

Bringing Energy Solutions to You

Customer Service Directory

VOLUME 5

Our customer service directory is a comprehensive reference guide designed to provide you with valuable tips on how to manage your GPA accounts and power bills. Whether you're facing common issues or looking for ways to optimize your energy consumption, this guide offers advice from our dedicated customer service representatives.

Solutions to Top Customer Pain Points

As a part of our ongoing commitment to customer service excellence, we have compiled a list of the most common pain points our customers experience. According to our customer service representatives, here are the top issues that customers frequently encounter. We believe that by providing clear, straightforward answers, we can help you better understand and manage your energy consumption and services.

Why is my power bill so high when my usage is the same?

Customers often follow a routine for energy consumption, including adapting to weather patterns. However, variables like servicing air conditioning units, leaks, or billing cycle duration can affect usage. Appliances grow inefficient and use more energy over time. We urge customers to look at their daily, weekly, and monthly consumption at www.myenergyguam.com to monitor their consumption patterns and identify any changes that may have occurred. Also, increases or decreases to the fuel recovery charge (LEAC) can impact your bill. A 1 cent change in the LEAC can add or subtract $10 (based on 1,000 kWh monthly consumption).

To register, have your account number and amount of your last bill ready and scan the QR code!



Melissa Guerrero

How do I get a payment extension on my bill?

We understand that sometimes unexpected financial situations arise, and we are here to help. If you need a payment extension, you can contact us directly. Our representatives will guide you through the process and discuss the available options to extend your payment deadline. Please have your account information ready when you call to expedite the process.



Rita Cruz

Why did my GPA prepaid account get disconnected?

Prepaid accounts must have a minimum $15 credit. Payments for prepaid accounts need to be made before 10:00am to avoid disconnection, which is an automated process. Notifications to prepaid customers are sent via SMS and email after 7:00pm, providing GPA prepaid daily consumption and balance. Disconnection of prepaid accounts do not occur on weekends and holidays.



Stacy Leon Guerrero

Why must I provide proof of ownership, lease, or business license if I'm already an established customer?

While we understand that providing documentation multiple times can be frustrating, it is necessary to ensure that our records are up to date and accurate. Changes in property ownership or business licenses can affect your account details, and we need to verify this information to provide you with the best service possible. Keeping our records current helps prevent any discrepancies and ensures smooth processing of your service requests.



Benny Crisostomo

I received an email stating that my application for rebate was denied but did not provide a reason. Why did my rebate get denied?

Rebate applications can be denied for several reasons, such as incomplete documentation, ineligibility of the purchased item, or missing deadlines. To get a specific reason for your denial, please contact our customer service division with your application details. We are committed to helping you understand the process and, if possible, guide you on how to submit pending documents or reapply correctly.



Marissa Fernandez

Why do we need a technician diagnostic to apply for an appliance damage claim?



Verna Taitague

A technician serves as an independent third party who can verify the damage to your electronics. This verification ensures that the claims process is fair and accurate. By having a professional assessment, we can better understand the extent of the damage and the likely cause, which helps us process your claim more efficiently and equitably.

Scan for the application, program info, and FAQs.

(671) 647-5787/8/9 • guampowerauthority.com • customersfirst@gpagwa.com • businessfirst@gpagwa.com



As Guam Heats Up, Stay Cool With These Tips For Your Home.

Staying cool in Guam's tropical heat is challenging, especially with concrete roofs and buildings designed for typhoon protection. However, various strategies can keep your home cooler, enhancing comfort and reducing energy bills by minimizing air conditioning use.

Cool Roofs

Reflective Coatings: Apply coatings that reflect sunlight, such as elastomeric, acrylic, or silicone coatings, to reduce heat absorption and lower roof temperatures.

Light-Colored Materials: Choose light-colored roofing materials to reflect more sunlight and decrease home temperatures.

Green Roofs: Consider installing a green roof, which involves growing plants on your rooftop. Green roofs provide natural insulation, absorb heat, and reduce the temperature of the building.

Solar Panels: Install solar panels to absorb sunlight, reducing direct heat on the roof and generating renewable energy to potentially lower electricity bills.



Cool Windows

Reflective Window Films: Apply these to reduce heat by blocking out the sun's rays.

Energy-Efficient Windows: Use low-emissivity (Low-E) glasswindows to keep heat out while allowing natural light in.

Window Treatments: Use curtains, blinds, or shades, especially reflective or blackout ones, to block the sun during peak heat.

Window Orientation: South and west-facing windows get the most sun. Use awnings or pergolas and install energy-efficient glass on these sides.

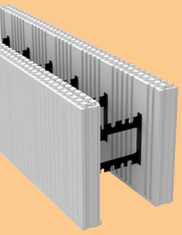
Window Frames: Choose window frames that provide good thermal insulation and suit the tropical environment. Here are some specific recommendations:

- **Aluminum:** Strong but conducts heat; good with energy-efficient glass and anti-corrosion coating.
- **Vinyl (uPVC):** Resists corrosion and is affordable.
- **Fiberglass:** Stronger and more rigid than vinyl, can resemble wood, but more expensive.

Cool Walls

Insulation Materials: For Guam's extreme weather, spray foam insulation is excellent for concrete homes as it provides a high R-value (resistance to heat flow) and also acts as a moisture barrier. Closed-cell spray foam is particularly effective in providing thermal insulation and sealing cracks and crevices.

Insulated Concrete Forms (ICFs): ICFs are an excellent choice for tropical climates. They consist of hollow blocks or panels made of insulating foam that are stacked to form the shape of the walls and then filled with concrete, providing superior insulation, strength, and durability, crucial for Guam's extreme weather conditions.



Reflective Paint: Just like roofs, apply light-colored reflective paint to reduce heat absorption.

Green Walls: Similar to green roofs, green walls with climbing plants or vertical gardens insulate and cool the building's exterior.



Natural Ventilation

Cross Ventilation: Strategically position windows and vents on opposite walls to promote airflow and lower indoor temperatures.

Ceiling Fans: Install appropriately-sized ceiling fans to enhance air circulation and improve comfort. Fans do not cool the air but help evaporate sweat and make you feel cooler. Visit your local hardware, fan and lighting store for their recommendations on appropriate ceiling fan sizes based on room size, specifically suited for Guam's hot weather and concrete homes.

Site Planning/ Landscaping

Shading: Plant trees and shrubs strategically around your home to provide shade and reduce the amount of direct sunlight hitting your walls and windows. Deciduous trees are ideal as they provide shade in the summer and allow sunlight in the winter.

Green Landscaping: Create green spaces with grass, plants, and garden beds. These areas absorb less heat compared to concrete or asphalt surfaces.

Reflective Surfaces: Use reflective or light-colored materials for driveways, patios, and other hardscaping to reduce heat absorption around your home.

How Do I..?

Contact Customer Service?

If you need assistance with your GPA account or have any questions, there are several ways to get in touch with our Customer Service team. In addition to visiting our customer service lobbies, here's how you can contact us during regular business hours:

By Phone: (671) 647-5787/8/9

Hours: Monday-Friday, 8am-5pm

Our representatives will respond to your calls during regular business hours. If you call outside these hours, you can leave a message, and we will get back to you on the next business day.

By Email: CustomersFirst@gpagwa.com

Emails are monitored during regular business hours, and you can expect a prompt response.

By Social Media Direct Messaging:

Facebook: @GuamPowerAuthority

Instagram: @GuamPowerAuthority

Our team monitors social media messages during regular business hours and will respond as soon as possible.

Handle Unposted Payments?

Guam Power Authority offers various convenient methods for you to pay your bills. Here is information on what to do if you encounter any issues with unposted payments:

Online: Visit www.PayGPA.com to make a payment securely using your credit or debit card.

Mobile App: Use the GPWA mobile app for quick and easy payments on the go.

Pay By Phone/IVR: Call our agents or our automated payment system to pay by phone.

(671) 647-5787
Mon-Fri 8am to 5pm

Afterhours
1 (855) 977-2002 Toll Free

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.



Contact Me! I'm here to help!
Denise Cruz

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.