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

FOR IMMEDIATE RELEASE

November 28, 2023

FOR MORE INFORMATION
CONTACT: JOYCE N. SAYAMA
COMMUNICATIONS MANAGER
PHONE NO.: (671) 648-3145

GPA REMINDS CUSTOMERS OF ALTERNATE SERVICES DUE TO SYSTEM MAINTENANCE

The Guam Power Authority (GPA) reminds customers that they may access alternate services and make payments online as the automated payment line (Interactive Voice Responder or IVR) is undergoing system maintenance by GPA's contracted IT services company.

Customers may use the following alternate services:

- **PayGPA.com**
- **GPWA Mobile App**
- **Customer Service and Pay-By-Phone** representatives are available Mon-Fri from 8:00am to 5:00pm.

GPA representatives continue to answer calls during regular call center hours; However, customers are encouraged to leave a voicemail if their call is missed. Voicemail messages are checked frequently throughout the day.

Customers may also visit our offices for services or make payments in person at our drive-thru or lobby locations.

LOBBY LOCATIONS AND HOURS

GPA Fadian Main Office
Mon-Fri 7am-5pm

Julale Shopping Center, Hagåtña
Mon-Fri 8am-5pm

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

DRIVE-THRU LOCATION AND HOURS

GPWA Upper Tumon Office Mon-Fri 6:30am to 3:30p
Fadian Drive Through is Temporarily Closed

We apologize for this inconvenience and are working diligently with our IT services company to restore the IVR automated payment line as soon as possible. Visit our website or social pages for further updates.

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