



PUBLIC SERVICE ANNOUNCEMENT

18 JUNE 2020

FOR MORE INFORMATION CONTACT

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COMMUNICATIONS MANAGER

PHONE NO.: (671) 648-3209

Re: GPA/GWA Account Disconnections to Resume
For Release: On Receipt
End Date: Indefinite

GPA/GWA ACCOUNT DISCONNECTIONS TO RESUME JULY 1, 2020

Customers experiencing financial hardship are urged to make payment arrangements to maintain continuity of your utility service by June 30, 2020

Since the onset of the COVID-19 pandemic crisis in mid-March, the Guam Power Authority and Guam Waterworks Authority implemented special policies that suspended utility disconnections for non-payment through June 30, 2020, and allowed time for customers to receive assistance from federal and local economic relief programs.

The Guam Power Authority and Guam Waterworks Authority announced today that disconnections for non-payment of power and water utility bills will resume on July 1, 2020.

"If you are experiencing financial hardship, we urge you to work with GPA or GWA now, to make payment arrangements to maintain continuity of your utility services," stated GWA General Manager Miguel Bordallo, PE.

"In this unprecedented time, GPA and GWA are responding to the needs of our customers. We will work with our residential and business customers, on a case-by-case basis, to arrange up to a twelve (12) month payment plan, after evaluating their ability to remain current with future bills and pay outstanding amounts owed," added GPA General Manager John M. Benavente, PE.

"Our utilities have always worked closely with our residential and business customers regarding any issues about their services or paying their utility bills. This was the case before the pandemic, and it will remain our approach moving forward," concluded Benavente.

All penalties and late fees, including interest are waived for all residential and commercial customers entering into arranged payment plans. Disconnection for non-payment is a last resort.

GPA and GWA customers are encouraged to use each utility's Pay by Phone, mobile app, online payment or drop-box payment options. Cash-paying customers can make payments at local banks (subject to individual bank policies), all Treasurer of Guam locations and the GPWA drive-thru payment window services in Upper Tumon or the Gloria B. Nelson Public Service Building in Fadian, Mangilao.

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Bringing Energy Solutions to You.

WAYS TO PAY GPA

Disconnections for non-payment of power bills will resume on July 1, 2020. If you are experiencing financial hardship, we urge you to work with GPA now, to make payment arrangements to maintain continuity of your electric power service.

Please contact GPA Customer Services by calling 647-5787, Monday through Friday from 8 a.m. - 5 p.m., via email at customersfirst@gpagwa.com or businessfirst@gpagwa.com, or by Direct Message (DM) on Facebook.

ONLINE



DOWNLOAD THE PAY GPWA APP

OR PAY ONLINE AT

WWW.PAYGPA.COM



CREDIT/DEBIT CARD



CALL GPA PAY BY PHONE
647-5787

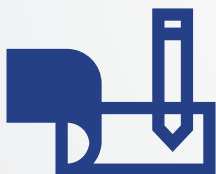
Monday-Friday • 8:00AM-5:00PM

GPA's Interactive Voice Response (IVR) Line: 648-3000

After Hours Payments: 1 (855) 977-2002

OR

CHECKS



MAIL-IN PAYMENTS

P.O. Box 21868, Guam Main Facility, Guam 96921

DROP BOX (CHECKS ONLY)

**Gloria B. Nelson Public Service Building, 688 Route 15,
Fadian, Mangilao; and the GPWA Upper Tumon location
(behind GTA), 578 N. Marine Corps Drive.**

Check payments can be dropped off anytime.

CASH



PAYMENT LOCATIONS:

GWA Upper Tumon Drive-Thru Payment Window

Monday-Friday from 6:30AM-3:30PM

GPA Fadian (Temporary) Drive-Thru Payment Window

Monday-Friday from 7:30AM-3:30PM

Banks (subject to individual bank policies)

Treasurer of Guam, all locations