GUAM POWER AUTHORITY
ATURIDÅT ILEKTRESEDÅT GUÅHAN
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FOR IMMEDIATE RELEASE

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ADVISORY TO THE PUBLIC
Voltage Fluctuations and Power Interruptions During Power Restoration

(Fadian, Mangilao) – GPA would like to advise our customers that during restoration and recovery especially after a typhoon, the Island-Wide Power System (IWPS) may be unstable, with fluctuating voltages, power interruptions and intermittencies occurring. Once your power has been restored to your home or businesses, you may experience outages or interruptions. This is not unusual as the grid is fragile and period of system instability will occur until full restoration is completed.

Please be assured that once your feeder/circuit has been energized your power will return, even as interruptions or outages happen. GPA will make every effort to have power restored as quickly as possible to our customers. Once full restoration is completed around the island, the system will stabilize and less power interruptions will occur.

GPA reminds residents to 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, partial power, extremely bright lights, dimming/flickering lights, or water coming out of your outlets, turn off your main breaker as you may cause damage to other appliances.

Following the passage of the storm, customers may report non-emergency power issues - such as damaged weather heads, internal electrical damage requiring Emergency Work Clearances, or inquiries about service restoration - to GPA's Customer Call Center at (671) 647-5787/8/9, by email at customersfirst@gpagwa.com or by sending a direct message to GPA's Facebook page. The Customer Call Center will operate 24/7 throughout the post-storm recovery period.

For **emergency power related situations**, call GPA's 24-Hour Trouble Dispatch at (671) 475-1472/3/4. Please provide exact location or address, contact information and condition of location.

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To get the most up-to-date information, please visit our website at www.guampowerauthority.com and click on our Typhoon Champi Updates banner on our homepage or follow our official social media pages:

Facebook: https://www.facebook.com/GuamPowerAuthority
Instagram: https://instagram.com/guampowerauthority

HOW POWER IS RESTORED
AFTER TROPICAL STORMS AND TYPHOONS

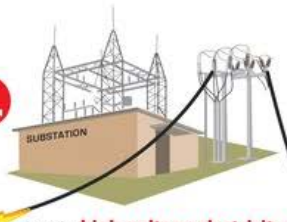
How GPA Restores Power to Your Home

To restore service as quickly as possible, GPA must repair all components in the prioritized order shown below.



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.

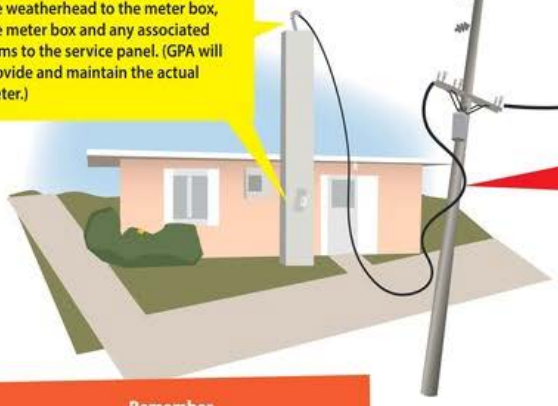


3. When the **high-voltage electricity** reaches one of the **GPA Substations**, the voltage is lowered so it can be sent to smaller transformers on poles or concrete pads for servicing homes or other buildings via the distribution system. These substations are located in the villages all over the island.



4. The **Distribution Lines and Power Poles** that run along neighborhood streets carry the electricity to homes, buildings, traffic lights and street lights.

5. Proper Services Connections 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 actual meter.)



Service Lines run from the Power Pole onto your property. **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 or downed power lines. Consider ALL fallen lines to be "live" to avoid severe injury or death.

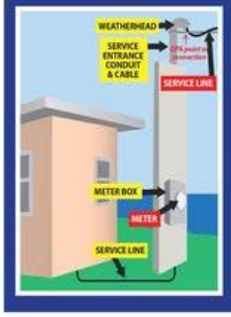
Electricity travels through standing water and can cause electrocution

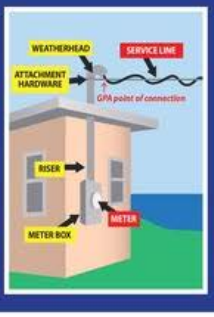
Avoid flooded areas even if they are shallow. Don't step into water in case a downed power line is touching it. Remember, the power line may be some distance away or even out of sight.

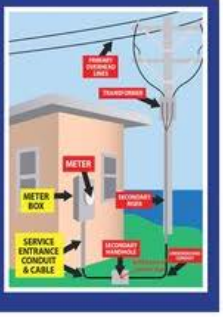
Who is Responsible for Fixing What?

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

CUSTOMER'S RESPONSIBILITY | **GPA'S RESPONSIBILITY**







Want to learn more?
www.guampowerauthority.com