



**Bringing energy solutions to you!**

# HOW TO CONTACT GPA

## 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**

## CUSTOMER SERVICES



To discuss account information or for assistance with payment arrangements, contact GPA Customer Service at

**647-5787**

Monday through Friday from 8AM-5PM, 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. Customers should be aware that hours may be adjusted without notice, in response to the coronavirus pandemic.

## NEW CUSTOMER ACCOUNTS



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

## PERMITS AND INSPECTIONS



Inspections for new power service and installations are temporarily suspended until further notice.

## BILL PAYMENTS/ DISCONNECTIONS



The temporary suspension of GPA account disconnections due to non-payment is extended to May 5, 2020. Customers who are behind on payments will still owe for power service received, but they will not be disconnected at this time.