



GUAM POWER AUTHORITY

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FOR IMMEDIATE RELEASE

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GUAM POWER AUTHORITY ANNOUNCES TEMPORARY ACCEPTANCE OF VISA CREDIT CARD PAYMENTS FOR BUSINESS/COMMERCIAL CUSTOMERS

All GPWA customer lobbies at Fadian, Julale and Upper Tumon, remain temporarily closed for all in-person transactions, through May 5, 2020. Additionally, GPA has extended the suspension of power utility disconnections for non-payment through May 5, 2020.

“Today, we announce relief for our business/commercial customers impacted by the government’s stay-at-home orders to limit the spread of the coronavirus (COVID-19) during this pandemic crisis, which we are aware contributes to hardship for business operations,” said GPA General Manager John M. Benavente, P.E.

“Effective today, GPA business/commercial customers may pay their power bills using their VISA credit card,” added Benavente.

“Electric utility service is essential to a community and business customers, like residential customers, also need help to ensure they receive essential power services, and so we have adopted an additional, but temporary payment option by accepting VISA credit card payments during this pandemic period,” continued Benavente.

“Business/commercial and residential customers who can, are highly encouraged to please skip waiting in line and use GPA’s Pay By Phone, the GPWA mobile app, online payment or drop-box payment options. Cash-paying customers can make payments at local banks, the Treasurer of Guam located in the ITC Building, and the GWA drive-thru payment window service in Upper Tumon,” concluded Benavente.

Various options for account inquiries and contacting GPA 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.

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 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.

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.

3. **GPA Permits and Inspections**

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

4. **Power 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.

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
- 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 the coronavirus pandemic.

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.

Save energy at home during at this time:

9. **Practice Energy Conservation**

- Individual residential power consumption is likely to increase with the temporary closure of schools, public areas, non-essential businesses, and telecommuting.
- April, May and June are the warmer months on Guam. Households typically increase their air conditioning use during these months, causing power consumption and bills to rise.
- Practical energy conservation measures can reduce overall power consumption and prevent unmanageable power bills.

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