



Customer Service Directory

VOLUME 6



Bringing Energy Solutions to You

Your GPA Customer Service Directory is more than just a guide—it's a trusted resource to help you take control of your energy consumption and account management. The directories will help you find simple solutions to common issues and expert tips to make the most of GPA's tools and services.

Turning Customer Feedback Into Actionable Solutions

At GPA, our customers' voices guide everything we do. Your feedback plays a crucial role in shaping how we serve you and your families. Through our recent customer service survey, many of you shared valuable insights—affirming what our customer service team is doing well and highlighting areas where we can grow.



James C. Borja
Utility Services Administrator

What You Told Us

Our survey revealed themes that matter most to our community:

- A strong desire for clear and timely communication.
- Continued interest in tools to monitor and manage energy usage.
- Appreciation for flexible billing and account management options.

These responses emphasize the importance of delivering accessible, practical services and resources to meet your needs.

What We're Doing About It

Your feedback drives our efforts to improve. Here's how we're responding:

- **Enhanced Communication Channels:** We're revisiting how we share information across email, social media, and other platforms to keep you informed about programs, tips, and services in ways that work best for you.
- **Improved Digital Tools:** We're enhancing tools like MyEnergyGuam and the PayGPA mobile app to make tracking your energy usage, payments, and account details even easier and more reliable.
- **Customer Support:** We're investing in ongoing training for our call center and lobby teams to ensure every interaction is friendly, professional, and efficient.

A Shared Commitment to Brighter Days Ahead

We're grateful for the opportunity to serve such an engaged and thoughtful community. The insights you've shared help us grow with you as we continue working to deliver reliable power and valuable resources that make a difference in everyday life.

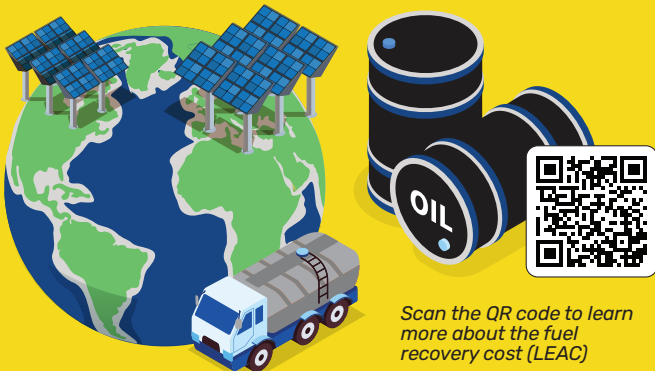
Thank you for helping GPA uphold its commitment to #PowerToServe.

Understanding the LEAC

The Fuel Recovery Charge, or Levelized Energy Adjustment Clause (LEAC), on your power bill is a key but often misunderstood part of your electricity bill. It covers GPA's fuel costs for generating electricity, with no profit for GPA.

Since LEAC is tied to global fuel prices, it fluctuates with market conditions like supply shortages, geopolitical events, and demand shifts—similar to gas prices. GPA recalculates LEAC biannually and submits it to the Public Utilities Commission (PUC) for review, spreading costs to avoid sharp increases.

LEAC depends on your electricity usage, making it vital to understand its changes to better manage your power bill.



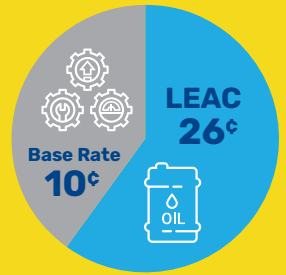
Scan the QR code to learn more about the fuel recovery cost (LEAC)

Why is the LEAC so high?

Global fuel prices fluctuate due to factors like supply shortages, geopolitical events, or increased demand. These factors can lead to higher costs that are reflected in the LEAC.

What percentage of my bill does the LEAC make up?

On average, the LEAC accounts for a significant portion of your bill—often over 50%. This is because fuel is a major expense in electricity generation.



Why doesn't GPA just switch to cheaper fuel sources?

GPA is actively working to transition to more efficient and sustainable energy solutions, but this requires time and planning.

- **Ukudu Power Plant:** Once operational, this state-of-the-art facility will use less fuel to generate electricity, reducing costs.
- **Phase IV Renewables:** Solar and battery projects will reduce reliance on imported fuel and stabilize energy prices over time.
- **Retiring Cabras Units:** Older, less efficient generators will be phased out, further cutting fuel consumption and maintenance costs.

While the shift to cleaner and cheaper energy sources takes time, these projects represent GPA's commitment to reducing fuel dependency and lowering costs for customers.

How can I reduce the impact of the LEAC on my bill?

You can minimize your energy costs by lowering your consumption. Use tools like MyEnergyGuam to monitor your usage and adopt energy-saving habits like turning off unused appliances and setting your AC to 75°F.



Understanding Your Power Bill

Your electricity bill includes several components, each reflecting different aspects of your energy use and service. Here's a quick breakdown:



Scan to learn more about your power bill.

- 1 Read Date**
The date your meter was read to calculate your energy usage for the billing cycle.
- 2 Average Daily Usage (AveDly)**
Your average daily energy use, measured in kilowatt-hours (kWh).
- 3 Monthly Customer Service Charge**
A flat fee that supports in-person, online and automated services, including the systems and software that supports meter data collection, customer billing and payments, and account management.
- 4 Emergency Water-Well and Wastewater Charge**
A small fee to maintain and upgrade standby generators for Guam's water and wastewater systems during emergencies.
- 5 Energy Charges**
The cost of electricity you used. The first 500 kWh is billed at a lower "lifeline rate" to support smaller users.
- 6 Fuel Recovery Charge (LEAC)**
This covers the cost of the fuel GPA uses to generate electricity. It fluctuates based on global fuel prices.

Facts About Your Power Bill

What is "Average Daily Usage" and why does it matter?
Your Average Daily Usage (AveDly) shows your daily energy habits. If this number stays the same or decreases, but your bill rises, it could be due to:

- Longer Billing Periods: More days in the cycle mean more usage billed.
- Fuel Costs: Higher fuel prices increase your cost per kWh.

How does the "lifeline rate" work?
The lifeline rate offers a discounted rate for the first 500 kWh of electricity used each month, benefiting those with lower energy needs. Usage above 500 kWh is billed at the standard rate. By practicing energy-saving habits, you can stay within the lifeline range and keep your costs down.

What To Look Out For

Check Average Daily Usage:
Look at your daily consumption trends to see if your energy-saving efforts are paying off.

Compare Billing Periods:
Longer cycles mean higher bills, even with steady usage.

Monitor Your Usage:
Tools like MyEnergyGuam and PayGPA can help you monitor and manage your energy use in real-time.

Register at MyEnergyGuam.com. Have your account number and amount of your last bill ready and scan the QR code! Don't have your bill? Download a copy at PayGPA.com



How do I..? Enroll in Paperless Billing

- 1** Login to your PayGPA.com account.
- 2** From the Actions dropdown menu, select Paperless Billing.
- 3** A pop-up window will open.
- 4** Going forward, you will receive an email notification that your eBill is ready to view online at PayGPA.com.

Did you know?



LED light bulbs use about **75-80% less energy** than incandescent bulbs and last up to **25 times longer**, significantly reducing energy use over time.

Setting the **right temperature on your air conditioner** can potentially cut your cooling costs by **up to 6%**.



You can get **cash rebates** when you invest in **energy-efficient appliances**. Just look for the blue Energy Star label.



Check our [Energy Sense rebate page](#) for approved vendors and appliance models.

