



Hafa Adai!



Bringing Energy Solutions to You

Customer Service Directory

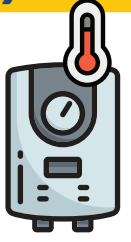
As our valued customer, we offer tips to save money on your power bill, tools to manage your account and resource information for all things power!
Save this reference guide on your refrigerator!

Get the Power to Save

High energy use is the #1 reason for high power bills. Here is a checklist of tips to help you lower your bill. That's savings you can keep!

SAVE on your power bill today!

- Set aircon thermostat at 75°F.
- Cool down house using outdoor fresh air before turning on aircon.
- Clean aircon filters.
- Set your water heater between 110°F to 120°F. If you have a medical condition, consult your doctor first.
- Wash full loads of clothes in cold water at night after peak hours.
- Secure gaps in doors and windows to prevent cool air leakage.
- Cover your windows with curtains or shades to prevent the sunlight's heat from entering.
- Plug electronics into a power strip and turn off when not in use.
- Unplug small appliances when not in use such as coffee maker, rice cooker and microwave.
- Unplug devices that are fully charged.
- Turn off the lights when not in area.



Fish Kelaguen

Contributed by James Borja, Customer Service Manager

A Power-Saving Recipe!

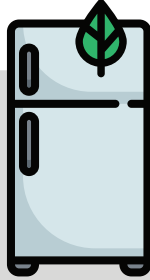
INGREDIENTS

- 1 1/2 lbs fresh firm white fish fillets (wahoo, snapper, or marlin)
- 1/2 cup yellow or white onion, thinly sliced
- 1/2 cup green onion, thinly sliced
- 8-10 tbsp freshly squeezed lemon juice (about 4-5 lemons or more as needed)
- 1 tsp Yours lemon powder (optional)
- Salt (add to your liking)
- 1 freshly grated coconut (yields about 5 cups)
- Fresh donné



DIRECTIONS

Slice raw fish into small cubes and place in a bowl. Add lemon juice, lemon powder, salt and donné. Mix well and taste. Additional lemon juice, lemon powder, salt and donné can be added to your liking. Add onions and coconut, mix well and chill for 30 minutes before serving.



Did you know GPA provides **cash rebates** on energy efficient appliances? Scan the QR code to find out how!



INVEST for a greener tomorrow!

- Invest in energy-efficient appliances.
- Water blast your roof and paint with an elastomeric or silicon reflective roof coating.
- Schedule aircon maintenance.
- Switch lighting to LED.
- Tint windows.
- Purchase smart power strips and plug in electronics. When in standby mode, the power strip will automatically turn off.
- Purchase smart devices such as Amazon Alexa™, Google Assistant™, etc. to place lights on auto-timers and to enable alerts for cleaning of home appliances.



Go to Energy Sense for more tips!

JULY 2022

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



How do I...

Pay my power 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



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



Pay By Phone

(671) 647-5787
Mon-Fri 7:30am to 5pm
Afterhours
1(855) 977-2002 Toll Free



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:
GPA Fadian
Mon-Fri 7:30am to 3:30pm
GPWA Upper Tumon Office
Mon-Fri 7:30am to 3:30pm
Sat 8am to 12pm



In Person

Customer Service Center & Main Office, GPA Fadian
Mon-Fri 7am to 5pm
Hagåtña Satellite Office
Julale Shopping Center
Mon-Fri 8am to 5pm
GPWA Upper Tumon Office
Mon-Fri 7:30am to 6pm
Sat 8am to 12pm



Other

Your Bank
Subject to individual bank policies
All Treasurer of Guam Locations

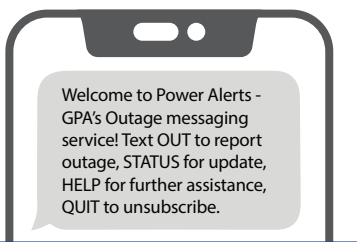


At GPA, you can also pay your GWA water and GSWA trash bills.

Get alerts on potential outages on my street?

Power Alerts

- 1 Log onto PayGPA.com or call (671) 647-5787 to connect up to 3 mobile numbers to your account.
- 2 Text "ENROLL" from registered mobile number(s) to 1(855) 252-9998 Toll Free
** SMS & data rates may apply.*



Get assistance paying my power bill?

ERA program

Emergency Rental Assistance (ERA) Program assists households affected by COVID-19 pandemic that are unable to pay rent and utilities. The ERA program services have been expanded to provide broader rental and utility assistance, easier access, and promote housing stability throughout the island.

<https://doa.guam.gov/guam-emergency-rental-assistance-program-3/>

HAF program

Guam's Homeowner Assistance Fund (HAF) Program is a federally funded relief program to assist eligible homeowners impacted by the COVID-19 pandemic with their mortgage, utilities and property tax payments.

<https://doa.guam.gov/guam-homeowners-assistance-fund-program/>

** Availability is subject to change. Please check websites for available dates.*

Call **Customer Service** at **(671) 647-5787** on how to get assistance.



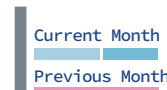
Falling behind on payments?
Please contact us to make a payment arrangement.

Track my energy consumption?

You are in control of the amount of energy you use. Manage your consumption with

MyEnergyGuam.com

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



- Track your current and projected usage
- See your daily kilowatt hours (kWh) used
- Set your own energy consumption alerts and stay ahead of your bill
- Use the rate calculator provided to calculate your bill



Do you have overgrown trees near power lines?

20ft is a safe distance between the tree branches and the power line.

- Take a photo of your tree and imposing power line.
- Email us the photo with your name, contact number and address at customersfirst@gpagwa.com

Having technical problems?

Email us at customersfirst@gpagwa.com or DM us on Facebook

Stay in the Know!

Follow us for up-to-date information



Guam Power Authority

Sign up for our Email Newsletter by adding your email to your PayGPA account.





Bringing Energy Solutions to You

Customer Service Directory Vol. 2

It's the season of saving! We share more tips to help you continue to save money on your power bill, along with more tools and resources to all things power!
Save this reference guide on your refrigerator!



Set Up Your Online PayGPA Account

Access your GPA account securely at PayGPA.com. Conveniently view and download your current and past billing statements, review your payment history and energy usage. Easily update your email and billing address, and phone numbers. Send messages to GPA's Customer Service division. Make safe and secure payments to your GPA accounts. Registration is quick and easy. Sign up today!

From the website:
Go to PayGPA.com and click "Sign Up Now".
TIP! Find your account number and billing ZIP on your GPA Energy Statement.

1. Provide your 10-digit GPA electric account number
2. Provide your Billing Zip-code (ex. 96910)
3. Create a unique Username (30 characters or less); an email address will not work
4. Create a Password (8 to 15 characters long with at least one letter, number, and symbol)
5. Enter your current email address
6. Establish Security Questions and Answers
7. Accept the Terms & Conditions

From your mobile:
PAYGPA is also accessible on your mobile. Download the PAYGPWA app on



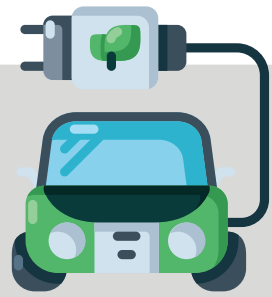
How Do I...

- enroll multiple accounts?
- find out my username?
- find out my password?
- change my password?
- change my security question?
- change my email address or personal information?
- view my bill statement?
- view a history of my energy consumption?
- dispute a payment?



Scan the QR code for answers and other FAQs.

GPA will be adding EV charging stations at the Fadian, Mangilao location!



Holiday Energy-Savings Tips

We tend to use more power during the holidays for decorations and celebrations. Here's how to save energy while staying merry and bright!



COOKING TIPS

Match your pot or pan to the size of your stove's burner. Using a small pot on a large burner wastes energy. Food in a pan slightly larger than the burner will still cook evenly without wasting electricity or gas.



Open the windows

This allows to let the hot air out while cooking and prevents your aircon from working harder when turned on.



Cool it off

Allow hot leftovers to cool off a bit before placing them in the refrigerator. The cooling-off won't affect the taste of the food and will reduce the load on the refrigerator.



LIGHTING TIPS



Switch to LED Christmas lights
They are safer, brighter, last longer and use up to 75% less energy than incandescent light bulbs.

Decorate without lights

Use reflective ornaments, ribbons, and garlands.



Shut it off

Use a weatherproof outdoor timer on your exterior holiday lights or unplug the lights before you go to bed at night.



DEC 2022

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How do I...

Navigate MyEnergyGuam.com?

To register:

Have your account number and amount of your last bill ready, then go to MyEnergyGuam.com.

To view your current and projected energy usage of the month:

Go to **My Progress: Electric** on your Dashboard OR **Meter Usage Chart** under Reports. You are able to see your progress percentage of kWh, which shows you how much more or less kWh you are using than your previous month.

To view your daily energy usage:

Go to **Electric Usage** on your Dashboard OR **My Progress** under Reports. This chart shows you how much kWh you use daily. You are able to track and better manage your energy by viewing it daily. This helps you determine the areas in your home that draw the most amount of energy.

To set up email alerts for your energy usage:

1. Go to **User Profile** under Settings.
2. Go to Notifications.
3. Add your email address you'd like the notifications to be sent to.
4. Add Notification.
5. We recommend starting with weekly alerts.
6. Insert your kWh threshold. To determine your kWh in dollar amount, use our Rate Calculator tool on our website.

To compare your energy usage:

Go to **Time Period Comparison** under Reports. You are able to compare your energy usage by different dates and time periods; daily, weekly or monthly. This graph can help you see how much energy you used last December vs this December.

Other Resources available on MyEnergyGuam.com:

- View scheduled and unscheduled outages.
- View our monthly newsletters.
- View energy saving tips.

Understand my power bill?

Watch this space for Energy-Saving Tips, GPA Updates and Resources/Tools.

AveDly Average daily amount of electrical power used in kWh (kilowatt hours).

Read Date Date your meter was read.

Monthly Customer Service Charge Covers all costs of Customer Services. For those customers who opted out of Smart meters, the cost of meter reading is recovered through the monthly opt-out fee.

Emergency Water-Well and Wastewater Charge A charge approved by PUC to recover the cost associated with the financing, operation and maintenance of standby electric generators dedicated to GWA's water and wastewater facilities.

Fuel Recovery Charge Also known as the LEAC (Levelized Energy Adjustment Clause), is the rate applied based upon the electric energy (kWh) consumed or billed to recover the cost of fuel. LEAC rates are proposed by the Consolidated Commission on Utilities and determined by the Public Utilities Commission.

Energy Charges A rate applied per kilowatt hour (kWh) consumed and is used to cover the Authority's cost of service other than oil costs recovered through the service charge and specific charges. The "First 500kWh" item is the "lifeline" rate as mandated by PL21-142 and is intended to subsidize minimal usage customers.

Get alerts of potential outages on your street

1. Log onto PayGPA.com or call 671-647-5787 to connect up to 3 mobile numbers to your account.
2. Text "ENRGLL" from registered mobile number(s) to 1-855-252-9998 toll free. *SMS & data rates may apply.

BALANCE FROM PREVIOUS STATEMENT	AMOUNT PAID	APPEARS	CURRENT PERIOD BILLING	PLUS/LESS ADJUSTMENTS	TOTAL AMOUNT DUE
\$380.92	\$-380.92	\$0.00	\$386.61	\$0.00	\$386.61

Read Date	Meter Nbr	Current Rdg	Previous Rdg	Multiplier	Consumption	Unit	Days	AveDly
10/31/2022	02320014	75435.85	74889.74	1	546.109	KWH	31	18.26

Billing Period	Statement Item	Quantity x Rate	Amount
10/01/2022 - 10/31/2022	Electric Residential Rate - Schedule R -		
	Monthly Customer Charge		\$ 15.00
	Energy Charge (First 500 kWh)	500.00 x \$0.06955	\$ 34.75
	Energy Charge (Over 500 kWh)	1.665.17 x \$0.209043	\$ 144.65
	Fuel Recovery Charge (LEAC)	2.165.17 x \$0.000119	\$ 187.53
	Emergency Water/Wastewater Charge (Over 500 kWh)	1.665.17 x \$0.00279	\$ 4.65
	Current Period Statement Amount		\$ 386.61

Account Number: 0000000000 Due Date: 12/15/2022 Total Amount Due: \$386.61

(SERVICE BAR CODE)

Send mail-in payment(s) to:
Guam Power Authority
Atunciñi Saliwawadit Guahan
P.O. Box 21368
Barrigada GU 96921-1868

Do a Home Energy Audit?



A home energy audit is the first step to assess your home's energy use. It will help you determine where your house is losing energy and money, and how you can correct problems. You can perform a simple energy audit yourself here. Just scan the QR code!



Use the Rate Calculator?



Stay ahead of your bill!

Punch in your kWh from MyEnergyGuam.com to calculate how much your power bill may cost for the month. Scan the QR code for the link!

Calculate Your Bill with the Current Rate | Rate Calculator

Kilowatt Hours: calculate

Monthly Customer Charge	X15.00	= \$
EMERGENCY WATER WELL/WASTE	X 002790	= \$
FUEL RECOVERY CHARGE	X 318576	= \$
SELF INSURANCE CHARGE	X 002900	= \$
NON-FUEL ENERGY CHARGE - FIRST 500 KWHR	X 069550	= \$
NON-FUEL ENERGY CHARGE - OVER 500 KWHR	X 086870	= \$
**TOTAL		\$

