



Customer Service Directory

Your Step-by-Step Guide to Powering Your Home or Business with ease from starting service to saving on your bill, this directory walks you through every major step of your energy journey.

Bringing Energy Solutions to You

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Managing your power use shouldn't feel complicated. Each month, our Customer Service team hears similar questions about bills, outages, and home electrical issues. This quick guide brings the most important information together so you can understand your bill and know what steps to take when something changes.

Why Does Your Power Bill Change?

(A simple guide for Guam households)

Whether higher or lower, here is a quick guide to the most common reasons bills shift from month to month.



1.

Everyday Routine Changes

- AC running longer, earlier in the day, or overnight
- Lower thermostat settings
- Kids or family home during the day
- Guests staying over
- More cooking, reheating, or opening the fridge
- Extra laundry, longer showers
- New appliances (fridge, freezer, AC, fans)
- Older appliances working harder

Small shifts at home are the most common reason bills go up or down.

2.

Your Actual Usage (MyEnergyGuam.com)

- Total kWh this month vs. last
- High-use days or weekend spikes
- Cooling hours (often the biggest factor)
- Nighttime vs. daytime usage patterns

If usage increased: the higher bill is from consumption, not a billing error.

Quick Fact: Guam homes average ~1,000 kWh/month. A 20% difference usually reflects cooling habits or routine shifts.

3.

Hidden Factors (When "Nothing Changed")

Even if habits feel the same, your home's conditions may have changed.

Cooling Load

- Higher indoor humidity makes AC run longer
- Concrete homes retain more heat some months than others
- Afternoon and nighttime temperatures affect cooling cycles

Appliance Behavior

- AC working harder due to age or dirty filters
- Fridges/freezers running longer (weak seals, tightly packed items, hot room placement)
- Always-on devices adding up (routers, dispensers, pumps, purifiers, security systems)

4.

Billing Period & Rate Changes

Sometimes your usage stays steady, but the billing conditions change:

Billing Cycle Length

- A cycle with 31 days instead of 28 adds more days of usage
- A 2-3 day difference can noticeably raise the total amount due

Fuel/LEAC & Rate Adjustments

- Typically, LEAC rate periods begin on Feb 1 and Aug 1.
- When global oil prices change, the fuel charge on your bill moves up or down
- This can increase or decrease your total even with the same kWh usage



Take control of your bills visit myenergyguam.com

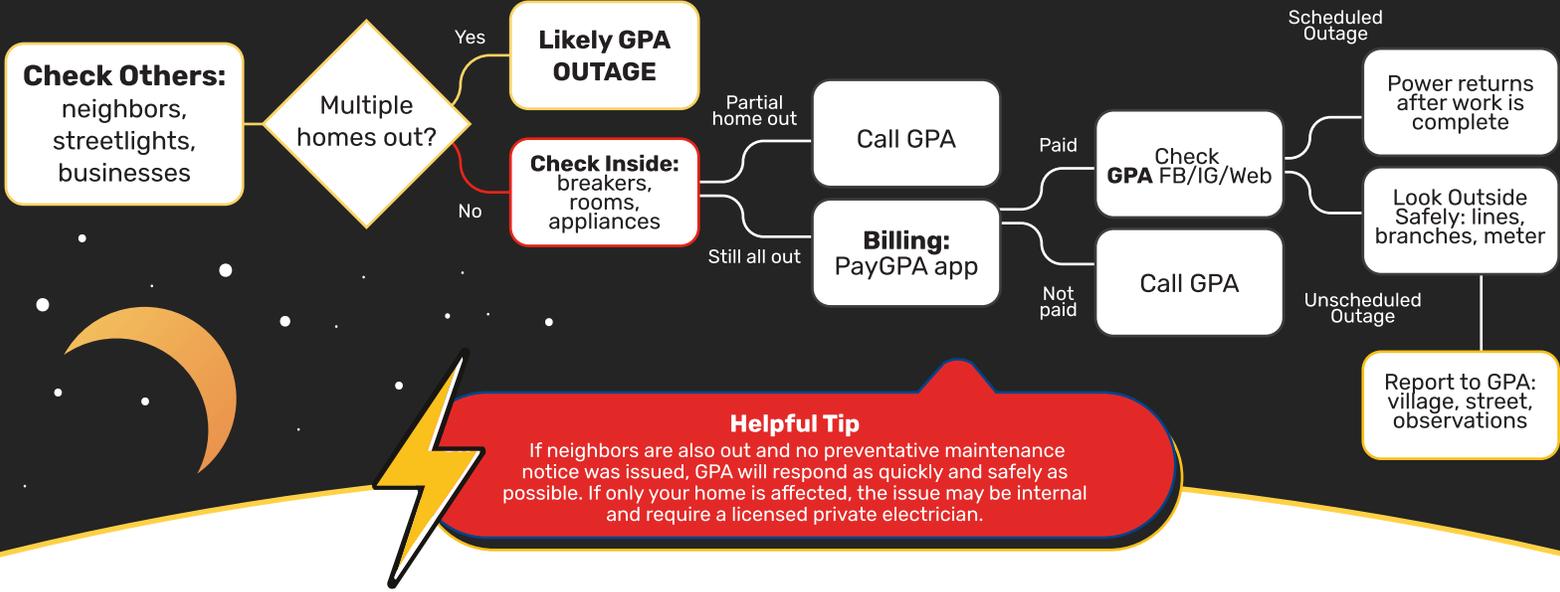
The Bottom Line

- Your power bill is affected by a few key areas:
- Cooling and household habits
- How hard appliances are working
- Indoor humidity and home heat retention
- Actual kWh usage on MyEnergyGuam.com
- Billing cycle length
- Fuel/LEAC changes

Understanding these parts gives you the clearest picture of why your bill changed month to month. And anytime you need help, our Customer Service team is here for you.

What To Do If Your Power Goes Out?

Follow these simple steps to figure out what's happening.



Helpful Tip
If neighbors are also out and no preventative maintenance notice was issued, GPA will respond as quickly and safely as possible. If only your home is affected, the issue may be internal and require a licensed private electrician.

Who To Call? GPA vs. Electrician



Quick Tip: If you're not sure, it's always good to call GPA first.

Call GPA When the Issue Is Outside the Home

- GPA handles everything up to the meter.**
- Downed or low-hanging lines
 - Sparks, smoke, or damaged external equipment
 - Issues at the meter or meter base
 - Problems with the service drop
 - Transformer or pole issues
 - Trees touching power lines
 - Multiple homes without power
 - Outages confirmed by neighbors or village chats

Call a Private Electrician When the Issue Is Inside the Home

- Electricians handle everything after the meter.**
- Repeatedly tripping breakers
 - Flickering lights in one room
 - Dead outlets or switches
 - Fans/lights not turning on
 - Buzzing or warm breakers
 - Burning smell at panel or outlets
 - Wiring issues
 - Installing/upgrading circuits or outlets

We're here to help!

For downed lines or electrical concerns, contact GPA PSCC Dispatch at 671-475-1472/3/4 for immediate assistance.

For billing or customer service issues, contact GPA Customer Service at (671)-647-5787/8/9

Scan code for a list of licensed Master Electricians from the Guam Contractors License Board

