Bringing Energy Solutions to You

Insights

A monthly newsletter for all GPA Customers • Issue No. 91 • October 2024

Brighter Days Ahead



GPA is working toward cleaner, efficient, affordable energy on a sustained basis

After the Ukudu Power Plant is commissioned, customers can expect a significant reduction in their power bills. The current fuel recover (LEAC) rate of 26 cents per kWh will drop to about 13 to 16 cents, saving customers an average of $130 to $102 per bill (savings are highly dependent on the cost of fuel).

Start the countdown to brighter days!

Learn more about how GPA is addressing the generation capacity shortfall. Visit guampowerauthority.com or scan the QR code for more information.

Celebrating Public Power Week:

Powering Guam Together



From October 6-12, 2024, GPA will join more than 2,000 community-powered electric utilities in celebrating Public Power Week, a national observance led by the American Public Power Association (APPA). This event highlights the role of not-for-profit, community-owned utilities that collectively provide electricity to 54 million people across the U.S. and its territories.

GPA remains committed to providing safe, reliable, and affordable energy, with a customer-focused approach. This Public Power Week, GPA looks forward to "Brighter Days" as it continues to shape Guam's energy future.

Why Public Power Matters

Public power prioritizes people over profits. GPA has maintained its base rate of 10 cents per kilowatt-hour since 2013, ensuring funds are available for operations and capital improvement projects. By maintaining the base rate, GPA helps shield customers from the rising fuel costs that impact energy bills.

Nationwide, public power utilities employ over 96,000 workers, and GPA contributes to this by employing approximately 400 people. In addition to providing stable jobs, GPA invests in the continuity of its workforce through training, internships, and certification programs.

Sustainability is a key pillar of public power and a priority for GPA. Public power utilities across the U.S. reduced carbon emissions by 31% between 2005 and 2022. GPA is part of this movement, actively working toward achieving 50% renewable energy by 2030 and 100% by 2040. Significant progress has been made with the new 198 MW Ukudu Power Plant, set to come online by September 2025, and with Phase IV of the renewable energy project. These initiatives are integral to GPA's plan to ensure a cleaner, more sustainable future for Guam's residents.

GPA continues to focus on making Guam's energy supply resilient, affordable, and sustainable for its residents, businesses, government, and military.

Public Power in the Community

GPA's commitment to the community goes beyond electricity. Through the Demand Side Management (DSM) program, GPA has partnered with schools across the island to implement LED lighting retrofits, reducing energy consumption and costs. Additionally, GPA works closely with local schools to educate students and teachers on energy efficiency and safety.

In celebration of Public Power Week, GPA is hosting a toy and canned food drive to support the Alee Shelter and the Salvation Army's food pantry. GPA is also proud to partner with Guam Special Olympics, where employees volunteer to support athletes during events.

Brighter Days Ahead

As GPA celebrates Public Power Week, the focus is on "Brighter Days" ahead for Guam. A cleaner, more sustainable future is within reach, thanks to the dedication of GPA's employees and the trust and support of the community.

Everyone is invited to learn more about GPA's projects, including the Clean Energy Master Plan, and to participate in Public Power Week activities. Together, GPA and the community will continue to power Guam, ensuring a brighter future for all.



Thank You for Being a Valued Customer

During Customer Service Week, GPA would like to take a moment to thank you for choosing Guam Power Authority. Your feedback is important to us, and we're always working to improve your experience. Please take a few moments and scan the QR code to complete a short survey – your input will help us serve you even better.

We also want to address our most frequently asked question: **Why is my power bill higher, even though my usage seems the same?**

Several factors can affect your bill, such as the efficiency of your appliances or changes in the weather. For example, if your air conditioning unit isn't properly maintained, it may use more energy. Additionally, leaks or changes in the billing cycle could impact consumption.

The fuel recovery charge (LEAC) also plays an important role. The LEAC is reviewed twice a year in order to levelize customers bills, shielding them from rapid increases in the cost of fuel. However, even a small change of 1 cent in the LEAC can add or subtract $10 from your bill, based on 1,000 kWh of usage. Scan the QR code to learn more about the LEAC.

We encourage you to track your energy usage at www.myenergyguam.com to stay on top of your daily, weekly, and monthly consumption. This useful tool can help customers identify any changes that may have occurred from one billing cycle to the next. It's easy to sign up—just have your account number and your last bill ready, and scan the QR code!

Thank you for being part of our GPA community!

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October is Energy Awareness Month

October is Energy Awareness Month, and it's the perfect time to reflect on how our daily energy choices impact both our wallets and our island's future. Simple steps, like adjusting your air conditioner or water heater thermostat and upgrading to energy-efficient appliances, can make a big difference. GPA offers rebates for these home improvements, with potential savings ranging from $50 to $500. These energy-efficient appliances use up to 30% less power, helping you cut costs and reduce your environmental impact.

As we wrap up this month of awareness, it's important to remember that even small changes, like setting your A/C a few degrees higher, can lower your cooling costs by about 10%. Making smart energy choices not only benefits your family today but also helps protect Guam's future generations. Visit guampowerauthority.com for more information and tools to make your home or business more energy efficient.



GPA Gallery: Guam Offshore Wind Energy Task Force Meeting

At the Guam Offshore Wind Energy Task Force Meeting on September 11th, GPA's Assistant General Manager of Engineering & Technical Services, John J. Cruz Jr., P.E., CEM, MBA, emphasized the importance of diverse renewable technologies in achieving Guam's 100% renewable energy goal. "It is going to take different kinds of renewable energy technologies to attain our 100% renewable energy goal. It is going to take many different technologies to integrate all these sources of energy to significantly improve power affordability, reliability, and resiliency," said Cruz. "Some of these technologies are not yet in commercial operation and must be tailored to GPA's unique grid."







GPA and GWA Upgraded to a Unified Automated Phone Payment System

Guam Power Authority (GPA) and Guam Waterworks Authority (GWA) will be upgrading to a single automated phone payment system to make it easier for customers to manage both utility accounts.

Effective October 6, 2024, customers can use a new toll-free number, 1-855-712-9696, to make payments for both GPA and GWA services. This combined system will be available 24/7, offering greater convenience. Live representatives will still be available during regular business hours for those who prefer speaking with customer service.

GPA and GWA encourage customers to take advantage of all alternative payment methods, such as visiting customer service centers or using online services like PayGPA.com and the GPWA mobile app.

This effort to streamline payment options is part of GPA and GWA's commitment to improving the overall customer experience, and we appreciate your patience during this brief downtime.



Ways to Pay Your Bill

NOTICE: For those who make utility payments at the bank, be sure to check with your bank for their updated policies.

ONLINE
Visit PayGPA.com or
Download the Pay GPWA App

PayGPWA mobile app

You can also pay your GWA water bill on the app.

PAY BY PHONE
(671) 647-5787 M-F 8am to 5pm

NEW **Toll Free Number**
1 (855) 712-9696 Available 24/7

MAIL-IN
Mail CHECK payments to:
Guam Power Authority
P.O. Box 21868, Barrigada, GU 96921

DROP BOX
Drop CHECK payments to:
Gloria B. Nelson Public Svc. Bldg.
688 Route 15, Fadian
along back road to Andersen

DRIVE-THRU
Cash, Check & Credit Card payments are accepted at:

GPWA Upper Tumon Office
M-F 7:30am to 3:30pm
Sat 8am to 12pm

IN PERSON
Customer Service Center & Main Office, GPA Fadian
M-F 7am to 5pm

Hagåtña Satellite Office
Julale Shopping Center
M-F 8am to 5pm

GPWA Upper Tumon Office
M-F 7:30am to 6pm
Sat 8am to 12pm

OTHER
Your Bank
Subject to individual bank policies

All Treasurer of Guam Locations

Online, Mobile App and Pay By Phone/IVR Payments:
GPA's payment system is designed to identify unposted payments. If you have confirmed that your credit/debit card has been charged but your payment is not shown on your online balance, please DO NOT pay again.

Important Refund Information:
- *Customers who have a credit balance due to an over payment can receive a refund or apply the credit to the next month's bill.*
- *Accounts with arrears or outstanding balances will not be credited for a refund.*

If Your Payment is Not Posted:
If your payment has not been posted after several hours, please contact us for assistance.

At GPA, you can also pay your GWA water and GSWA trash bills.

GPA GOVERNANCE & LEADERSHIP

Your elected Consolidated Commission on Utilities (CCU) holds two (2) working sessions and one (1) regular meeting monthly. Meeting location is the CCU Conference Room, Gloria B. Nelson Public Service Building in Fadian, Mangilao. For more information and agencies, call the CCU Board Secretary at (671) 648-3002 or visit www.guamccu.org.

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View your energy usage at myenergyguam.com

The Guam Power Authority has been serving Guam for 56 years. Contact us to let us know what updates and information we can provide to help you better understand the work we do; or ways we can better serve you. ***Email us at:*** customersfirst@gpagwa.com or send us a ***Direct Message*** on our Facebook.