



PUBLIC SERVICE ANNOUNCEMENT

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1 JULY 2020

Re: GPA/GWA Open Friday, 3 July 2020
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GPA/GWA Open Friday, 3 July 2020

The Guam Power Authority and Guam Waterworks Authority jointly announce that the customer service lobbies will be open for business for utility services this coming Friday, 3 July 2020.

“We are encouraged by the number of customers requesting payment arrangements to address their past due balances while maintaining continuity of their utility services,” stated GWA General Manager Miguel Bordallo, P.E.

The GPWA customer service lobbies at Upper Tumon and Hagåtña (Julale Shopping Center) will be open on Friday, July 3, 2020, from 9 a.m. through 1 p.m. The Upper Tumon drive-thru payment window services will also be open from 9 a.m. through 1 p.m.

“In this unprecedented pandemic time, GPA and GWA are responding to the needs of our customers while increasing health and safety protections. We offer our customers a variety of touchless options, including live telephone, online/internet, and drop-off options.” said GPA General Manager John M. Benavente, P.E.

Touchless payment options are also available through each utility’s Pay by Phone, mobile app, online payment or drop-box payment options. GWA customers may email Customer Service at customers@guamwaterworks.org. GPA residential customers may email customersfirst@gpagwa.com; business customers may email businessfirst@gpagwa.com.

The utility Call Centers will be open on Friday, July 3, 2020 from 8 a.m. through 1 p.m. Customers may call GPA at 647-5787, and GWA at 647-7800. Live Pay-By-Phone service will be also be offered at 647-5787.

“Our utilities have always worked closely with our residential and business customers regarding any issues about their services or paying their utility bills and will continue to do so,” concluded Benavente.

Customers impacted financially by recent pandemic-related events are encouraged to contact GPA and GWA to make payment plans. All penalties and late fees, including interest are waived for all residential and commercial customers entering into arranged payment plans. Disconnection for non-payment is a last resort.

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