Addressing Generation Capacity Shortfall



Bringing Energy Solutions to You

Customer Service Directory

VOLUME 4

Piti 7 Repair of the Plenum
ETA: December 3, 2023
Capacity: 22MW to 30MW
COMPLETED AHEAD OF SCHEDULE 11/30

Returning Caterpillar and Wartsila Units to Service
(which will increase plant capacity)
ETA: April 2024
Capacity: 17MW

Repairing the Typhoon-Damaged Yigo Combustion Turbine
ETA: February 2024
Capacity: 20MW

Procuring Temporary Power
ETA: May 2024 *if no protests*
Capacity: 40MW

Awarding a Performance Management Contract for Yigo Diesels
ETA: ASAP *if legal constraints are lifted with the hopeful passage of Bill 201-37*
Capacity: 25MW

Utilizing Existing Energy Storage Batteries (ESS)
(to shift energy to peak time - feasibility under review)
ETA: Under review
Capacity: 40MWH *for peak hours*

Continuing to Expand Interruptible Load Capacity
ETA: Ongoing
Capacity: *Approx.* 16MW *currently*

Powering Through Challenges

Acknowledging the recent temporary generation capacity issues leading to rotating outages, we understand the disruptions and inconveniences these events have caused in your lives. Your questions, whether in person or online, have not gone unnoticed. Covering topics from aging generators to energy conservation, we've compiled frequently asked questions to provide comprehensive answers for all our customers and the wider community. Guam, your concerns matter, and we are navigating these challenges together.

Why hasn't GPA planned for power generation shortages?

GPA has undertaken comprehensive planning over the past decade to address the retirement of the Cabras Power Plant through the Clean Energy Master Plan (CEMP). This strategic plan aims to transition Guam from legacy fossil fuels to renewable energy, which includes the commissioning of the Ukudu Power Plant. However, unexpected challenges have caused significant and burdensome delays. These include the pandemic, which caused regulatory hurdles during a federal government slow down, supply chain shortages, hyperinflation, and years of procurement protests. These setbacks have impeded the anticipated 198+ MW Ukudu Power Plant and other redundancy for generation that GPA customers would have already realized today.

Why is my power still going out over 5 months after Typhoon Mawar?

The critical Yigo Combustion Turbine (CT), responsible for supplying 20MW of power for Guam, was damaged during Typhoon Mawar. The specialized component needed to be shipped to Texas for repair, contributing to the prolonged outage. Additionally, delays in procuring solar energy and preventative maintenance contracts for generators have left Guam's power grid in a fragile state. GPA's current energy production is at maximum capacity, with limited room to supply power during routine maintenance and repairs. Yigo CT is anticipated to be fixed by February 2024.

Is GPA doing maintenance on their equipment?

Since 2002, GPA has implemented performance management contracts to ensure preventive maintenance, regular overhauls, and timely repairs by specialized teams of engineers and technicians. Generators undergo regular maintenance, and the current outage situation is attributed to an energy capacity shortfall rather than poor maintenance practices.

Why are we running old generators?

Cabras 1 & 2, operational for 50 years, were expected to be retired in 2022 after the anticipated completion of the Ukudu Power Plant. Delays to the Ukudu project led to continued reliance on Cabras, which, despite its age, has been instrumental in generating the majority of Guam's energy. The retirement of Cabras was planned, but delays have required GPA to extend its operational lifespan.

Did the power outages break my appliances?

Power outages, if accompanied by fluctuations or surges, can potentially damage electronic appliances. Confirmation of damage requires assessment by a qualified technician. Claim forms are available on GPA's website. There is a 90-day application window for GPA customers to file a claim for the repair or depreciated value of damaged items. A team consisting of GPA staff, including technicians and engineers, will review the application and may require an inspection.

How do I file a damage claim?

Visit GPA's website to download the claim form and submit it to damageclaims@gpagwa.com. For further assistance, contact the Customer Service Center. Include damaged item details including the date of the incident that may have damaged your item, repair receipts, or estimates. Retain the damaged item for potential inspection.

Why do I get payment reminders while my power goes out?

The issuance of payment reminders is an automated process that is not directly linked to the occurrence of power outages. This is a service we provide our customers, along with a suite of other tools and digital services, to help manage their utility accounts. If you are receiving reminders despite being up-to-date on payments, or would like to inquire about a payment plan, please contact GPA's Customer Service Center for assistance.

Why do I have to conserve power when I'm paying for my power bill?

Power conservation is encouraged during high-demand periods or when there is potential stress on the grid. Conservation helps prevent grid overload, reducing outage risks for everyone. GPA promotes conservation through campaigns like "Beat the Peak." Turn the page and learn more.

Customers Averaged a Total of 14.4 Hours of Power Lost Over 3-months

GPA remains committed to ongoing efforts to increase its capacity to deliver uninterrupted service because we recognize the importance of consistent power supply to our customers. A close examination of the data enables us to identify trends and help keep our customers informed.

While November saw a slight increase with 6.1 hours over 8 days compared to September, it's vital to emphasize that these outage occurrences are not the standard. Over a 3-month period, customers experienced an average total power loss of 14.4 hours. GPA is actively pursuing comprehensive solutions, including strategic investments in repairs and temporary measures, to fortify the system's resilience and achieve a 100% power delivery rate.

Rotating Outages Summary (Sep 1, 2023 thru Nov 27, 2023)

Month	Avg. Hrs./Feeder	Days of Outages
Sep 2023	5.9	20
Oct 2023	2.4	11
Nov 2023	6.1	8
Total	14.4 hours	39 days

BEAT THE PEAK GUAM

YOU HAVE THE POWER TO HELP STOP OUTAGES.

We all know power use during peak hours between 5pm-11pm is highest. However, being mindful about our energy use during peak hours will help reduce scheduled outages and save you money.
Let's do this together!



OFF THE LIGHTS

This simple action can **significantly reduce** electricity consumption over time.



Additionally, you can consider using **energy-efficient LED bulbs,** which **consume less** electricity and **last much longer,** futher contributing to energy savings!

WE COOL LIKE THAT

Increasing the thermostat temperature on your air conditioner **eases** the compressor's workload and **saves energy!**

Set your temp to **75°F (24°C) or as high as you can handle** during peak hours.



COOK RICE IN THE MORNING

If **10,000** households cooked rice **before 5pm,** that would **save 4MW** of electricity during peak hours.

20,000 households with rice cookers on the **"keep warm"** setting uses almost 1MW of power.

Remember, **unplugging** your rice cooker can reduce demand during peak hours!

THAT'S TOO HOT PAR

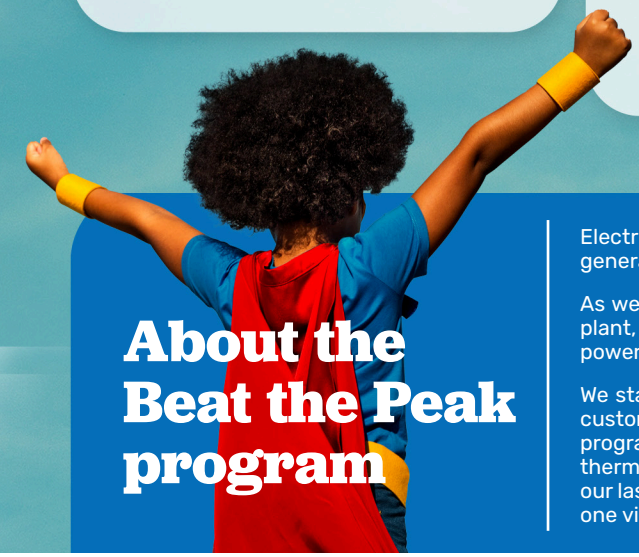
Turn off your water heater between 5pm-11pm and use the hot water you already have in your tank.

Reducing your temperature setting from 140°F to **120°F** can result in **energy savings** over time!

If **2,000** customers simultaneously turned off their water heaters, that could **save 11MW.**

That's enough to **power up** approximately **8,800 homes.**

Scan for More Power Saving Tips



About the Beat the Peak program

Electricity is a real-time service. As energy use fluctuates throughout the day, we must generate the exact amount of power our customers need at the exact moment they use it.

As we repair our infrastructure and continue our work on the completion of the Ukudu power plant, we ask our government, commercial, and residential customers to help in conserving power to reduce service interruptions.

We start by asking large industrial users to suspend operations and by shutting off service to customers that have agreed to occasional interruptions through the "Interruptible load program". Next, we appeal to the public for conservation, urging customers to turn up their thermostats and take other steps to conserve energy during peak hours. If this doesn't work, our last resort is to implement "scheduled outages" - short power outages that are rotated from one village to another to limit the impact for any one group of customers.

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.