JOINT BASE PEARL HARBOR-HICKAM
DRINKING WATER

CONSUMER RESOURCES GUIDE

June 2026



jbphh-safewaters.org



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.

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Introduction

We are a Water Provider

The Navy 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 drinking water system currently serves approximately 93,000 customers and supports vital military operations across JBPHH.



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 constituents allowed in water provided by water purveyors, including the JBPHH drinking water system. During regular compliance monitoring, we conduct tests for over 70 constituents to ensure safe drinking water. These results are published in annual Water Quality Reports, otherwise known as Consumer Confidence Reports (CCR).



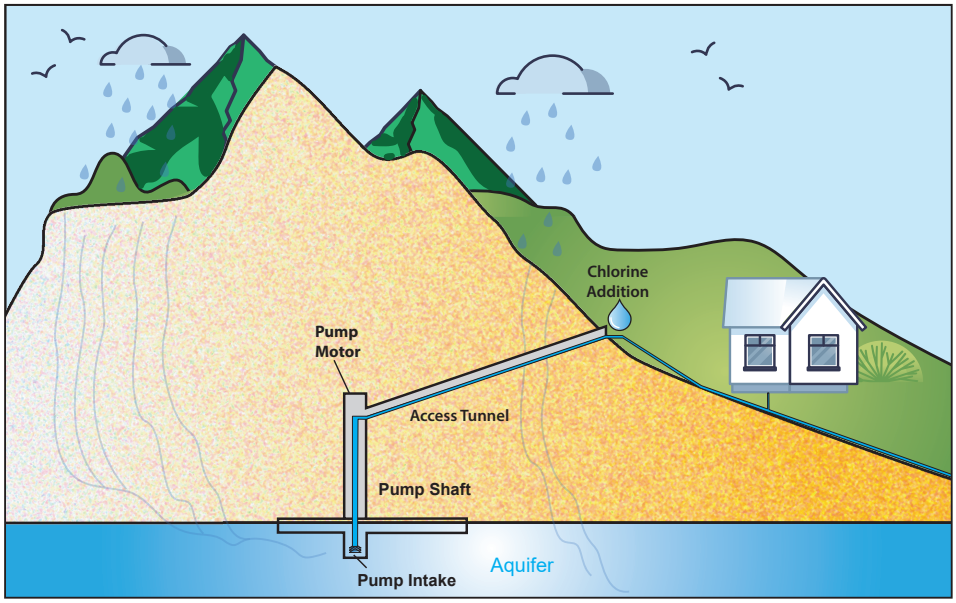


Our Natural Drinking Water Sources

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 as the primary source of drinking water. These underground aquifers depend on steep mountains and humid trade winds to generate rainfall. Healthy forests and vegetation capture the rain and help water absorb into the ground. Fresh water percolates down in the earth through porous rock where it becomes groundwater trapped in rock. This process of rain to aquifer takes an average of 25 years on O‘ahu.[1] 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 or wells. The water is then chlorinated, fluoridated, and piped into the JBPHH drinking water system.



[1]https://www.boardofwatersupply.com/watercycle

Ensuring Water Quality on Base

The health and well-being of military personnel, their families, and civilians are the Navy's top priority.

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.

Since December 3, 2021, drinking water for the JBPHH drinking water system has been supplied solely by water from the Waiawa Shaft. To improve the resiliency of the drinking water system, the Navy has made preparations and installed treatment systems for the reactivation of Navy Aiea-Hālawa and Red Hill Shafts and continues working with the DOH.

We treat it.

In accordance with Navy policy and safe drinking water practices, chlorine and fluoride are added to the water supply after the water is pumped from the ground. Chlorine is added to disinfect the drinking water, and fluoride is added for dental health.



Drinking Water Systems and Operations

We test it.

During routine compliance monitoring, we conduct tests for over 70 constituents to ensure we provide safe drinking water. We share an annual report of those findings in a Water Quality Report. We also respond and investigate customer concerns. We do these actions to ensure the JBPHH drinking water system complies with all federal and state safe drinking water regulations, executive orders, and Navy policy. Keep reading to learn more about routine compliance monitoring and the Navy's proactive steps to ensure safe drinking water.

We maintain it.

We meet all industry standards, including distribution system sanitary survey reviews and programs for cross-connection control, backflow prevention, operation and maintenance, and unidirectional flushing. All these programs are designed to ensure that safe drinking water is delivered to every consumer on base.

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T2
IX 1
T3
IX 1

Drinking Water Compliance Standards



Navy	Other Drinking Water Providers	
☑	☑	**Routine Compliance Monitoring** Required for all public water systems
		● Ensures recurring monitoring in accordance with the Safe Drinking Water Act for drinking water systems.
		● Tests for full drinking water analytes, plus required operational testing (bacteria, chlorine, etc.).
		● Reported to all consumers via the annual JBPHH Water Quality Report which is completed each summer.
		✓ Sample results continue to demonstrate the drinking water complies with all federal and state drinking water standards.
☑	☑	**Lead and Copper Rule** Required for all public water systems
		● 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.
☑	☐	**Lead in Priority Area Policy** DoN requirement for all Navy installations
		● Applies the EPA's Lead in Priority Area Rule guidelines to testing and monitoring lead levels in drinking water at Navy installations.
		● Mandates, through ongoing Department of the Navy 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.
☑	☐	**Water Quality Action Team** Voluntary at JBPHH
		● Operates a call center to promptly address and respond to consumer concerns about water quality.
		● Provides drinking water quality assessments, supplemental sampling, and information to residents and consumers.

THE WATER IS SAFE TO DRINK. We conti

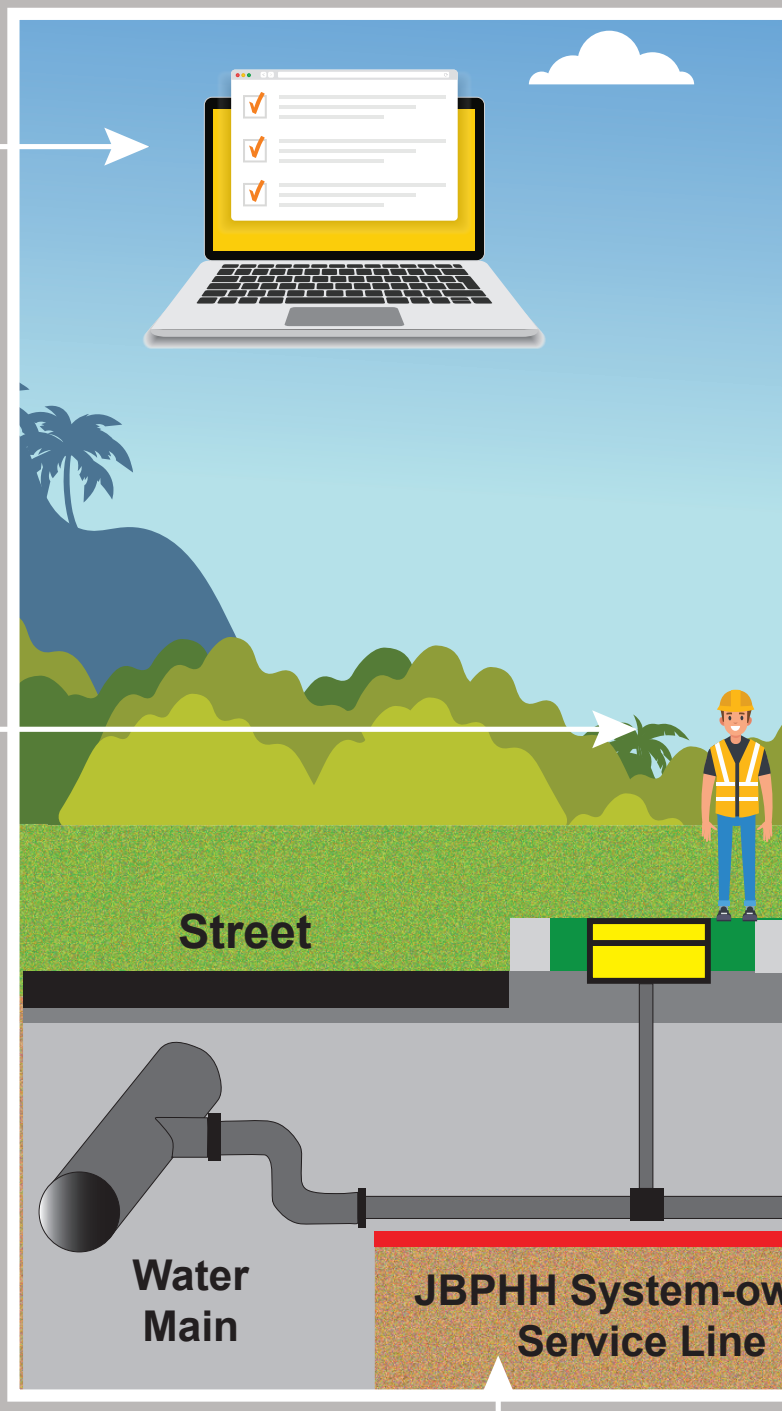
Online resources:
jbphh-safewaters.org

JBPHH Drinking Water Call Center:
808-210-6968

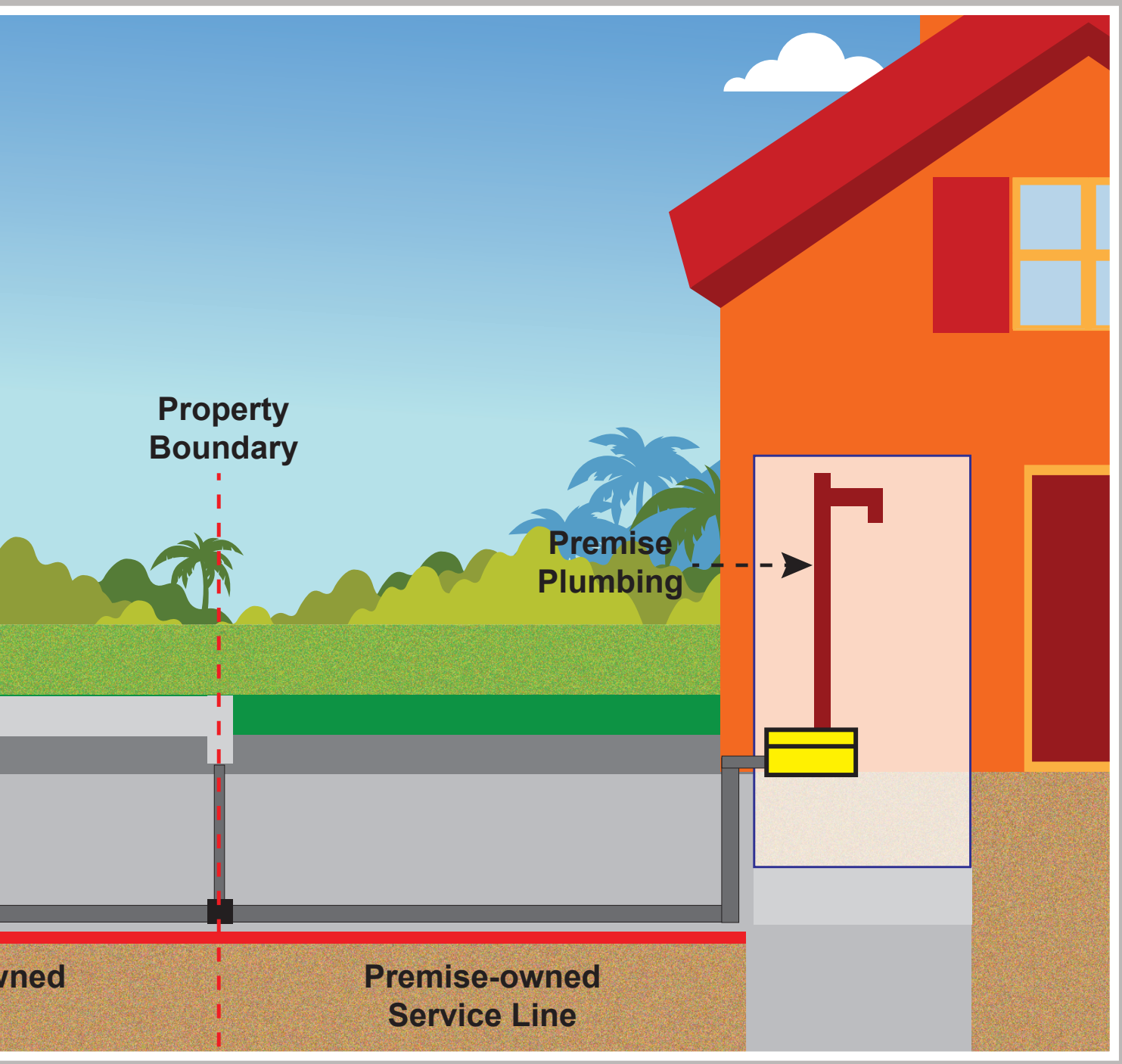
Response team:
The Navy provides immediate response related to drinking water quality and information.

Routine Operation & Maintenance:
Regularly flush system to ensure fresh water is supplied throughout the system.

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



nue to improve our practices to ensure this.



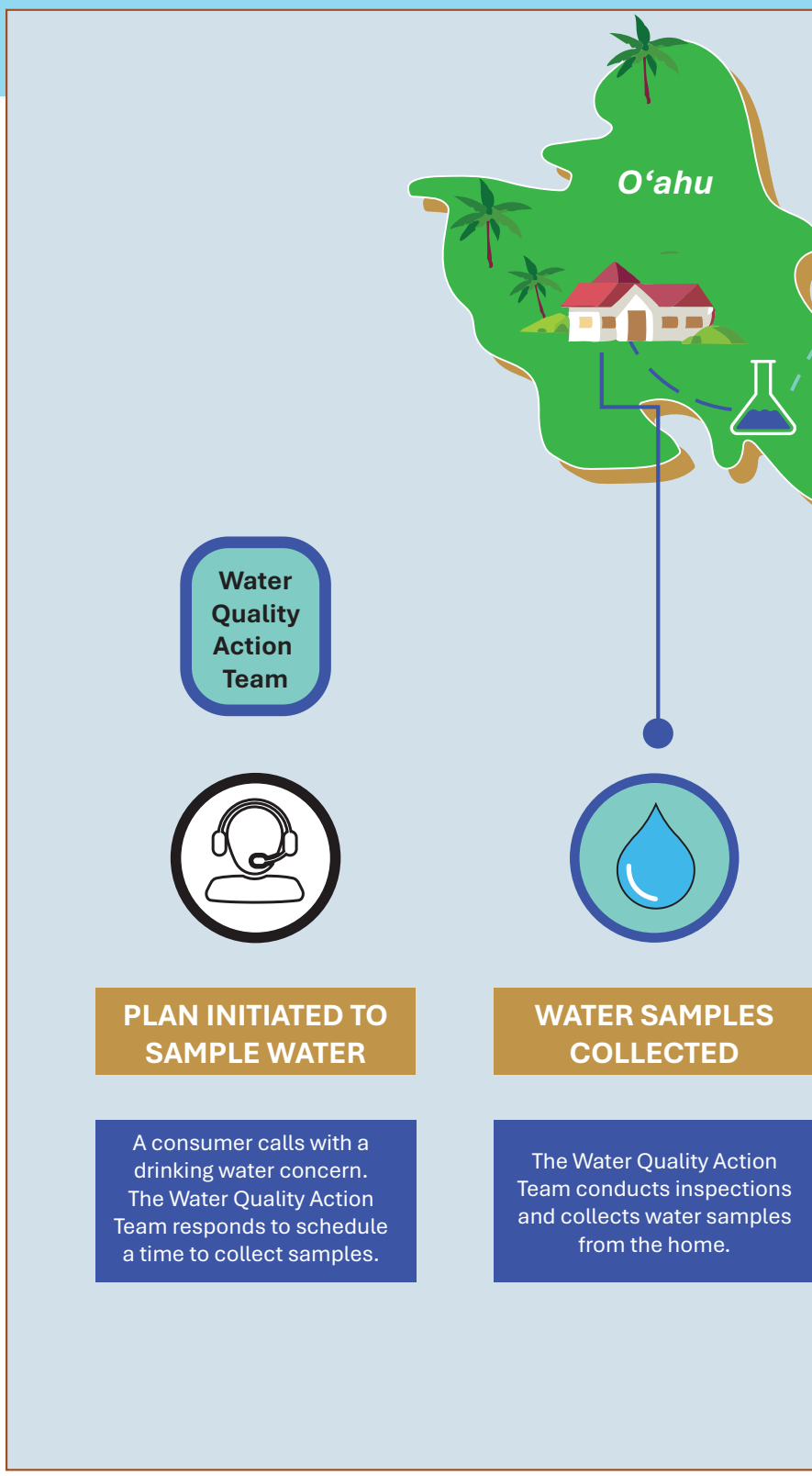
Consumer Support and Water Testing

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

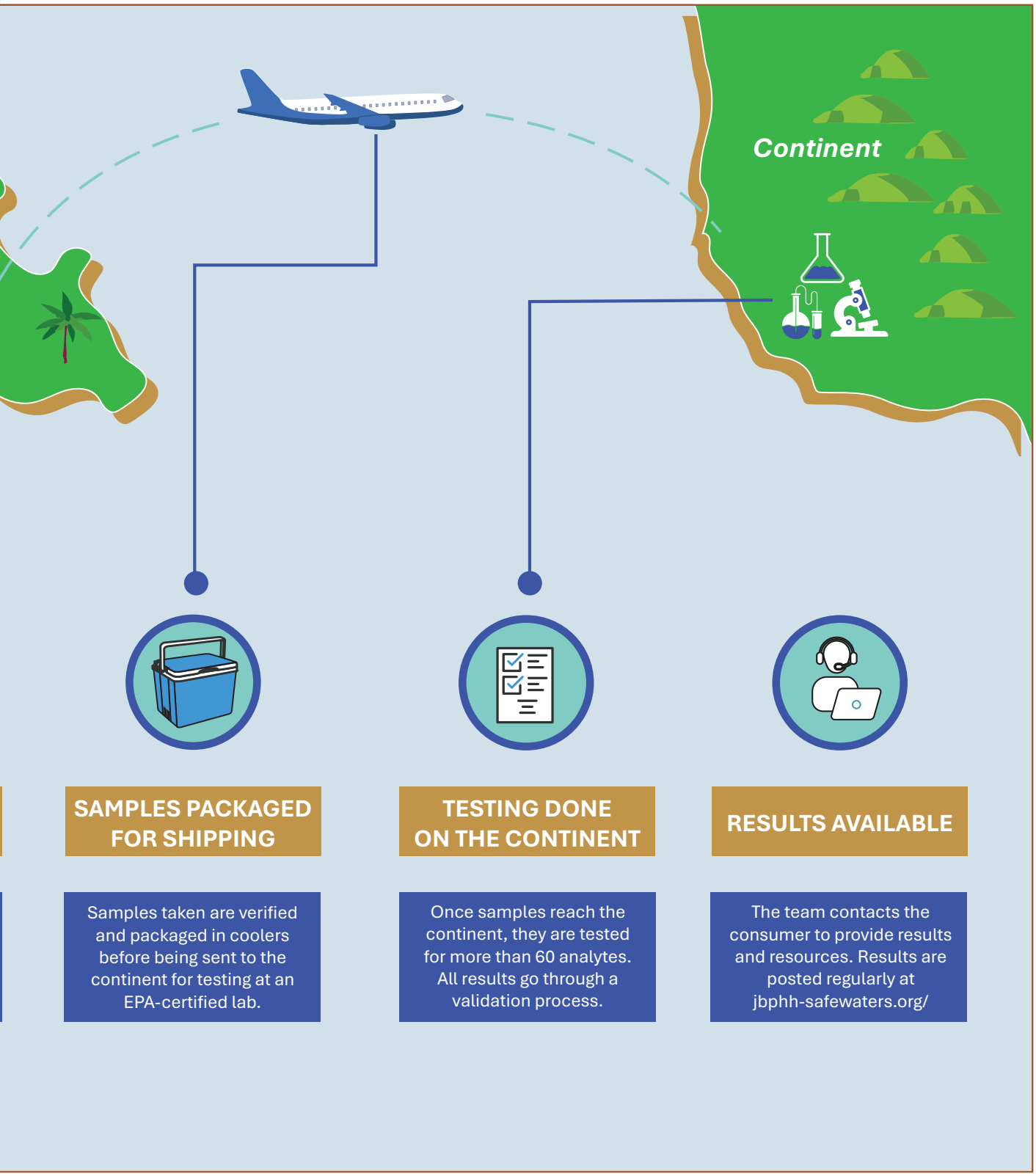
The team provides drinking water quality assessments and information to consumers on the JBPHH drinking water system.

If consumers 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.

Consumers 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.**



Navy Water Quality Action Team



SAMPLES PACKAGED FOR SHIPPING

Samples taken are verified and packaged in coolers before being sent to the continent for testing at an EPA-certified lab.

TESTING DONE ON THE CONTINENT

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

RESULTS AVAILABLE

The team contacts the consumer to provide results and resources. Results are posted regularly at jbphh-safewaters.org/



Water Quality Reports

The Navy is vigilant to ensure the drinking water remains 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.

The Navy's annual Water Quality Report, also known as a Consumer Confidence Report, provides information and data on the JBPHH drinking water system. The annual report is available online and sent directly to water customers to meet EPA requirements.

Scan QR code to view Water Quality Reports on Navy Region Hawai'i's Water Quality Information web page.

https://cnrh.cnic.navy.mil/Operations-and-Management/Environmental/Water-Quality-Information/



Additional Resources and Contacts

The EPA and DOH oversee the Navy's drinking water program to ensure it meets federal and state requirements for safe drinking water.

U.S. Environmental Protection Agency:

Desk Line: 415-947-4406

Hawai'i Department of Health Safe Drinking Water Branch:

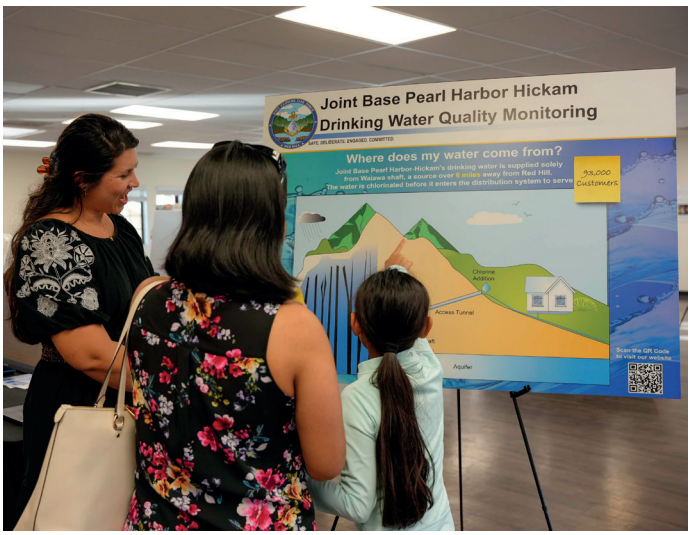
808-586-4258
SDWB@doh.hawaii.gov
https://health.hawaii.gov/sdwb/



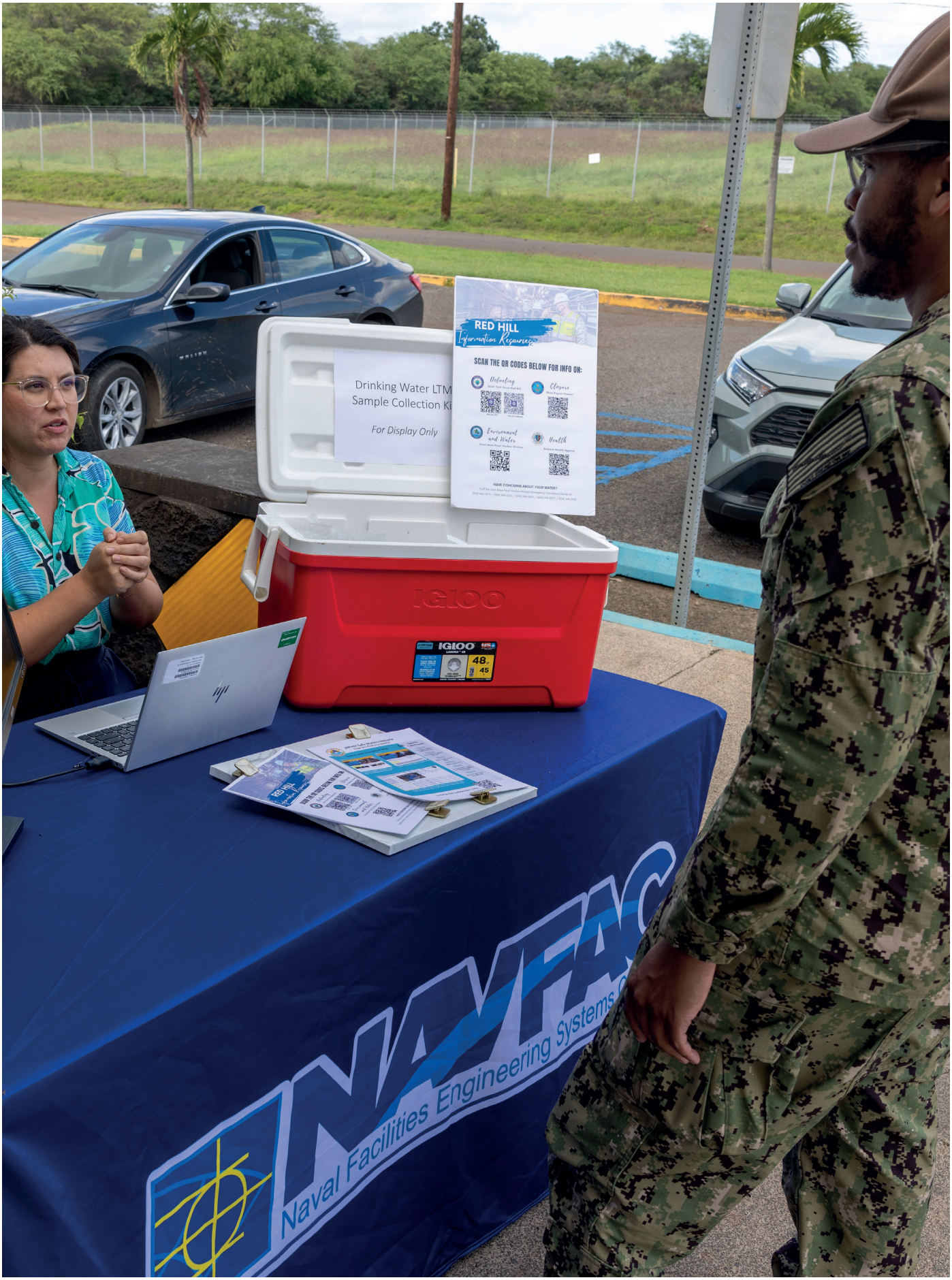
Public Information and Outreach

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

- Visit the JBPHH Safe Waters website.
- Review the annual Water Quality Report.
- Participate in JBPHH events, official social media pages, and other forums.
- Read letters and messages from the Joint Base Commander.
- Reach out to the JBPHH Drinking Water Call Center.






RED HILL
Information Resources
SCAN THE QR CODES BELOW FOR INFO ON:
Defueling
Closure
Environment and Water
Health
HAVE CONCERNS ABOUT YOUR WATER?
Drinking Water LTM
Sample Collection Ki
For Display Only
IGLOO
NAVFAC
Naval Facilities Engineering Systems

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

Navy Region Hawai'i Facebook Page
facebook.com/NavyRegionHawaii

- Features 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



jbphh-safewaters.org