



GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUÅHAN
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FOR IMMEDIATE RELEASE

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**FOR MORE INFORMATION
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ADVISORY TO THE PUBLIC

GPA Addresses Incorrect Message on Customer Bills Affecting Limited Number of Customers

(Fadian, Mangilao) – The Guam Power Authority (GPA) is notifying the public of an issue that may affect a limited number of recent billing statements. An incorrect message appearing on both printed and digital bills referencing a power credit was included in error due to a mistake by GPA's billing vendor during bill production. GPA confirms that no power credits are currently being issued, all billing amounts remain accurate, and customers who received this message can be assured that their account balances and charges are correct.

The impact was limited to approximately 2,300 customers whose billing cycle is in Dededo. GPA's billing vendor has confirmed the printing errors, and GPA has directed the vendor to implement corrective measures to ensure it does not affect any additional customers. The vendor has assured GPA that this issue will not happen again. GPA holds its vendors to strict standards, and is requiring a full review of this incident to prevent recurrence.

We understand this may have caused confusion and apologize for the inconvenience. If you have questions about your bill, please contact GPA Customer Service at customersfirst@gpagwa.com or call (671) 647-5787/8/9.

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