



GUAM POWER AUTHORITY

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For Immediate Release – Joint Release

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ADVISORY TO THE PUBLIC

GPWA Mobile App Services Experiencing Service Disruptions *Alternative Payment Services Available*

(Fadian, Mangilao) – The Guam Power Authority (GPA) and Guam Waterworks Authority (GWA) have received reports from customers experiencing technical difficulties with the GPWA mobile app services. GPA and GWA's third-party contractor is actively working to resolve the technical issue and restore the mobile app. In the interim, customers are encouraged to make payments through alternative online and in-person payment methods:

- **Online Payment Service** - PayGPA.com and PayGWA.com
- **GPA Pay-By-Phone** at (671) 647-5787/8/9, *GPA Representatives are available Mon-Fri from 8:00 am to 5:00 pm.*
- **GPA 24-Hour Automated Payment System** at 1-855-712-9696
- **GWA 24-Hour Pay-By-Phone** at (671) 647-4729

GPWA 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

GPWA Upper Tumon Payment 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 to restore the GPWA mobile app services as soon as possible. Visit our website or social pages for further updates at www.guampowerauthority.com and www.guamwaterworks.org

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