



GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUAHAN
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FOR IMMEDIATE RELEASE

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ALL GPWA CUSTOMER LOBBIES TEMPORARILY CLOSED FOR BUSINESS -14 DAY SHUTDOWN-

Related to recent developments on Guam regarding CORONAVIRUS/COVID-19, GPA General Manager John M. Benavente, P.E., announces that all GPWA Customer Lobbies at Fadian, Julale and Upper Tumon are temporarily closed to the public.

“Effective today, Monday, March 16, 2020, a 14-day shutdown is in effect at the Guam Power Authority. Only essential GPA employees will report to work according to GPA protocols and procedures,” added Benavente.

GPA customers are encouraged to make their power utility payments:

- online at paygpa.com
- via GPA’s Interactive Voice Response (IVR) line at 648-3000
- the GPWA mobile app (available for free for Android and iPhone).
- Mail-in payments
- Payment Drop Box at GWA Upper Tumon location

Cash payments may be made at:

- Department of Administration (Treasurer of Guam) ITC location
- Local Banks

GPA has temporarily suspended power account disconnections for non-payment through 31 March 2020.

Although GPA is temporarily closed, customers may also email customersfirst@gpagwa.com to reach GPA’s Customer Services Division for additional questions.

For all power-related emergencies, customers should call GPA’s Trouble Dispatchers at 475-1472/3/4.

“The safety of all employees and the public is of paramount importance,” continued Benavente. “The situation is developing in real time and evolving quickly. GPA will provide updated information for the public as necessary,” Benavente concluded.”

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Editor’s note: **Editor’s note:** Customers, may view this information at guampowerauthority.com or on GPA’s Facebook page.