



# GUAM POWER AUTHORITY

ATURIDÅT ILEKTRESEDÅT GUÅHAN  
P.O.BOX 2977 • HAGÅTÑA, GUAM U.S.A. 96932-2977

For Immediate Release – Joint Release

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CONTACT: [communications@guamwaterworks.org](mailto:communications@guamwaterworks.org)  
[customersfirst@gpawqa.com](mailto:customersfirst@gpawqa.com)

## 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](http://www.guampowerauthority.com) and [www.guamwaterworks.org](http://www.guamwaterworks.org)

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