



PUBLIC SERVICE ANNOUNCEMENT

16 AUGUST 2020

FOR MORE INFORMATION CONTACT

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Re: GPA and GWA Customer Service Options

For Release: On Receipt

End Date: Saturday, 29 August 2020

GUAM POWER AUTHORITY AND GUAM WATERWORKS AUTHORITY ANNOUNCES SERVICE OPTIONS

Effective August 16, 2020 through August 29, 2020, Guam will be in PCOR 1 per Executive Order No. 2020-27. Non-essential businesses and activities are suspended. As the Guam Power Authority and Guam Waterworks Authority provide essential, continuous service, that is critical to the island, GPA and GWA will ensure continuity of essential electric and water/wastewater services during the mandated two-week shutdown for all our customers and will remain open with some limitations.

Customer-Facing Services

EO 2020-27 suspends non-essential in-person customer service functions. Therefore, GPA and GWA Customer Service Lobbies at Fadian, Mangilao, GWA Offices in Upper Tumon and Julale Shopping Center in Hagåtña are temporarily closed to the Public. Utility services requiring direct contact with customers will be postponed until restrictions are lifted. Customer and payment call centers and payment drive-thru services will continue. Essential in-person customer services may be permitted by appointment on a case-by-case basis provided all health and safety requirements are met.

GPA and GWA remain committed to protect the safety of all GPA employees and the general public.

“As our island recovers from this pandemic, we continue to follow social guidelines intended to keep our employees and our customers safe, most especially as the Authority continues business. Customer making payment(s) can use GPA’s Pay by Phone, redesigned mobile app, online payment or drop-box payment options. Cash-paying customers may continue to make payments at the GPWA drive-thru payment window service in Upper Tumon or the Gloria B. Nelson Public Service Building in Fadian, Mangilao,” stated John M. Benavente, P.E., GPA General Manager.

Various options for account inquiries and contacting GPA and GWA at this time:

1. Trouble Calls/Emergencies/Power Service Interruptions. For all power service interruptions and power emergencies, customers should call GPA’s 24/7 Trouble Dispatchers at 475-1472/3/4.

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Water Service Emergencies Interruptions and Trouble Calls

For all water service interruptions and water emergencies, customers should call GWA's 24/7 Emergency Dispatchers at 646-4211.

2. Power Bill Payments/Disconnections

The temporary suspension of GPA account disconnections due to non-payment remains in effect. Customers who are behind on payments will still owe for power service received and are strongly encouraged to make payment arrangement with GPA Customer Services.

GWA Suspension of Disconnections

GWA account disconnections due to non-payment are temporarily suspended during this period (August 16 - 29, 2020).

Customers who are behind on payments will still owe for water service received, but they will not be disconnected at this time.

3. Online Services: GPA and GWA online services can help customers monitor their energy and water consumption and view their account information details.

- Review or verify your account information and payment: paygpa.com and paygwa.com, or the mobile GPWA app.
- Monitor your household energy consumption: myenergyguam.com. Every customer can take charge and control their energy consumption to save energy at home during at this time.

4. GPA Customer Services:

Applications and supporting documents for new power accounts can be emailed to customersfirst@gpagwa.com. Business customers can email requests and documents to businessfirst@gpagwa.com. GPA will prioritize processing of these requests on a case-by-case basis according to needs and resources.

Customer service representatives are available via telephone to discuss account information or to assist with payment arrangements. Please contact GPA Customer Service by calling 647-5787, Monday through Friday from 8 a.m. through 5 p.m., via email at customersfirst@gpagwa.com, or by Direct Message (DM) on Facebook.

All customer communication is monitored and GPA will work with all customers on a case-by-case basis regarding their accounts.

To make a GPA payment over the phone, please contact GPA Pay by Phone at 647-5787 Monday through Friday from 8 a.m. through 5 p.m., An automated attendant via GPA's Interactive Voice Response (IVR) line at 648-3000 and/or 1(855) 977-2002 is available to receive phone payments after hours.

GWA Customer Service

GWA Customer Service Representatives are available via telephone to discuss account information or to assist with payment arrangements. Please contact GWA Customer Service by calling 647-7800/7803, Monday through Friday from 6:30a.m. through 6 p.m.

Customers can email GWA at: customers@guamwaterworks.org.

5. Payment Drop Box (checks only):

Gloria B. Nelson Public Service Building, 688 Route 15, Fadian, Mangilao (along back road to Andersen); and the GPWA Upper Tumon location (behind GTA), 578 N. Marine Corps Drive. Check payments can be dropped off anytime.

6. Cash Payments:

Cash payments are accepted at:

- The GPWA Upper Tumon location (6:30 a.m. thru 3:30 p.m.) and the Gloria B. Nelson Public Service Building Fadian, Mangilao drive-thru payment windows (8 a.m. to 3 p.m.). Customers utilizing drive thru payment window are reminded to utilize face masks when conducting payment transactions

7. Mail-in payment(s): Send to: P.O. Box 21868, Guam Main Facility, Guam 96921

8. GPA Permits and Inspections: Inspections for new power service and installations are temporarily suspended until further notice. Inspections already in process and scheduled will be completed. Please have all required documents completed upon submittal.

GWA Permits & Engineering

Inspections for new water/sewer service and installations are temporarily suspended until further notice. Customers can make inquiries by calling 300-6058 Monday through Friday from 8:30 a.m. through 4:30 p.m. or email engineering@guamwaterworks.org

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