GPA's 24-Hour Trouble Dispatch:

(671) 475-1472/3/4

Stay away from all downed lines and equipment as they may still be energized and can cause harm if you come in contact with it. Consider such situations as dangerous and life threatening and immediately report this situation to GPA's 24-Hour Trouble Dispatch or via direct message on GPA's Facebook page.



CLEAN • EFFICIENT • RELIABLE • RESILIENT
GPA 1968 55 YEARS 2023

Bringing Energy Solutions to You

Customer Service Directory Vol. 3

TYPHOON RECOVERY EDITION

Post-Typhoon Restoration FAQs

My weatherhead is damaged. What do I do?
The weatherhead – where the overhead power line or service drop connects to your home or building – is owned by the customer. The customer must hire a master electrician to repair a damaged weatherhead. GPA cannot restore power to you until your customer-owned equipment (i.e.,meter box and/or weatherhead) is repaired.

Account holder or authorized person visits any of GPA's Customer Service lobbies and requests for a work clearance. A GPA representative will issue a work clearance and a GPA Electrical Inspection Report form.

Upon completion of repairs, the master electrician must print name, sign and include ME license number on GPA's Electrical Inspection Report form. Please contact GPA Customer Service at (671) 647-5787/88/89 or email customersfirst@gpagwa.com informing GPA representative of the completed work. The GPA representative will provide additional information on the reconnection process.

A list of licensed master electricians is available on the Guam Contractors License Board website.

I completed repairs to my weatherhead, how much does it cost for power reconnection?
For damages caused by Typhoon Mawar, GPA has waived work clearance charges related to the reconnection of permanent and temporary power.

Houses down the street from me have power. Why don't I?
If your home is without power but there are nearby locations that are energized, your distribution line may be isolated due to pending repairs or additional assessments needed such as transformers and line replacements. Once the problems on your line are identified and assessed, crews will schedule repair after other major repairs needed to essential areas are addressed.

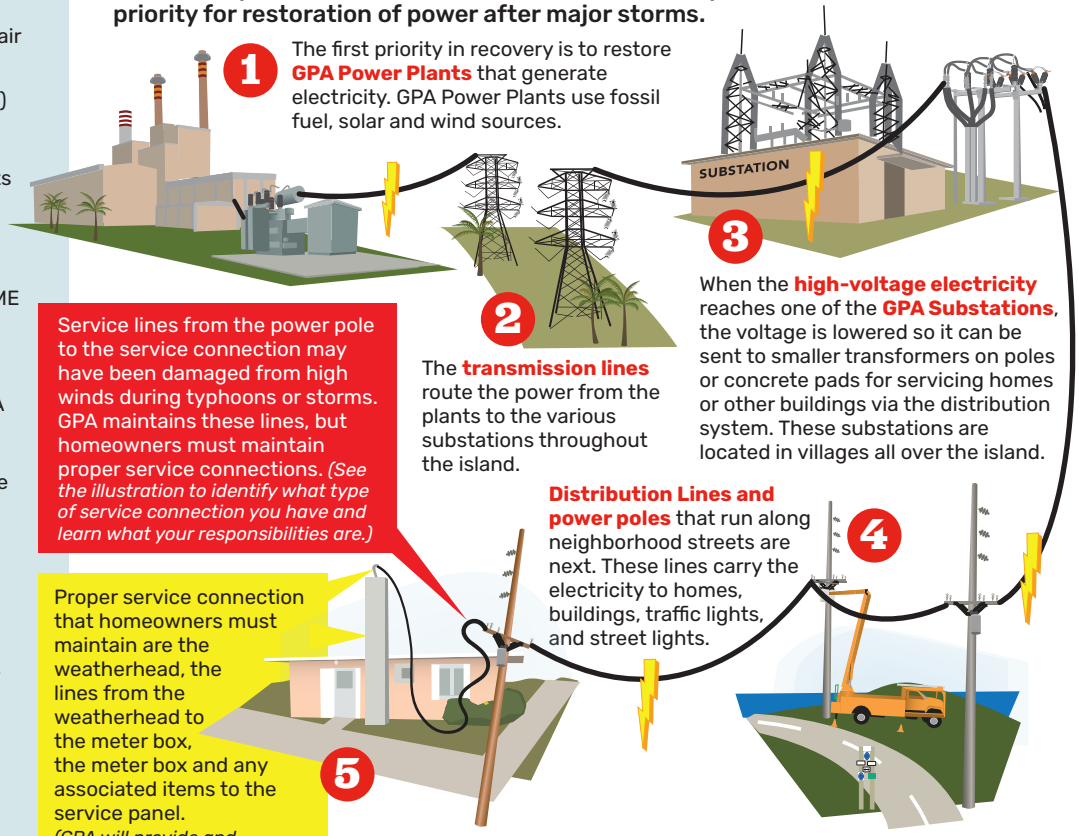
How do I safely operate my generator?
GPA advises customers operating generators for either residential or commercial purposes, especially a large generator, to ***please shut off the main circuit breaker(s) of all house(s) or building(s) that are connected to your generator.***

Never try to power your house/building wiring by plugging the generator into a wall outlet, a practice known as "back feeding". It can lead to electrocution of utility workers or neighbors served by the same utility transformer. The only safe way to connect a generator to a house/building wiring is to have a qualified electrician install a power transfer switch.

See backside for more Typhoon Restoration FAQs

How power is restored after tropical storms and typhoons

In order to restore power to your home as quickly as possible, GPA must repair all the components illustrated here. The numbers represent GPA's order of priority for restoration of power after major storms.



1 The first priority in recovery is to restore **GPA Power Plants** that generate electricity. GPA Power Plants use fossil fuel, solar and wind sources.

2 The **transmission lines** route the power from the plants to the various substations throughout the island.

3 When the **high-voltage electricity** reaches one of the **GPA Substations**, the voltage is lowered so it can be sent to smaller transformers on poles or concrete pads for servicing homes or other buildings via the distribution system. These substations are located in villages all over the island.

4 **Distribution Lines and power poles** that run along neighborhood streets are next. These lines carry the electricity to homes, buildings, traffic lights, and street lights.

5 Proper service connection that homeowners must maintain are the weatherhead, the lines from the weatherhead to the meter box, the meter box and any associated items to the service panel. *(GPA will provide and maintain the meter.)*

Service lines from the power pole to the service connection may have been damaged from high winds during typhoons or storms. GPA maintains these lines, but homeowners must maintain proper service connections. *(See the illustration to identify what type of service connection you have and learn what your responsibilities are.)*

Remember,

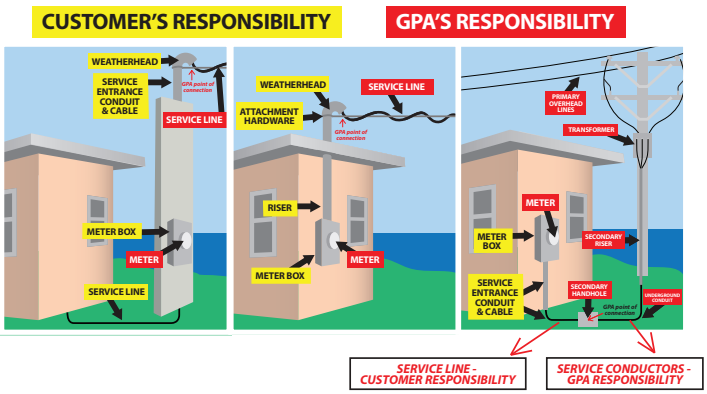
HIGH VOLTAGE KILLS

Downed or dangling power lines can cause electrocution
After the storm passes, look around and be alert for fallen power lines. Consider ALL fallen lines to be "live" to avoid severe injury or death.

Electricity travels through standing water and can cause electrocution
Avoid flooded areas even if they are shallow. Don't step into water in case a downed power line is touching it. Remember, the power line may be some distance away or even out of sight.

Who is Responsible for Fixing What?

If your electrical components are damaged, you may be responsible for repairs. Identify your type of service connection below to learn more.



Typhoon-Preparedness Tips

It's always best to plan ahead. So be ready for an approaching tropical storm or typhoon.

- **Consider having a backup generator** if you are dependent on an electrically-powered life support system. Otherwise, make plans ahead of time to go to an alternate location where electricity will be available. Prepare to take your medical equipment and medications with you.
- **Unplug unnecessary and sensitive electronic equipment** to protect your electric equipment from power outages and fluctuations caused by the tropical storms. Use high-quality surge suppressors for electric appliances that remain plugged in.
- **Secure all lightweight objects and anchor any items that may become airborne** such as lawn furniture, canopies, garbage cans, and other items can become projectiles in high winds.
- **Clear clogged rain gutters of debris** to prevent water damage to your property.
- **Shut off your incoming electricity at the main breaker or switch**, usually located by the electric meter or in the circuit breaker panel if tropical storm or typhoon conditions force you to evacuate to an emergency shelter.
- **Be aware of these conditions on your property:** Trees that show signs of uprooting or are leaning toward power lines; Tree branches that have come into previous contact with power lines; Trees that have blown over by strong winds and are near power lines.
- **Consult with DPHSS regarding medicine that need to be refrigerated.** DPHSS has advised that Insulin, when opened, may last 14-28 days in room temperature while cartridges and vials can be stored at temperatures between 59°F and 86°F for up to 28 days and continue to work.

Keep a Disaster Supply Kit



- **Food & Water**
  Store adequate food supply and clean water. Have food that does not require cooking.
- **Battery-Powered Weather Radio**
  Make sure flashlights and battery-powered radios have fresh batteries or are electrically-charged; stock up on candles and matches.
- **List of Emergency Contacts**
  Prepare a list of emergency hotline numers, including contact details of authorities.

GPA and National Weather Service are working together to ensure your safety this typhoon season. Follow NWS & Guam Homeland Security for the latest storm information.

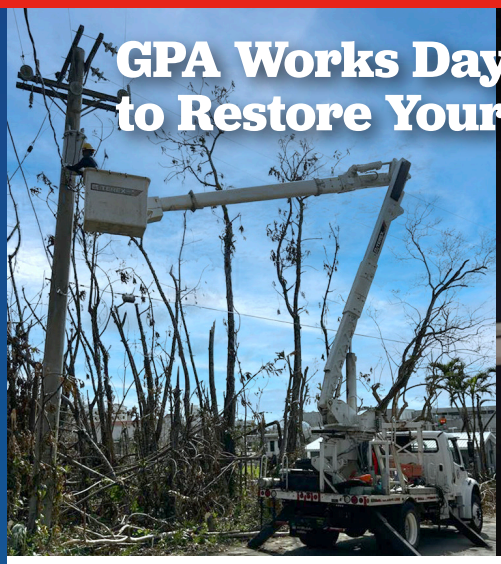
Scan for more information on:

The Proper Use of Generators During Power Outages

Damaged Weatherheads and Other Electrical Components

Voltage Fluctuations and Power Interruptions During Restoration

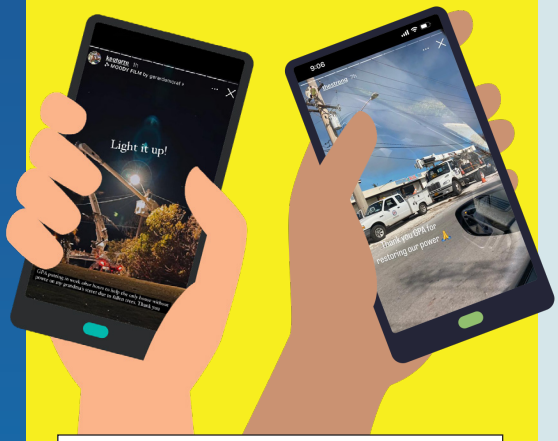
GPA Works Day and Night to Restore Your Power





There is nothing more important to us than bringing energy back into your homes and bringing the Island Wide Power System online at full capacity. Our linemen are working day and night, bringing the Power To Serve to you, your families and your businesses. Si Yu'os Ma'åse' for your patience as we continue to restore our system load, and energize our feeders and circuits and ultimately power up your homes and businesses. **GPA is CommunityPowered**.

Si Yu'os Ma'åse' for your support!



zach_no_vice Working 16 hour shifts to fix power can be a thankless job, So we appreciate what you're doing, GPA!
1d 1 like Reply

renee1231 Chances are they haven't eaten all day since they can't stand in line at any restaurant for an hour or longer. If you're able to, offer them something to drink or eat. I'm sure it'll be appreciated. Thank you to the men & women from every agency working hard all over the island. You are appreciated.
1d 8 likes Reply

riltalk ❤️❤️❤️ God bless the work of your hands Lord give them strength and wisdom thank u for all they accomplish so far!
8h Reply

kell_e_b It's not a small problem y'all got handed. Thank you to all the people working long hours to get us back up. Also thank you to the families of the crew members who probably haven't seen much of them for a week. We appreciate the work you do.

GPA would like to thank everyone for the overwhelming amount of support and words of encouragement expressed by our community.

Despite the challenging circumstances for our crews and those who continue to wait patiently for their power, your support continues to motivate our teams to reach our goal of 100% customer restoration.

Typhoon Restoration FAQs cont'd

What should I do if I am dependent on electricity to power my oxygen machine or need to refrigerate my medication?
Those who rely on electricity are highly encouraged to have a backup generator. Alternatively, make plans to go to an alternate location where electricity will be available such as hospitals or with family. Be prepared to take your medical equipment and medications with you.

What should I do if my power is fluctuating during typhoon recovery?
GPA urges residents to take precautions and protect or unplug sensitive electronic equipment to prevent damage due to lightning strikes or power surges. Customers are also advised that if you are experiencing power fluctuations, brownouts, extremely bright lights, dimming/flickering lights, or water coming out of your outlets, turn off your main breaker for safety and to prevent damages.

I know that claims for damaged appliances caused by typhoons are not covered by GPA, how can I get assistance to replace my appliances?
For Typhoon Mawar, there are individual assistance programs for repairs to homes for damages caused by the storm. Residents can connect through DisasterAssistance.gov, through the FEMA App, or by calling 800-621-FEMA (3362). Additionally, GPA recommends energy efficient appliances, including ENERGY STAR appliances to save on power costs. Visit our website for more tips on energy efficient appliances.

My house was flooded. What safety precautions should I take before the power comes back on?
Customers are advised that if you are experiencing flooding conditions, turn off your main breaker. It's recommended that a certified electrician inspect your home for water intrusion damage to your electrical system prior to energizing your home.

I reported a downed power line to GPA but nobody has fixed it, what should I do?
Always avoid downed or hanging lines. Crews are doing their sweeps throughout the island and they will isolate and secure the areas with damages such as downed lines. Crews are assessing every portion of the system and will return to areas to pick up broken lines and other components.

The Guam Power Authority has been serving Guam for 55 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.