GUAM POWER AUTHORITY
ATURIDÅT ILEKTRESEDÅT GUÅHAN
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FOR IMMEDIATE RELEASE

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ADVISORY TO THE PUBLIC
GPA's Restoration Process After a Storm

(Fadian, Mangilao) – Guam Power Authority (GPA) advises the public that immediately after passage of Typhoon Bavi and once high winds subside to a safe level, GPA will mobilize our teams to proceed with assessments and repairs. This will begin the recovery phase of the island-wide power system around Guam.

Critical restoration priorities include hospitals, critical healthcare centers, water wells and wastewater facilities, critical infrastructure facilities e.g., communications, schools/shelters, public safety/health and ports of entry. Restoring these facilities supports essential services and allows broader recovery efforts to begin. As critical infrastructure is brought back online, crews will continue to restore main circuits and neighborhoods and across affected areas.

Updates on power restoration will be provided to media, Office of Homeland Security/Office of Civil Defense, and posted on GPA's social media pages and website.

Following the passage of the typhoon, customers may report non-emergency power issues—such as damaged weatherheads, internal electrical damage requiring Emergency Work Clearances, or inquiries about service restoration—to the GPA 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-typhoon recovery period.

Please limit contact to GPA's 24-hour Trouble Dispatch for ***emergency power situations only*** such as downed live (energized/sparking) power lines, broken power poles, or blown transformers. Please stay away from all down lines and equipment as they may still be energized and can cause harm if you come in contact with the lines or equipment. Consider such situations as dangerous and life threatening. Immediately report ***emergency power situations*** to GPA's 24-Hour Trouble Dispatch at 671-475-1472/3/4. Please provide exact location or address, contact information and condition of location.

As power restoration progresses and communications systems are restored, GPA's smart grid and SCADA systems will provide detailed information on outage locations. These systems allow GPA to confirm where power has been restored, identify customers still without service, and locate smaller outage pockets within villages.

Once again, safety remains the top priority and the crews are prepared to immediately begin key assessments and restoration efforts as soon as winds decrease to a safe level.

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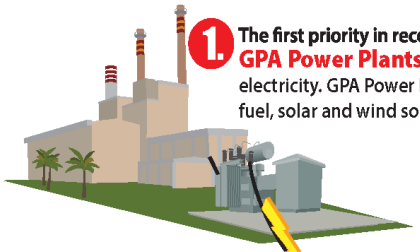
To get the most up-to-date information, please visit our website at www.guampowerauthority.com and click on our Typhoon Bavi Updates banner on our homepage or follow our official social media pages:

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

HOW POWER IS RESTORED
AFTER TROPICAL STORMS AND TYPHOONS

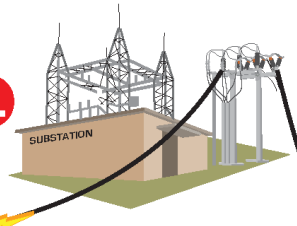
How GPA Restores Power to Your Home

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

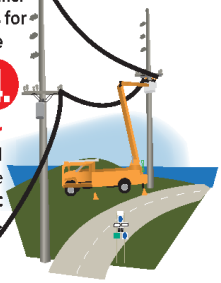


1. **The first priority in recovery is to restore GPA Power Plants** that generate electricity. GPA Power Plants use fossil fuel, solar and wind sources.

2. The **transmission lines** route the power from the plants to the various substations throughout the island.

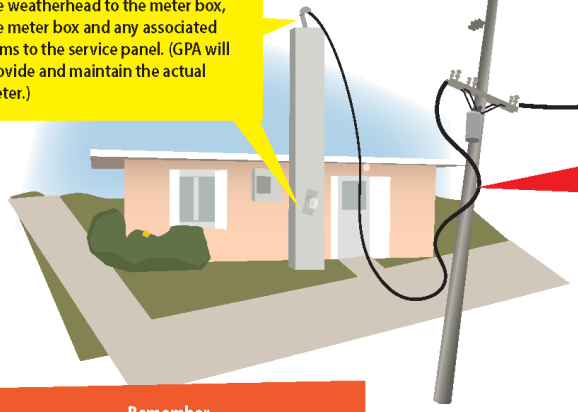


3. When the **high-voltage electricity** reaches one of the **GPA Substations**, the voltage is lowered so it can be sent to smaller transformers on poles or concrete mounts for servicing homes or other buildings via the



4. **Distribution Lines and Power Poles** that run along neighborhood streets are next. These lines carry the **electricity to every home, building, 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.

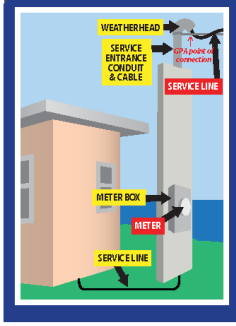
Electricity travels through standing water and can cause electrocution

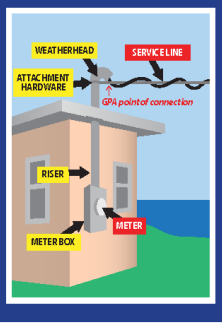
Avoid flooded areas even if they are shallow.
Don't step into water in case a downed power line is touching it. Remember, the power line may be some distance away or even out of sight.

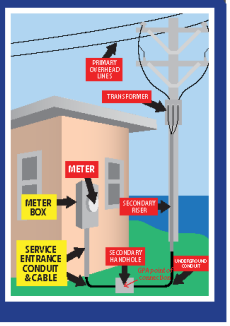
Who is Responsible for Fixing What?

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