessary in the case of service members and their dependents living in communities serviced by the U.S. Navy water system.
2. Service members and eligible dependents receiving water from the Navy water system can self-certify that they have experienced water-related health or safety concerns by completing the JBPHH Water Survey located at <https://www.cpf.navy.mil/JBPHH-Water-Updates/#tla>
3. If you have self-certified in accordance with paragraph 2, you are authorized TLA from the date of notification, until two calendar days after the appropriate housing office sends notification to residents that the zone has been flushed and the Department of Health has certified that the drinking water is safe for human consumption, in accordance with ref (f) unless you have applied for and been granted a waiver. There are three variations of TLA available:
 - a. TLA for Self Procured Lodging. You may elect to obtain lodging at a TLA approved hotel. Please note that TLA does not cover parking nor resort fees; however, your meals and incidentals (MI&E) per diem may assist in covering these uncovered expenses. Provide a copy of this letter to your hotel. After a period of ten days in self-procured lodging, ensure you receive a zero-balance, itemized lodging receipt and immediately provide to your Command Pay and Personnel Administrator (CPPA), along with a copy of your TLA authorization letter

UNCLASSIFIED

for reimbursement. A list of TLA approved hotels and MI&E rates can also be found at <https://www.cpf.navy.mil/JPBPHH-Water-Updates/#tla>.

b. TLA for Government Contracted Rooms. Service members or dependents who self-certify per paragraph 2 may elect to stay in a Government Contracted Room and are eligible for MI&E reimbursement.

c. Partial TLA for Members Electing to Reside in Affected Residence. Service members or dependents who self-certify per paragraph 2 may elect to remain in their affected residence and are eligible for meals only per reference (b). Those who elect to stay with friends or family in the area are also eligible for reimbursement however, you must complete the Memo From Friend/Family available through your CPPA.

TLA CLAIM PROCESS:

1. Dept of Navy Service Members following the procedures set forth above, will be authorized to file a TLA claim via the Service Member unit's Command Pay and Personnel Administrator (CPPA). They have been advised to process within two hours upon receipt of Key Supporting Documents (KSDs). Should any Service Member or dependent experience a delay or do not have the option to consult with the unit's CPPA, a Walk-in option is provided at Personnel Support Detachment Pearl Harbor (PSD PH) to have their TLA processed. TLA will be paid in 10 day increments, based on water remediation effort progress. The timeline for entitlement extensions will be reconsidered before the end of each 10-day period. A Walk-In TLA claim processing center to collect, review and process claims will also be available at PSD PH Monday-Friday, 0730-1900. Saturday and Sunday 1000-1400 (weekend to align with EFAC).

2. Payments will be based on your current RED/DA. Dependents of service members deployed on surface units may send KSDs to their spouses in order to work with their CPPA, or may utilize the PSD Walk-in option. Dependents of service members deployed on submarines may submit TLA documentation to Submarine Readiness Squadron-3 (SRS-33), YNSC Mcdermott at jared.t.mcdermott@navy.mil and may reach him at 808-473-1813; dependents may also utilize the SRS-33 CDO at 808-220-2797; the PSD PH Walk-in option is also available.

3. Service Members and/or dependents will also need to provide proper KSDs in order to be issued TLA promptly. KSDs include:

a. TLA for SELF-PROCURED Lodging:

- o TLA Authorization Letter
- o TLA Worksheet
- o Zero-balance itemized lodging receipt

b. TLA for GOVERNMENT Contracted Rooms:

- o TLA Authorization Letter
- o TLA Worksheet
- o It is recommended to receive a document from your hotel of your dates of stay

UNCLASSIFIED

c. PARTIAL TLA for MEMBERS Electing to RESIDE in Affected Residence:

- TLA Authorization Letter
- TLA Worksheet
- If you elected to stay with friends or family in the area, you must provide a Memo from your friend or family with specified dates of stay

PAYMENT INFORMATION:

a. Typically TLA is paid to the member as an entitlement on their monthly Leave and Earnings Statement (LES) and is direct deposited to the member's bank account as part of either mid-month or end-of-month pay. However, Navy personnel will be paid TLA as a Partial Payment (PK). What this means is that payment will not wait for the mid-month or end-of-month paycheck. Instead, we understand this is an inconvenience to Service Members and their families, especially during the holiday period. We want TLA payment in Service Member's pockets soonest. Once a completed TLA package (with proper KSDs) is submitted to PSD Pearl Harbor (either via CPPA or PSD PH TLA Walk-In services), payment may be expected within 96 business hours (note delays are expected due to holiday banking hours and when processing mid month and end of month pay). Supplemental support has been provided outside of PSD Pearl Harbor to ensure expected processing of pay. Again, if there is a delay expected from the Service Member's command due to operational commitments or other, Navy Service Members may utilize the PSD PH TLA Walk-In service.

b. Government travel card (GTCC) is approved for use. Reminder that it is the member's responsibility to pay their GTCC.

QUESTIONS:

a. For questions or concerns regarding processing of Navy TLA Claims (including members deployed and TDY) the MNCC call center may be reached at 833-330-MNCC (6622) or via the Personnel Support Detachment Pearl Harbor TLA Hotline at 808-471-2314/2330.

b. Questions related to TLA authorizations including relocation/hotel reservations can be submitted to the Joint Base Emergency Operations Center TLA hotline at 808-789-5287.

UNCLASSIFIED