



30 December 2021

To the Residents of Red Hill,

First, I want to thank you for your patience as we have been flushing the water distribution lines running to your homes over the past week. This step in the process involved moving from hydrant to hydrant throughout your neighborhood, taking several water samples along the way. These samples were sent for testing at a lab certified by the State of Hawaii and the U.S. Environmental Protection Agency (EPA); the results of these tests will determine whether or not the drinking water in the distribution lines is safe and pure. We are anticipating the test results within five days, which if they meet the EPA's standard for safe drinking water will be the first, and most important step in returning you to your home.

The next step in the process involves flushing the lines and appliances **inside of your homes.** This part of the process could start as early as January 10<sup>th</sup>. Below are some important points regarding the home flush plan:

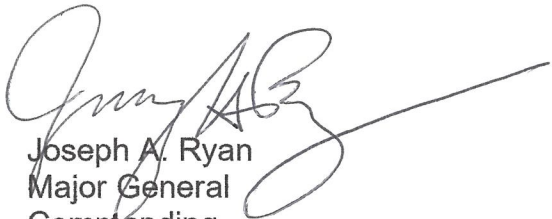
- Task Force Ohana Soldiers and Island Palms Communities (IPC) employees will conduct the home flushes jointly.
- IPC will notify you 48 hours prior to your home flush through their Red Alert system (text and email).
- Your presence is encouraged and welcomed, but not required. We must flush all 1,662 homes in AMR and Red Hill in sequence by zone, and per the plan approved by the Hawaii Department of Health, our personnel must be present when the home flush occurs. Your zone is based on your neighborhood and street address; we will ensure you know your zone.
- Two-person teams, each consisting of a trained technician from IPC and a TF Ohana Soldier, will be required to flush up to 180 houses per day. **It is critical that your home is available for flushing on the day required for your zone.**
- The two-person teams will carefully follow a detailed flush plan developed by medical and public health professionals, and approved by an interagency team that includes the Hawaii Department of Health and the EPA.
- The process in your home will last approximately two hours, and will include flushing all water lines, appliances that use water, hot water heaters, solar heating panels, and faucets/fixtures. We will also replace refrigerator water filters.
- Please make sure your dishwasher and washing machine are empty.
- Please make sure there are no minors or pets left unattended because the flush teams are unable to enter your home under these conditions. If unable to flush your home, the occupancy for your entire zone will be delayed. This is a team effort, and we need your help so that everyone can return safely to their homes.

After all homes in your housing zone have been flushed, water samples will again be taken from a number of homes randomly selected in each zone. Those samples will again be sent to a certified lab for testing, because we are taking every measure available to us to ensure the water in your zone and in your home is safe before you move back in. Again, we anticipate receiving those test results within five days. We will notify you once we receive the results, the water is safe, and we are ready to move to the next step of returning you to your homes.

If someone in your home is COVID-19 positive, please call the Task Force Ohana Hotline at 808-620-7938/7951. For the latest information on the distribution and home flush plans, please visit <https://home.army.mil/hawaii/index.php/water>.

Thank you again for your patience during this entire process. We know it has been a trying time for you and your family and we are doing everything within our power to ensure your water in your home is safe so that you can return as soon as possible. You have my word that we will keep you fully informed as things progress; as you have read, there are a few points in the process where we may be delayed or get behind. My promise to you is that TF Ohana will do this right— we are not counting the days until you return, we are making the days count!

Sincerely,



Joseph A. Ryan  
Major General  
Commanding



Robert M. Haynie  
Command Sergeant Major