



# GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUÅHAN  
P.O.BOX 2977 • HAGÁTÑA, GUAM U.S.A. 96932-2977

**FOR IMMEDIATE RELEASE**

**October 30, 2024**

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

## **ADVISORY TO THE PUBLIC**

### **Erroneous Disconnect Notices Mailed by GPA Billing Vendor**

(Fadian, Mangilao) – The Guam Power Authority (GPA) is notifying customers that due to an error by our bill processing vendor, approximately 240 disconnect notices were mistakenly mailed to post-paid business and residential customers on October 24, 2024. To promptly address this, corrected notices were mailed on October 28, 2024.

GPA encourages post-paid residential and business customers who may have received these erroneous notices to review their account status using the following services:

- PayGPA.com
- GPWA Mobile App
- Pay-By-Phone (671) 647-5787, representatives are available Mon-Fri 8am – 5pm
- Email at [customersfirst@gpaqwa.com](mailto:customersfirst@gpaqwa.com)
- Customer Service Centers at the GPA Fadian Main Office, Hagåtña Office Julale Shopping Center or GPWA Upper Tumon Office

Customers are also advised that payment reminders and disconnect notices are provided via phone and email, in addition to regular mail. Customers in arrears who have recently made a payment may disregard the erroneous notice.

We apologize for any confusion or inconvenience this error may have caused and appreciate your understanding as we work to ensure accurate information and resolution are provided to customers.

Additionally, in observance of All Souls' Day on Saturday, November 2, 2024, please note GPA's modified hours:

- Friday, November 01, 2024: All Lobby Locations are closed except the GPWA Upper Tumon office and drive-thru which will be open from 8am – 12pm.
- Saturday, November 02, 2024: All Lobby Locations are closed.

Our online services remain available 24/7, ensuring you can manage your accounts anytime. Thank you for your patience and understanding.

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