



# GUAM POWER AUTHORITY

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**FOR IMMEDIATE RELEASE**

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## **GPWA (NEW) FADIAN LOCATION DRIVE-THRU PAYMENT WINDOW IS OPEN -PLEASE FOLLOW THESE GUIDELINES-**

A new drive-thru service for customers at the GPWA Fadian location/Gloria B. Nelson Public Service Building, 688 Route 15, Fadian, Mangilao (along back road to Andersen), will open beginning Thursday, May 14, 2020. The GPWA Fadian drive-thru window will accept GPA and GWA customer payments Monday through Friday, from 8:00 a.m. to 3:00 p.m.

"We humbly ask our customers to kindly bear with this new drive-thru window payment service option, as we all transition together to this adjusted way of opening our services back up in this time of the pandemic, according to the newly mandated guidelines," stated GPA General Manager John M. Benavente, P.E.

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.
- Use 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.

To facilitate the new drive-thru processes, GPA and GWA customers utilizing the GPWA Fadian drive-thru payment services are encouraged to follow these official customer guidelines for payments:

1. Have your utility account number, account holder name, amount you are paying and daytime contact telephone number in hand and to submit with your payment.
2. Cash, checks and credit card payments will be accepted by the drive-thru cashiers. VISA credit card payments temporarily accepted for business/commercial customer payments. Payment using Master card continues to be accepted.
3. No payroll checks will be accepted for payments in the drive-thru payment window. However, payroll checks will be accepted in the customer lobby, at the cashier's window, with a maximum limit of \$100 cash back to the customer.
4. A maximum of five payments per vehicle will be accepted to keep the drive-thru line flowing. For larger, bulk payments, customers will need park their vehicle and then get in line to complete their additional/multiple transactions in the customer lobby.
5. Check payments can be dropped in the drop box at the front of or inside the customer lobby.

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**Editor's note:** Customers, may view this information at [www.guampowerauthority.com](http://www.guampowerauthority.com) or on GPA's Facebook page.