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JOINT BASE PEARL HARBOR-HICKAM
WATER RESPONSE

RESIDENT RESOURCES GUIDE

June 2025





A Note to Users

The Navy is pleased to provide you with this guide to understanding the Joint Base Pearl Harbor-Hickam (JBPHH) Drinking Water System. It gives information on where your water comes from, how it is tested and monitored for compliance with established standards for safe drinking water, and where to find water quality results.

As with every printed document in the digital age, this is a snapshot of the best available information at this time. Links to many external resources are provided in this guide for your convenience and easy reference.

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Introduction

We are a Water Provider

Naval Facilities Engineering Systems Command (NAVFAC) Hawai'i operates the system that supplies drinking water to JBPHH. The Navy's goal is, and always has been, to provide you with safe and dependable drinking water. The JBPHH water distribution system currently serves 93,000 customers.

Meeting Drinking Water Standards

The U.S. Environmental Protection Agency (EPA) and state regulations require us to test your water for contaminants regularly, ensuring it is safe to drink. We report our test results to EPA and the State of Hawai'i Department of Health (DOH).

To ensure that tap water is safe to drink, EPA regulations provide specific limits on the type and level of contaminants allowed in water provided by water purveyors, including the Navy JBPHH water system. During regular compliance monitoring, we conduct tests for over 70 contaminants that have potential for being found in drinking water. These results are published annually. Visit: <https://cnrh.cnmc.navy.mil/> to view the reports.

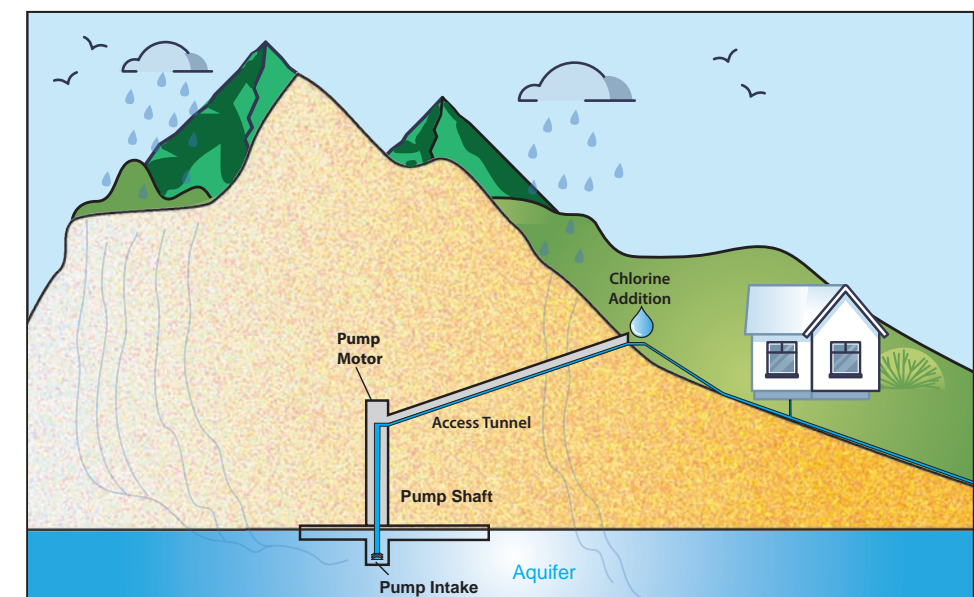


Our Natural Drinking Water Sources

Hawai'i is the most remote island archipelago in the world. Fresh water is a precious resource, essential to life here on the islands.

The island of O'ahu relies on underground aquifers for fresh drinking water. These underground aquifers depend on steep mountains and humid trade winds to generate rainfall. Healthy forests and vegetation capture the rain and absorb water into the ground. Fresh water slowly percolates down into the earth through porous rock where it becomes trapped in hardened non-porous rock. This process of rain to aquifer takes an average of 25 years on O'ahu. Water is distributed to homes less than 25 miles from where it originally fell as rain.

The Navy pumps groundwater from the aquifer through a system of shafts, wells, and tunnels. In accordance with state and federal regulations, it is then chlorinated, fluoridated, and piped into the JBPHH drinking water distribution system.



Ensuring Water Quality on Base

We pump it.

Historically, our drinking water comes from the Waimalu and Moanalua groundwater aquifer systems via three supply wells/shafts: Waiawa, Navy Aiea-Hālawa, and Red Hill.

The Red Hill and Navy Aiea-Hālawa Shafts were taken offline on November 28, 2021, and December 3, 2021, respectively, due to the 2021 Red Hill fuel release. Since December 3, 2021, drinking water for the JBPHH Water System has been supplied solely by water from the Waiawa Shaft. To improve the resiliency of the drinking water system, the Navy is working with the DOH and the EPA on future reactivation of the Navy Aiea-Hālawa Shaft and Red Hill Shaft.

We treat it.

In accordance with Navy policy, chlorine and fluoride are added to the water supply after the water is pumped from the ground. The Navy's goal is to maintain concentrations of approximately 0.7 parts per million (ppm) for fluoride and 0.2 ppm for chlorine throughout the distribution system.



Drinking Water Systems and Operations

We test it.

During routine compliance monitoring, we conduct tests for over 70 contaminants that have the potential for being found in drinking water and share an annual report of those findings. Visit <https://cnrh.cnmc.navy.mil/> for reports. Keep reading to learn more about routine compliance monitoring.

In addition to routine compliance monitoring, the Navy extensively monitored the drinking water system from March 2022 to March 2025 through two programs, the Drinking Water Long-Term Monitoring Program (LTM) and the Extended Drinking Water Monitoring Program (EDWM). The Navy collected more than 18,450 samples during these programs. The data collected demonstrated the Navy's drinking water met all federal and state drinking water standards. Sample results can be found at jbphh-safewaters.org. Keep reading to learn more about extended monitoring.



(U.S. Navy photo by Mass Communication Specialist Seaman Krystal Diaz)

2021 Fuel Release into Red Hill Shaft and Response

2021 Red Hill Fuel Release

On November 20, 2021, a mixture of JP-5 (jet fuel) and water was inadvertently released from a fire suppression drain line in the Red Hill Bulk Fuel Storage Facility; some JP-5 fuel inadvertently reached the JBPHH drinking water system through the Red Hill Shaft. Consequently, the Red Hill Shaft was disconnected from the JBPHH water system and has remained offline since November 28, 2021.

The Navy implemented a set of plans and corrective actions to flush the drinking water system in cooperation with DOH, EPA, and the Army as a result of the fuel release. The Navy conducted intensive testing to ensure safe drinking water, removed the fuel from the storage tanks, and continues efforts in support of long-term remediation of the environment.

Red Hill Shaft Recovery and Monitoring Plan

<https://www.cpf.navy.mil/Portals/52/Downloads/JBPHH-Water-Updates/2022-01-26-red-hill-shaftrecovery-and-monitoring-plan.pdf>



Drinking Water Distribution Recovery Plan

<https://www.cpf.navy.mil/Portals/52/DrinkingWater-Distribution-System-Recovery-Plan.pdf>



Drinking Water Sampling Plan

https://www.cpf.navy.mil/Portals/52/Downloads/JBPHH-Water-Updates/Drinking%20Water%20Sampling%20Plan%20Addendum_V6_010422_Final2.pdf



The recovery effort segmented the JBPHH Water System and Aliamanu Military Reservation Water System into 19 zones and set forth precise standard operating procedures for the flushing and sampling of each zone. All water mains, laterals, and buildings on the Navy drinking water distribution system were flushed with water from the Waiawa Shaft, restoring safe drinking water to all Navy water system users. Extensive testing confirmed that flushing of the system was effective. Other corrective measures, such as fixture replacement, were also implemented.

On March 18, 2022, after verification of recovery efforts and a thorough review of sampling results, the DOH declared the drinking water safe for all 19 zones. As part of the EDWM program in 2024, the Navy added a 20th zone, Manana Housing.

In summary, here's what we did:

Disconnected the system. The contaminated Red Hill Shaft was physically disconnected from our drinking water system to prevent any future contamination.

Flushed. With the help of the DOH, the Navy flushed all water distribution lines and then collected samples from those lines to confirm the quality of the new water. The water has been safe to drink since March 2022, per the DOH.

Treated. In accordance with Navy policy, chlorine and fluoride are added to the water supply after the water is pumped from the ground. The Navy consistently monitors the distribution system to maintain levels of 0.7 parts per million (ppm) fluoride and 0.2 ppm chlorine.

Routinely Tested. The Navy collected more than 18,450 drinking water samples and conducted more than 770,200 tests during the LTM and EDWM programs. The Navy collected more than 1,500 of those samples from schools and child development centers. The DOH and the EPA also tested the JBPHH drinking water system. Over the three years of sampling, tests looked for more than 70 contaminants and established confidence that the JBPHH water system provides safe, clean water.

Where We are Today

Closing down the Red Hill Bulk Fuel Storage Facility. The Navy is defueling and closing the existing fuel storage tanks at Red Hill. The closure is planned to be completed by April 2027.

The water at JBPHH is safe to drink. Following the Red Hill incident, the DOH has repeatedly certified that since March 2022 the water in the JBPHH drinking water system is safe to drink.

Source water from the Waiawa Shaft is safe to drink. Our current source of water is completely separate from the shaft that was contaminated. This water is consistently tested and verified as safe to drink. Testing results show the water meets or exceeds state and federal regulations for safe drinking water.

The Navy's Red Hill Shaft is physically disconnected from the Navy water system. No drinking water is drawn from this shaft, and the JBPHH distribution system has been completely flushed with clean water and declared safe.

No additional contamination is occurring in the water system. A cross-connection control investigation showed that the distribution system is protected, resulting in no additional sources of contamination.

The groundwater below and around Red Hill is being monitored.
The monitoring data are showing no elevated readings and no JP-5 components.
Testing is ongoing by the Navy and multiple third-party agencies.

We are extracting and testing water from the Red Hill Shaft, and we continue to monitor it. Though the shaft is closed and cut off from the JBPHH distribution system, water still exists in the Red Hill Shaft, and the Navy wants to monitor it. So, we are pumping out the water, cleaning it, testing it, and returning the filtered water to Hālawā Stream.

Drinking Water Compliance Standards

Drinking Water Compliance Standards

Navy	Other Drinking Water Providers	Drinking Water Compliance Standards
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Routine Compliance Monitoring Required for all public water systems <ul style="list-style-type: none"> Ensures periodic water quality sampling of the JBPHH drinking water system. Tests the source water and distribution system for microbiological indicators and chemical contaminants. ✓ Sample results continue to demonstrate the drinking water complies with all federal and state drinking water standards.
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	Lead and Copper Rule Required for all public water systems <ul style="list-style-type: none"> Tests for lead in 20% of elementary schools and childcare facilities every year and reach 100% in a five-year sampling period. Establishes a limit (called an action level) for lead and copper that, if exceeded in more than 10 percent of drinking water samples, requires corrective actions to reduce lead or copper levels. Requires an inventory of Service Lines Materials. Completed in 2024, no service lines at JBPHH are known to be lead service lines. ✓ Sample results continue to demonstrate the drinking water meets the drinking water standard.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Lead in Priority Area Policy DoD requirement for all Navy installations <ul style="list-style-type: none"> Mandates, through ongoing Department of Defense policy, that the Navy test the drinking water every five years at all child development centers, youth centers, and schools. ✓ Sample results demonstrate the drinking water remains below action levels.
Responses to the 2021 Red Hill Fuel Spill to Ensure there are No Impacts to the Water System		
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Water Quality Action Team Voluntary at JBPHH <ul style="list-style-type: none"> Operates a call center to promptly address and respond to consumer concerns about water quality. Provides drinking water quality assessments and information to residents and consumers.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Legacy Compliance Sampling (Long-Term Monitoring, EPA mandated for JBPHH) *Completed <ul style="list-style-type: none"> Completed a two-year water quality sampling program from 2022-2024 for 50+ analytes. Accomplished sampling goals and posted results at https://jbphh-safewaters.org.
<input checked="" type="checkbox"/>	<input type="checkbox"/>	Extended Drinking Water Monitoring (Voluntary, then added to EPA mandates for JBPHH) *Completed <ul style="list-style-type: none"> Conducted extensive sampling and analysis of JBPHH drinking water system for 50+ analytes from 2024-2025. Added Manana Housing to the drinking water sampling program. Tested drinking water within 100% of homes. Performed monthly testing of water at all childcare facilities, schools, medical facilities, and veterinary facilities.

Access results from Routine Compliance Monitoring



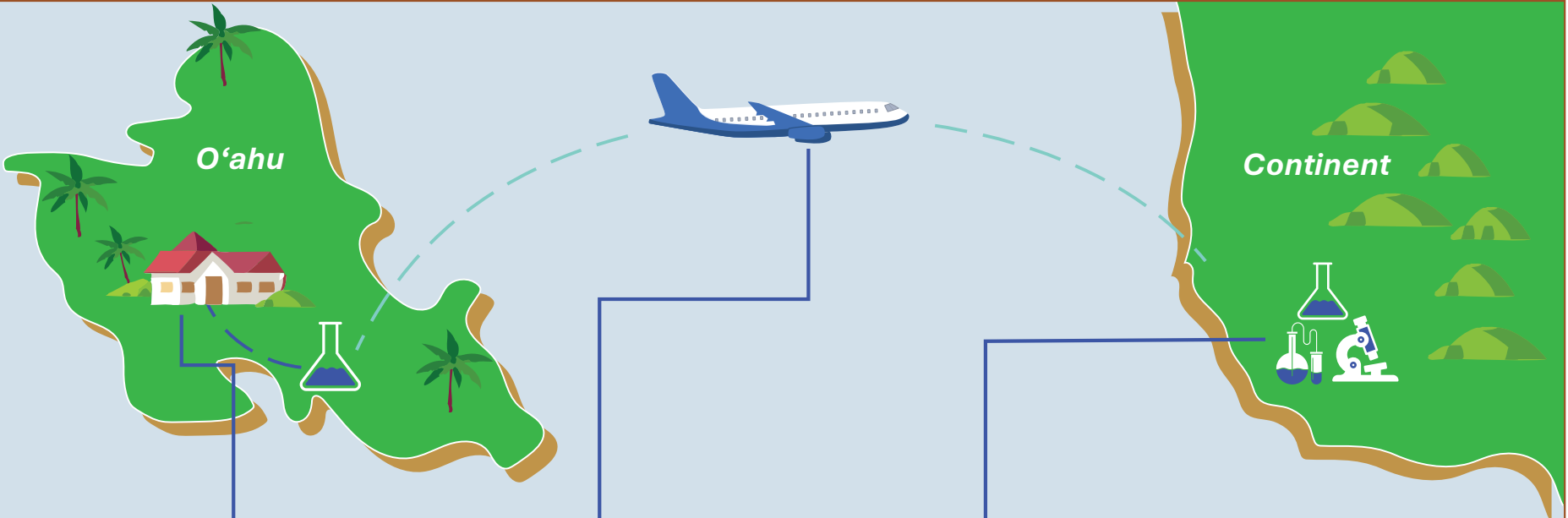
Access results from Extended Drinking Water Monitoring and Legacy Compliance Sampling



Resident Support and Water Testing

Navy Water Quality Action Team

What Happens After Testing?



The Navy operates a call center to promptly address and respond to consumer concerns about water quality.

The team provides drinking water quality assessments and information to residents on the JBPHH drinking water system.

If residents have concerns about the quality of their water, the Water Quality Action Team (WQAT) is available to collect drinking water samples and conduct a water quality investigation.

Residents can call the JBPHH Drinking Water Call Center, which will dispatch the WQAT to investigate. **The Call Center can be reached at: 808-210-6968.**



PLAN INITIATED TO SAMPLE WATER

A JBPHH resident calls with a drinking water concern, and within 24 hours, the Water Quality Action Team responds to schedule a time to collect samples.



WATER SAMPLES COLLECTED

The Water Quality Action Team conducts inspections and collects water samples from the home.



SAMPLES PACKAGED FOR SHIPPING

Samples taken are verified and packaged in coolers before being sent to the Continent for testing.



TESTING DONE ON THE CONTINENT

Once the samples reach the Continent, they are tested for more than 60 types of analytes. All results go through a validation process.



RESULTS AVAILABLE

The team provides follow-up with results and resources.



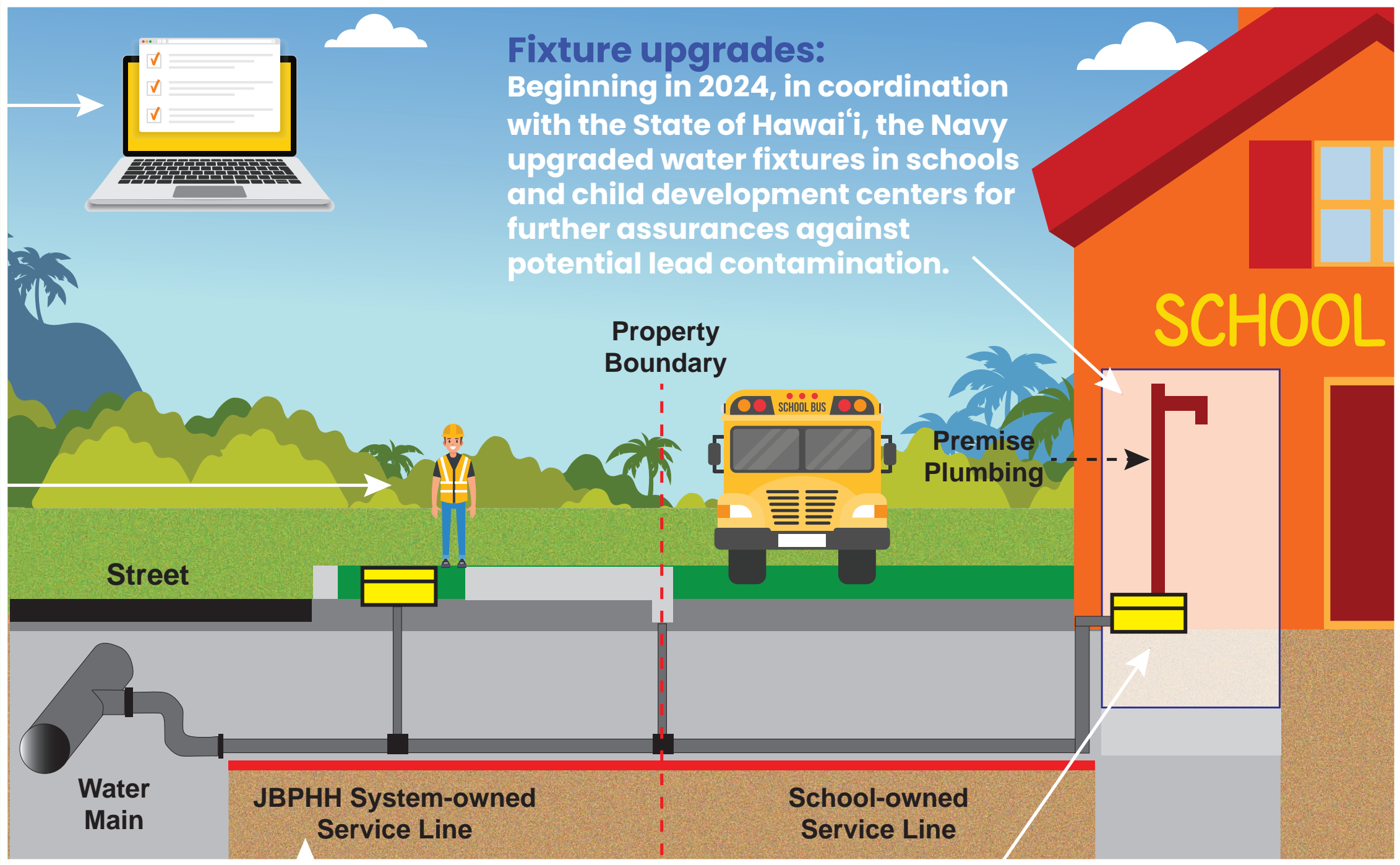
THE WATER IS SAFE TO DRINK. We continue to improve our practices to ensure this.

Online resources:
jbphh-safewaters.org

Customer service call line: 808-210-6968

Response team:
The Navy provides immediate response related to drinking water quality and information.

Service line checks:
The Navy completed a comprehensive inventory of all water service lines in the distribution system to ensure no lead was present in any materials.



Fixture upgrades:
Beginning in 2024, in coordination with the State of Hawai'i, the Navy upgraded water fixtures in schools and child development centers for further assurances against potential lead contamination.

Plumbing replacements:
At all schools and child development centers, if any lead exceedances were detected, the Navy promptly took action to replace on-site plumbing and water fixtures.

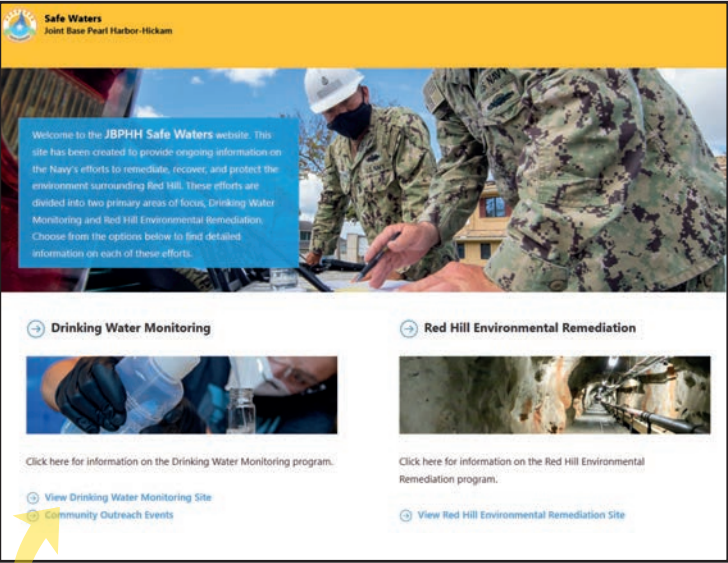
How Do I Find My Results?



Safe Waters
Joint Base Pearl Harbor-Hickam

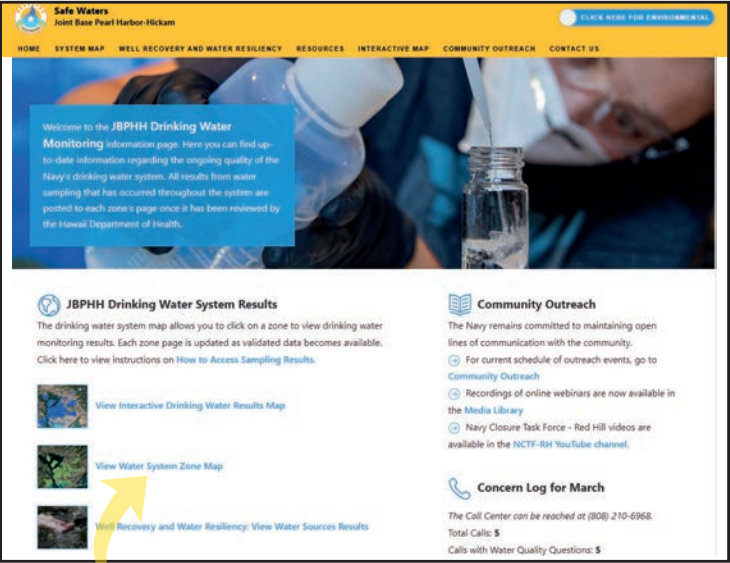
SEARCH WITH INTERACTIVE MAP

STEP 1



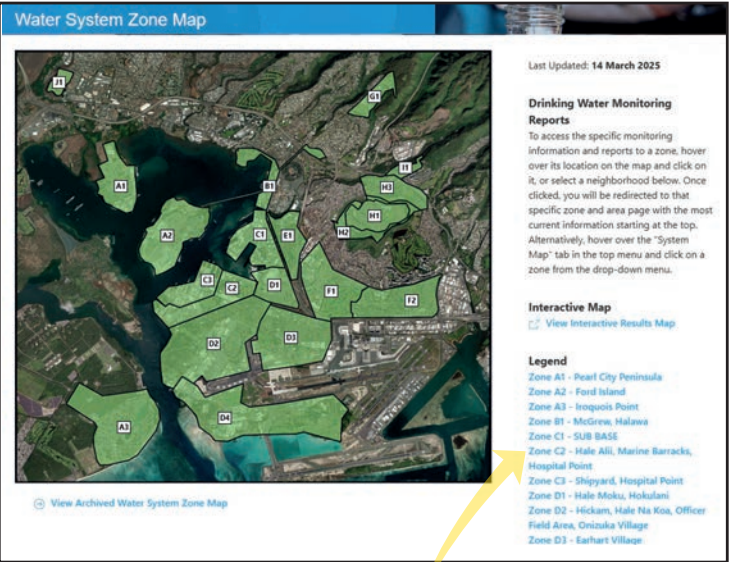
Visit jbphh-safewaters.org;
Click View Drinking Water Monitoring Site

STEP 2



Click View Water System Zone Map

STEP 3



Select your zone



(U.S. Navy photo by Mass Communication Specialist Seaman Krystal Diaz)

To ensure a continuous supply of safe drinking water, the Navy implemented a Long-Term Monitoring plan for 24 months until March 2024. All drinking water sampling results were compiled and published on our Safe Waters website (see link below) to provide the public full access to the most recent data reports and updates. In March 2024, the Navy extended the drinking water monitoring program for an additional year to ensure water continues to be safe to drink and continues to meet all state and federal drinking water standards.

Drinking Water Long-Term Monitoring Plan

<https://health.hawaii.gov/about/files/2022/08/JBPHH-Drinking-Water-LTM-Plan-FINAL-20220823.pdf>



Extended Drinking Water Monitoring Plan (EDWM)

https://jbphh-fewaters.org/public/JBPHH_EDWM_Plan_17Jun24.pdf



Sharing Additional Resources

The Navy remains vigilant to ensure the drinking water is safe. We are committed to providing the community with the latest information about the safety of JBPHH's drinking water, ongoing water quality monitoring, and test results.

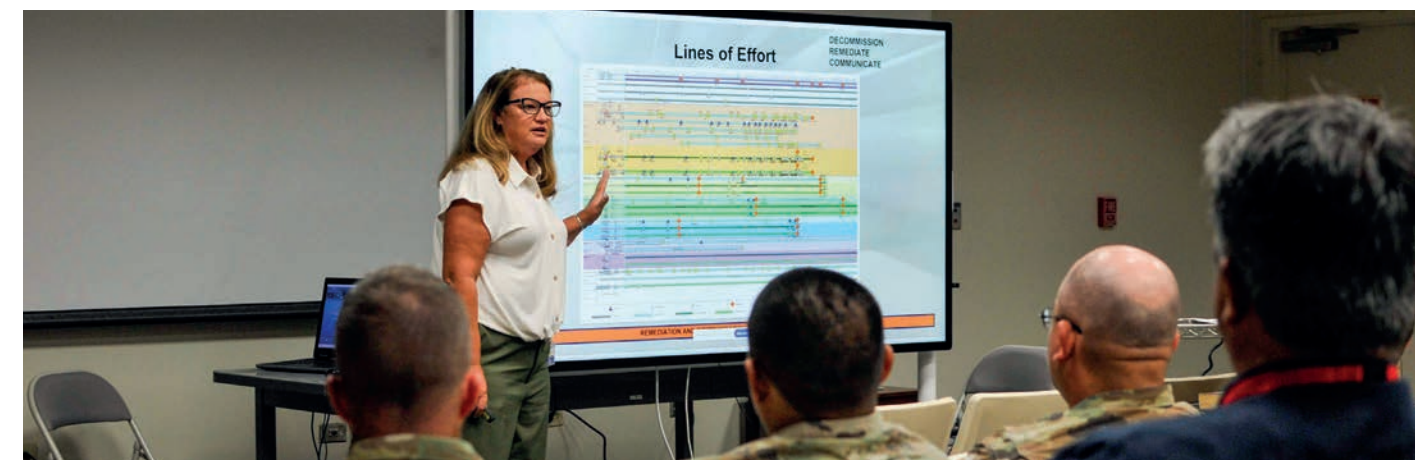


Public Information and Outreach

Your involvement matters, so we hope you can join us to learn more and stay informed.

- Visit the JBPHH Safe Waters website.
- Reach out to the Water Quality Call Center.
- Attend Town Hall public meetings and open houses.
- Participate as we present and discuss information with Neighborhood Boards.
- Stop by a Drinking Water Information Booth in JBPHH neighborhoods and at military malls.
- Read letters and messages from the Joint Base Commander.
- Spend time with the digital water system maps to access drinking water sampling results.

Download the
NCTF-RH App
on your phone at
the [Apple Store](#) or
[Google Play](#)



Resources and Contacts

Water Quality Concerns

- **Water Quality Call Center:** If residents have concerns about the quality of their water, the Water Quality Action Team (WQAT) is available to collect drinking water samples and conduct a water quality investigation. Residents can call the JBPHH Drinking Water Call Center, which will dispatch the WQAT to investigate. The Call Center can be reached at: 808-210-6968.
- **Hawai'i Department of Health Safe Drinking Water Branch:** 808-586-4258, SDWB@doh.hawaii.gov
- **U.S. Environmental Protection Agency** Desk Line: 415-947-4406

Other Contacts

- **Red Hill Community Liaison:** 808-321-7692

Medical References

- **Tripler Army Medical Center:** 888-683-2778, opt. 3
- **Red Hill Clinic:** Provides medical assessments for all TRICARE-eligible beneficiaries and individuals granted Secretarial Designee status, endorsing symptoms that may be related to the Red Hill fuel spill. Individuals continuing to experience symptoms are encouraged to call 833-415-3024, Monday-Friday, 8 a.m.-4 p.m., to schedule an appointment.
- **University of Hawai'i Red Hill Registry:** Seeks community members impacted by the fuel spill at Red Hill. redhillregistry.org
- **Red Hill Public Health Assessment Activities:** www.atsdr.cdc.gov/red-hill/factsheet/index.html

Other Helpful Links

Scan the QR codes to stay up to date with the latest information.



Joint Base Pearl Harbor-Hickam Safe Waters
jbphh-safewaters.org


- Provides ongoing information on the Navy's efforts to remediate, recover, and protect the environment surrounding Red Hill
- Two primary areas: Drinking Water System and Red Hill Environmental Remediation



 Joint Base Pearl Harbor-Hickam Facebook Page
facebook.com/JBPHH

- Features daily joint base water updates
- Imagery and resources related to water response efforts
- Infographic and information



 Navy Region Hawaii Facebook Page
facebook.com/NavyRegionHawaii

- Frequent updates and information about joint Base Pearl Harbor-Hickam drinking water



Navy Closure Task Force-Red Hill
www.navyclosuretaskforce.navy.mil

- Documentary library for defueling and closure of Red Hill Bulk Fuel Storage Facility
- Photos and media gallery related to water response efforts and drinking water testing
- View informational videos on our YouTube channel www.youtube.com/@NCTF-RH



