



GUAM POWER AUTHORITY

ATURIDÂT ILEKTRESEDÂT GUÅHAN
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FOR IMMEDIATE RELEASE

September 17, 2026

**FOR MORE INFORMATION,
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COMMUNICATIONS MANAGER
PHONE NO.: (671) 648-3145**

ADVISORY TO THE PUBLIC

GPA Online and Automated Telephone Payment Systems Temporarily Unavailable Alternative Payment Services Available

(Fadian, Mangilao) – Guam Power Authority (GPA) is advising customers that the online payment system and automated payment telephone line (Interactive Voice Responder or IVR) are temporarily offline. GPA's third-party contractor is actively working to resolve the technical issue and restore these services. GPA reminds customers that alternative phone and in-person payment services are available.

Please be advised, the following services are temporarily unavailable:

- GPWA Mobile App
- PayGPA.com
- Automated payment telephone line 1-855-712-9696 (*Interactive Voice Response or IVR*)

Customers may use the following alternative services:

- **In-Person Payment Service** (3 locations)
- **Live Pay-By-Phone** at (671) 647-5787/8/9, select Option 2.

LIVE PAY-BY-PHONE SERVICE

GPA Pay-By-Phone representatives continue to answer calls during regular call center hours from 8:00 a.m. – 5:00 p.m. Monday through Friday. However, customers are encouraged to leave a voicemail if their call is missed. Voicemail messages are checked frequently throughout the day.

IN-PERSON PAYMENT SERVICES

Customers may also visit our offices for services or make payments in person at our drive-thru or lobby locations.

GPA Fadian Main Office

Monday – Friday 7:00 am – 5:00 pm

Julale Shopping Center, Hagåtña

Monday - Friday 8:00 am – 5:00 pm

GPWA Upper Tumon Office

Monday - Friday 7:30 am – 6:00 pm

Saturday 8:00 am – 12:00 pm

GPWA Upper Tumon Drive-Thru

Monday - Friday 7:30 am – 3:30 pm

Saturday 8:00 am – 12:00 pm

We apologize for this inconvenience and are working diligently with our IT services company to restore the online and IVR automated payment systems as soon as possible. Visit our website or social pages for further updates.

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