



Customer Service Directory

Your Step-by-Step Guide to Powering Your Home or Business with ease from starting service to saving on your bill, this directory walks you through every major step of your energy journey.

Bringing Energy Solutions to You

(671) 647-5787/8/9 • guampowerauthority.com • customersfirst@gpagwa.com • businessfirst@gpagwa.com

Start Service

Get connected with ease.

Moving into a new home or opening a business? GPA makes it simple to start, stop, or transfer power service.

Visit one of our customer service centers or apply online via email: customersfirst@gpagwa.com or businessfirst@gpagwa.com



Need it Fast?

Same-day power connection is available for a \$9 fee – conditions apply.



✓ Residential Checklist

- Completed Application Form
- Valid Government-Issued Photo ID
- Proof of Ownership (property title or deed) OR lease agreement and letter of authorization to apply for electric service
- Contact Information (phone & email)
- Security Deposit (amount varies)

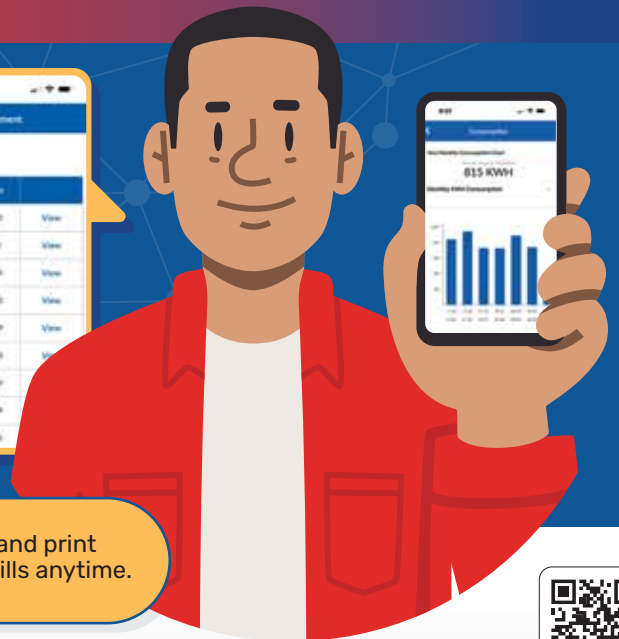
✓ Business Checklist

- Completed Application Form
- Letter of Authorization and Valid ID of Authorized Rep.
- Business License
- Employer Identification Number (EIN)
- Proof of Ownership or Lease
- Contact Information (phone & email)
- Security Deposit (amount varies)



Scan to Start/Stop/Move Services

Power in Your Hands



You can also view, download, and print copies of your current and past bills anytime.



myenergy.com

Monitor Usage

You are in control

- Monitor your energy consumption
- Track daily kilowatt hours (kWh)
- Set alerts to stay within your budget
- Calculate your bills

Register online for free to start saving energy and money! To register, have your account number and amount of your last bill ready.

Manage Your Account

Your account, your way.

Log in to PayGPA.com or download the PayGPWA mobile app to manage your accounts. Intuitive features allow you to view your statement, check your balance and payment history, update your contact information, check your energy consumption or sign up for paperless billing.



paygpa.com

Ways to Pay

Choose what works for you.

Pay online, in person, by phone, or through your bank—whatever's easiest for you.



In Person

Customer Service Center & Main Office

GPA Fadian
Mon-Fri 7am to 5pm

Hagatna Satellite Office

Julale Shopping Center
Mon-Fri 8am to 5pm

GPWA Upper Tumon Office

Mon-Fri 7:30am to 6pm
Sat 8am to 12pm



Online

Visit PayGPA.com or Download the Pay GPWA App



Pay By Phone

671-647-5787
Mon-Fri 8am to 5pm
1 (855) 712-9696 Available 24/7



Mail-In

Mail **CHECK** payments to:

Guam Power Authority
P.O. Box 21868,
Barrigada, GU 96921



Drive-Thru

Cash, Check and Credit Card payments are accepted at: GPWA Upper Tumon Office
Mon-Fri 7:30am to 3:30pm • Sat 8am to 12pm



Drop Box

Gloria B. Nelson Public Service Building • 688 Route 15, Fadian along back road to Andersen



Other

Your Bank
Subject to individual bank policies
All Treasurer of Guam Locations



Apply & Track Rebates

Energy Rebates

Earn a rebate with an energy-efficient air conditioner and lower your energy consumption. GPA offers rebates when you buy a GPA program-qualified air conditioner.

Get Assistance

Support when you need it.

Programs are available to help with your power bill. Learn about local and federal assistance options.

Avoid power service account interruptions.



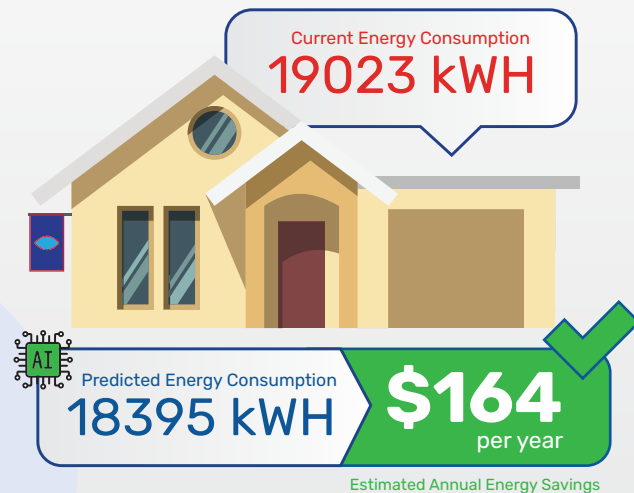
If you are a customer with a past-due balance, we're here to help. We'll work together to find a solution for you. Contact us at (671) 647-5787/8/9 or email customersfirst@gpagwa.com.

My Energy Xpert



Cut your energy cost.

My Energy Xpert is GPA's free AI-powered home energy tool that helps you better understand your power use at home.



In just a few minutes, answer questions about your lighting, appliances, air conditioning, and water heating systems. You'll receive a personalized report with energy-saving recommendations you can act on right away.

Scan the QR code to start your free home energy checkup!

guampowerauthority.myenergyxpert.com



For power emergencies, downed lines or electrical concerns, contact GPA Power Systems Control Center (PSCC) dispatch at (671) 475-1472/3/4 for immediate assistance.

