



GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUÅHAN
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FOR IMMEDIATE RELEASE

**FOR MORE INFORMATION,
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GPA Automated Telephone Payment Line Temporarily Unavailable Alternative Payment Services Available

(Fadian, Mangilao) – The Guam Power Authority’s (GPA) automated payment telephone line (Interactive Voice Responder or IVR) is temporarily offline. GPA’s third-party contractor is actively working to resolve the technical issue and restore the IVR services. GPA reminds customers that alternative online and in-person payment services are available.

Customers may use the following alternative services:

- **PayGPA.com**
- **GPWA Mobile App**
- **In-Person Payment Service** (3 locations)
- **Live Pay-By-Phone** at (671) 647-5787/8/9, select Option 2.

ONLINE PAYMENT SERVICE

Online payments are accepted 24/7 at PayGPA.com or the GPWA Mobile App (available from Apple Store and Google Play).

LIVE PAY-BY-PHONE SERVICE

GPA Pay-By-Phone representatives continue to answer calls during regular call center hours from 8:00 a.m. – 5:00 p.m. Monday through Friday. However, customers are encouraged to leave a voicemail if their call is missed. Voicemail messages are checked frequently throughout the day.

IN-PERSON PAYMENT SERVICES

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

GPA Fadian Main Office

Monday – Friday 7:00 am – 5:00 pm

Julale Shopping Center, Hagåtña

Monday - Friday 8:00 am – 5:00 pm

GPWA Upper Tumon Office & Payment Drive-Thru

Monday - Friday 7:30 am-6:00 pm

Saturday 8:00 am-12:00 pm

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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