



GUAM POWER AUTHORITY

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ADVISORY TO THE PUBLIC

GPA Provides Customer Guidance as Regular Disconnections Resume

(Fadian, Mangilao) – The Guam Power Authority is advising prepaid and postpaid customers who have questions about their account balance, payment history, connection status or amount due to contact GPA Customer Service for assistance.

GPA temporarily suspended service disconnections on Friday, July 3, 2026 in consideration of customers recovering from Typhoon Bavi. Regular disconnection procedures resumed on Monday, August 3, 2026, for prepaid accounts without sufficient credit and postpaid accounts with past-due balances.

While disconnections were suspended, customers' electricity charges continued to be applied to their accounts as service was restored. Customers were not charged for electricity during periods when their service was out. The temporary suspension provided customers with additional time before service was disconnected, but it did not suspend billing or the cost of electricity consumed.

Additionally, the Fuel Recovery Charge, formally known as the Levelized Energy Adjustment Clause or LEAC, increased from 13.5840 cents to 19.4150 cents per kilowatt-hour effective July 1, 2026. The Fuel Recovery Charge is a pass-through charge used to recover the cost of fuel needed to generate electricity for customers. Because the charge increased during the disconnection suspension, the cost of electricity also increased.

For prepaid customers, the July 1 rate adjustment meant their prepaid balance was used more quickly as they continued to use electricity. Some customers may therefore have had little or no remaining balance when regular disconnections resumed on August 3. For postpaid customers, balances continued to accrue based on electricity consumption during the disconnection suspension. The amount currently due may include an existing past-due balance, electricity used while disconnections were suspended and charges reflecting the July 1 Fuel Recovery Charge adjustment.

Customers are encouraged to contact GPA Customer Service to confirm their account balance, payment status, connection or disconnection status and the amount required to maintain or restore service.

Prepaid and postpaid customers who are unable to pay the full amount required or would like to request a payment plan should also contact GPA Customer Service. Representatives can review the account and discuss available payment options.

For assistance, GPA Customer Service may be reached by phone at (671) 647-5787/8/9, or by email customersfirst@gpagwa.com.

GPA thanks customers for their patience and cooperation as this change is implemented.

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FREQUENTLY ASKED QUESTIONS

Why did GPA suspend disconnections?

GPA temporarily suspended service disconnections in consideration of customers recovering from Typhoon Bavi.

When did disconnections resume?

GPA resumed regular disconnection procedures on August 3, 2026. Prepaid accounts without sufficient credit and postpaid accounts with past-due balances may be subject to disconnection.

Were electricity charges also suspended?

No. Customers continued to use electricity, and charges continued to be applied to their accounts. The suspension provided customers with additional time before service was disconnected, but it did not stop electricity usage, billing or changes to prepaid account balances.

What rate adjustment took effect July 1, 2026?

The Fuel Recovery Charge, formally known as the Levelized Energy Adjustment Clause or LEAC, increased from 13.5840 cents to 19.4150 cents per kilowatt-hour effective July 1, 2026.

The Fuel Recovery Charge is a pass-through charge used to recover the cost of fuel needed to generate electricity for customers.

How did the rate adjustment affect prepaid customers?

The July 1 rate adjustment increased the cost of electricity. For prepaid customers, this meant their prepaid balance was used more quickly as they continued to use electricity.

Because disconnections were temporarily suspended following Typhoon Bavi, customers continued receiving service even as their available balance declined. When regular disconnections resumed on August 3, some customers may therefore have had little or no remaining balance.

Why is the amount needed to restore my prepaid service higher than expected?

The amount may reflect electricity used while disconnections were suspended and the Fuel Recovery Charge (LEAC) adjustment that took effect July 1. Contact GPA Customer Service by phone at (671) 647-5787/8/9, or by email at customersfirst@gpagwa.com to confirm your current balance, connection status and the amount needed to restore and maintain service.

How did the rate adjustment affect postpaid customers?

Postpaid customers continued to be billed for electricity used during the suspension.

The amount currently due may include a prior unpaid balance, electricity used while disconnections were suspended and charges reflecting the adjusted Fuel Recovery Charge (LEAC).

I added credit to my prepaid account, but my service has not been restored. What should I do?

Confirm that the payment was completed and retain your receipt or payment confirmation.

If the payment was processed but your service has not been restored, contact GPA Customer Service by phone at (671) 647-5787/8/9, or by email at customersfirst@gpagwa.com so a representative can review the payment, account balance and connection status.

Can I request a payment plan?

Prepaid and postpaid customers who need assistance may contact GPA Customer Service by phone at (671) 647-5787/8/9, or by email at customersfirst@gpagwa.com to discuss available payment-plan options. Payment arrangements will be reviewed based on the customer's account status and circumstances.