

05.21.2018 Weekly Lava Update

## County: 82 structures lost to lava since May 3

http://www.hawaiitribune-herald.com/2018/05/25/hawaii-news/county-82-structureslost-to-lava-since-may-3/

#### \*\*\*CIVIL DEFENSE COMMUNITY MEETING: PAHOA LAVA FLOW\*\*\* <u>Tuesday, May 25, 2018</u> <u>5:00pm \*\*NEW TIME\*\*</u> Pahoa High School Cafeteria

\*\*If you are unable to attend in person, Na Leo TV is tentatively planning to broadcast this meeting on Channel 55, program will also likely be available via live stream on Na Leo TV's website: <a href="http://naleo.tv/">http://naleo.tv/</a>



### 05/25/2018 Civil Defense Update This is a Civil Defense Message for Friday, May 25 at 11:00 in the morning.

The National Weather Service reports that trade winds will be slowing over the weekend, creating hazardous air quality and decreased visibility conditions throughout the lower east rift zone. Volcanic gases, vog and ash emissions may increase over the weekend with higher levels of sulfur dioxide pooling in areas down wind of the vents.

Due to the changing conditions, the following policies are in effect:

-Take action to limit further exposure and be prepared to leave the area with little to no notice if necessary.

-Visibility may decrease. First responders are asking everyone be safe on the roadways and slow down.

-Ash fallout may cause poor driving conditions. Drive with extreme caution, or pull over and park.

-Stay alert for warnings from Civil Defense officials.

To help our residents, we are distributing free masks for ash protection:

Distribution is from 3:30 to 7:30PM, and Saturday from 9 AM to 1 PM.

Masks will be distributed at Ocean View Community Center, Naalehu Community Center, Pahala Community Center, Cooper Center, and Shipman Gym in Keaau.

There are 1,400 masks available at each site. Each person may receive up to three masks.

Masks do not protect against gasses and vapors. They will only provide filtering for ash.

### 05/25/2018 Civil Defense Update This is a Civil Defense Message for Friday, May 25 at 2:30PM.

The Hawaiian Volcano Observatory reports that eruption activity continues in the area of Leilani Estates and Lanipuna Gardens. Fissures 7 and 21 are feeding a perched lava pond and pāhoehoe flow heading east toward Kaupili, Mohala and Kahukai Streets in Leilani Estates.

Due to the active eruptions, the following policies are in effect:

-Any residents remaining in the current affected areas should evacuate now.

-Hawaii County Fire Department went door-todoor on Kaupili, Mohala and Kahukai Streets to check if residents needed assistance.

-The Pahoa Community Center, Keaau Community Center, and Sure Foundation Church are open. The shelters are petfriendly.

We are on watch 24-hours a day for your safety.

## http://www.hawaiicounty.gov/civil-defense/

To sign up for messages and alerts, please visit: http://www.hawaiicounty.gov/active-alerts/

## Island of Hawaii SO2 & SO4 Forecast

To view forecast animations please visit: http://weather.hawaii.edu/vmap/hysplit/



Concentration (ppm) averaged between 0 m and 100 m Integrated from 2100 26 May to 2200 26 May 18 (HST) SO2 Release started at 0200 25 May 18 (HST)

1200 25 May 18 AWRF FORECAST INITIALIZATION





1200 25 May 18 AWRF FORECAST INITIALIZATION

## **DCCA: Home Insurance & Lava Flow FAQs**

### Q: What can I do if I do not have homeowners insurance?

A: Mitigate the amount of damage by removing all belongings from your home. Start making a plan for where you can stay and store your belongings until you find a permanent solution.

### Q: Will my homeowners policy cover damage from lava?

A: Each company's policy is different and homeowners should contact their insurer immediately to review their policy coverage. If heat generated by a lava flow caused a fire that damaged your home or structure, then those damages may be covered as a fire peril under your policy. Here are a few tips if your home or business is in the path of the flow: • Keep your insurance policy in a safe place. If you need to evacuate be sure to take it with you. • Homeowners should inventory their belongings using pictures, video, or the National Association of Insurance Commissioners' MyHome Scr.APP.book app. Proof of belongings and structures that were damaged before the lava flow reaches their property will help make the claims process easier. • Residents are advised to remove as much as possible from their homes to mitigate the amount of damage. Even if a home is not damaged, the lava flow may cut off access to homes, businesses and belongings.

### Q: How long will it take to get paid?

A: This depends on the extent of the damage, and whether or not an adjuster can visit the site immediately to do an assessment and determine applicable coverage.

# Q: If my house sustains damage or is burned down because of the lava flow, what should I do before and after I file a claim?

A: Homeowners should consider the following steps before and after a claim is filed: • Once it is safe, check for damage. • Secure your property to prevent further damage and keep receipts for any materials used. • Report damage to your insurance company or agent (make a claim). • If your home or condo is uninhabitable ask if your policy covers the cost of temporary or alternative housing. • Submit proof of loss forms or other claim forms if requested by your insurance company. • Set aside and secure, if possible, damaged items for later review or inspection by your adjuster. • Do not begin permanent repairs until damage is inspected by an adjuster or told to do so by your insurer. • Work with your adjuster and a licensed contractor to estimate the cost of repairs. • Begin repairs after receipt of settlement checks. Do not access your property until an all clear has been given. If you are not able to assess the damage, let your insurer know and stay in touch with them until you are able to access the property with an adjuster.

### Q: How does the claims process work?

A: Once a claim is filed, the insurance company will assign a claims adjuster to assess the damage and determine applicable coverage. Homeowners are encouraged to maintain a written log of any conversations with their insurance agent and/or adjuster, noting dates and a summary of discussions. If there are disagreements, review the policy and findings with the insurance company and negotiate a settlement. If an agreement is not reached, consumers may contact the Insurance Division.

Contact the Hawaii Insurance Division if you need assistance cca.hawaii.gov/ins (808) 586-2790 Toll Free from the Big Island: 974-4000 x62790#

## **Pahoa Post Office**

The Pahoa Post Office is <u>open</u> and will remain open for normal business hours, unless conditions force closure, in which case, the public will be notified.

Residents who are unable to access their Post boxes, can call the Pahoa Office to arrange pick up in person. (808) 965-1158

United States Post Office, Pahoa Hawaii <u>15-2859 Pahoa Village Rd.</u> Monday 10:00am - 4:00pm Tuesday 10:00am - 4:00pm Wednesday 10:00am - 4:00pm Thursday 10:00am - 4:00pm Friday 10:00am - 2:00pm Saturday 11:00am - 2:00pm

Hawaii Voluntary Organizations Active in Disaster (VOAD)

To learn more about volunteer opportunities, please visit the East Hawaii VOAD website:

https://www.facebook.com/Voluntary-Organizations-Active-in-Disaster-East-Hawaii-Chapter-115202015204132/

The Hawaii VOAD is the state chapter of the National VOAD.

The VOAD consists of nonprofits, faith-based, and community organizations, as well as government and private sector partners that voluntarily choose to provide some form of disaster-related services throughout the state of Hawaii.

The role of Hawaii VOAD is to bring organizations together and enable them to understand each other and work together before during and after a disaster.

https://hivoad.communityos.org/cms/home

## Airbnb

(808) 885-0936

(contact: Lottie)

Until <u>May 31st</u>, Airbnb will be opening some of their shelters to evacuees. Please contact Lottie (808) 885-0936 for more details or visit:

https://www.airbnb.com/welcome/evacuees/bigisland

## How to Help/Donate

**Donations:** Hawaii Community Foundation

(www.hawaiicommunityfoundation.org/volcanorecovery)

Food: Foodbasket (www.hawaiifoodbasket.org/)

**In-kind**: Salvation Army <u>Or</u> Drop-off at Pu'uhonua O Puna at Highway 130 / 132 intersection

## **Real Property Tax Questions**

For those who want to know the status of their homes, call (808) 935-0031. Please be ready to provide your address. Real Property Tax Office appears to be viewing videos and adjusting real property taxes.

If you have further questions regarding your real property tax, please contact the Hilo office at (808) 961-8201

### **Bodacious Women of Nanawale**

Bodacious Women of Nanawale food pantry is seeking volunteers to lend a hand.

The center is stationed at the Nanawale Community Center,

14-855 Kehau Road, Pahoa.

If you would like more information on how you can help, please visit:

https://www.punalavaflow2018.com/bodacious/



Dept. of Health - Adult Mental Health Division

## CRISIS LINE: (800) 753-6879

The AMHD Crisis Line of Hawaii provides a team of trained and experienced professionals to help individuals in times of a mental health crisis. The Crisis Line of Hawaii is there to help you 24 hours a day, 7 days a week.

If you are experiencing an emergency or believe you are a danger to yourself and/or others, please call 911 or go to the nearest emergency room for immediate assistance.

## School Schedules

As of 05/25/2018, there are no reported changes area school schedules and Graduation Ceremonies.

To view complex directory visit:

http://www.hawaiipublicschools.org/ConnectWithUs/Organization/ OfficesAndBranches/Pages/Kau-Keaau-Pahoa-Complex-Area.aspx

Vice Chair: Judiciary

Committee Member: Housing and Transportation

**Contact Information:** 

Hawaii State Capitol, Room 302, 415 South Beretania Street, Honolulu, Hawaii 96813

Telephone: (808)586-6530

Neighbor Island Access dial 974-4000 then extension 66530#, after the recording.

