



GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUAHAN
P.O.BOX 2977 • AGANA, GUAM U.S.A. 96932-2977

FOR IMMEDIATE RELEASE

13 MAY 2020

FOR MORE INFORMATION CONTACT

PATTI L. DIEGO, ACTING COMMUNICATIONS MANAGER

PHONE NO.: (671) 648-3226

**GUAM POWER AUTHORITY ANNOUNCES
REOPENING OF CUSTOMER LOBBIES FOR IN-PERSON TRANSACTIONS
AND
(NEW) FADIAN DRIVE-THRU PAYMENT WINDOW FOR CUSTOMERS**

“Effective Thursday, May 14, 2020, we will open our customer lobbies for in-person transactions; and GPA and GWA customers may pay their power bills using the two (2) newly-installed GPWA drive-thru payment windows at the GPWA Gloria B. Nelson Public Service Building, 688 Route 15, Fadian, Mangilao (along back road to Andersen),” said GPA General Manager John M. Benavente, P.E.

“Upon arrival at Fadian, customers can expect to see GPA and GWA employees at the roadside entrance managing traffic flow into and through the modified, front customer parking lot; as well as guiding customers to line-up at the entrance to the GPWA building to make their power and water utility payments or drop off documents. As both utilities introduce this new payment service option to our customers, we humbly ask everyone to kindly bear with us, as we transition together to this new and adjusted way of opening our services back up, in this time of the pandemic, according to the newly mandated guidelines,” Benavente further stated.

Customers are strongly encouraged to first take advantage of alternate and electronic payment channels to avoid long wait times and to limit face-to-face contact, following social distancing protocols:

- Call GPA’s Customer Services at 647-5787 to discuss account information or to assist with payment arrangements.
- GPA’s Pay By Phone (647-5787), the GPWA mobile app, online payment (paygpa.com) or drop-box payment options.
- Cash-paying customers can make payments at local banks (subject to the bank’s current policies), the Treasurer of Guam /ITC Building, and the GWA drive-thru payment window service in Upper Tumon and the ANZ Bank Julale Branch drive-thru window in Agana.

Service hours for in-person transactions will be accepted Monday through Friday as follows:

- Fadian drive-thru window from 8:00 a.m. to 3:00 p.m. only
- Fadian customer service lobby and cashier payments from 7:00 a.m. to 5:00 p.m.
- GPWA Julale customer lobby from 8:00 a.m. to 5:00 p.m.
- ANZ Bank Julale Branch drive-thru window in Agana, from 9:00 a.m. to 4:00 p.m.
- Upper Tumon (located behind GTA) from 7:30 a.m. to 6:00 p.m.

-more-

2-2-2-2-

“For the health and safety of customers and employees, GPA has implemented the following measures to ensure social distancing protocols and increased sanitation throughout each service location in Fadian, Julale and Upper-Tumon:

- Temperature Scanners: restricted entry if fever is present
- Protective mask or face covering required for entry. No protective mask or face covering: no entry
- Limited/controlled capacity for each customer lobby center
- No children are allowed customer lobby center(s) due to limited occupancy in the building
- Floor distance markers and spaced line queues
- Hand sanitizer at service areas and entrances
- Protective plexiglass shields and partitions at all cashier counters and service desks
- Personal Protective Equipment (PPE) for all employees

Disinfection and sanitization of high-touch surface areas has been conducted and will be continuous in all customer lobby locations, including offices, restrooms, hallways and waiting areas,” concluded Benavente.

UPDATED various options for account inquiries and contacting GPA:

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.

2. **GPA Customer Service Call Center Services**

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 8:00 a.m. through 5:00 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 8:00 a.m. through 5:00 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.

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

-more-

3. **GPA Permits and Inspections**

Documents for GPA review and approval can be deposited into a designated drop box at GPA's Gloria B. Nelson Public Service Building, 688 Route 15, Fadian, Mangilao (along back road to Andersen). GPA will prioritize processing of these requests on according to needs and available resources, and will respond to applicants directly. All plans must be provided with a customer contact name, phone number and/or email address for proper coordination. At this time, documents shall be stored for a minimum of 7 days to minimize exposure to COVID-19 prior to handling of submitted documents.

As an alternative, customers can electronically provide a copy of their plan drawings to expedite initial review. Once the document is ready for GPA approval, a GPA Engineering representative will contact the customer to come in with the pre-approved plan drawings to be stamped.

Please call GPA Engineering at 648-3011 or 648-3205 to coordinate plan review and inspections for new installations of power facilities.

4. **Power Bill Payments/Disconnections**

The temporary suspension of GPA account disconnections due to non-payment is extended to May 30, 2020. Customers who are behind on payments will still owe for power service received, but they will not be disconnected at this time. Every customer's situation is different. We will work with each customer to examine their past payment performance, ability to pay, consumption patterns, etc.

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 GWA Upper Tumon drive-thru payment window
- The GPA Fadian drive-thru payment windows (beginning May 14th)
- Banks (subject to individual bank policies)
- Treasurer of Guam/ITC location

Customers should be aware that hours may be adjusted without notice, in response to changing pandemic protocols.

7. **Mail-in payment(s):**

Send to: P.O. Box 21868, Guam Main Facility, Guam 96921

8. **GPA's Online Services**

GPA's online services can help customers monitor their energy consumption and view their power account information details.

- Review or verify your account information and payment: paygpa.com, or the mobile GPWA app
- Monitor your household energy consumption: myenergyguam.com. Every customer can take charge and control their energy consumption.

###