GUAM POWER AUTHORITY
ATURIDÅT ILEKTRESEDÅT GUAHAN
P.O.BOX 2977 • AGANA, GUAM U.S.A. 96932-2977

For Immediate Release – Joint Release September 30, 2024

Contact: communications@guamwaterworks.org
customersfirst@gpagwa.com

ADVISORY TO THE PUBLIC

GPA and GWA Migrates to a Single Automated Phone Payment System

(Fadian, Mangilao) - Guam Power Authority (GPA) and Guam Waterworks Authority (GWA) advises its customers that the current automated phone payment system or Interactive Voice Response (IVR) will be offline from October 1, 2024 to October 5, 2024. GPA and GWA's current IVR phone payment services *will transition under one combined system with a new toll-free number.* During the automated phone payment system unavailability, customers can make payment via alternative methods (see below).

The combined utility phone payment system or IVR system will be available 24 hours a day, 7 days a week. Upon completion of the migration, customers can avail of the new automated service to pay both GPA and GWA accounts using the one toll-free number. Effective October 6, 2024, the new toll-free number to call to make payment is **1-855-712-9696.**

Live utility payment representatives will remain available during regular business hours. This joint utility effort aims at enhancing the GPA and GWA customer experience.

GPA and GWA appreciates your patience and understanding as we work toward improving our Pay by Phone services. We apologize in advance for any inconvenience this may cause our customers.

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CUSTOMER SERVICE CENTER - LOBBY LOCATIONS AND HOURS
GPA Fadian Main Office
Monday-Friday 7:00 am -5:00 pm

Hagåtña Office
Julale Shopping Center
Monday-Friday 8:00 am – 5:00 pm

GPWA Upper Tumon Office
Monday-Friday 7:30 am - 6:00 pm
Saturday 8:00 am - 12:00 pm

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DRIVE-THRU LOCATION AND HOURS
GPWA Upper Tumon Office Monday-Friday 7:30 am to 3:30 pm; Saturday, 8:00 am-12:00 pm

Customers may also use the following online or phone services:

- PayGPA.com
- GPWA Mobile App
- Pay-By-Phone - (671) 647-5787, representatives are available Mon-Fri from 8:00 am to 5:00 pm

GUAM WATERWORKS AUTHORITY