



GUAM POWER AUTHORITY

ATURIDÁT ILEKTRESEDÁT GUÅHAN
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FOR IMMEDIATE RELEASE – Joint Release

April 13, 2026

For More Information, Contact:

communications@guamwaterworks.org

customersfirst@gpagwa.com

ADVISORY TO THE PUBLIC

GPA and GWA Customer Service Centers Remain Closed until COR 4

(Fadian, Mangilao) – As Guam remains in Condition of Readiness (COR) 2, the Guam Power Authority (GPA) and Guam Waterworks Authority (GWA) advise the public that all GPA and GWA Customer Service Centers and Business Offices will remain closed until COR 4 is announced by the Governor of Guam.

Customers may use the following alternative online and phone payment methods:

- **Online Payment Service** - PayGPA.com and PayGWA.com
- **GPA Pay-By-Phone** at (671) 647-5787/8/9, *(To clarify our GPWA Advisory dated April 12, 2026, Pay-By-Phone representatives are typically available Monday through Friday, 8:00 a.m. to 5:00 p.m., however, during COR 2, only automated phone payments via the IVR system will be accepted.)*
- **GPA 24-Hour Automated Payment System** at 1-855-712-9696
- **GWA 24-Hour Pay-By-Phone** at (671) 647-4729

For power-related emergencies or to report downed power lines, customers may contact GPA's Power System Control Center (PSCC) Dispatch at (671) 475-1472/3/4. Reports can also be submitted through GPA's Facebook or Instagram direct messages or via email at customersfirst@gpagwa.com. GPA's call center representatives are available to provide limited services and assist with power-related emergencies and reports at (671) 647-5787/8/9. For additional support, customers are encouraged to visit the GPA website at www.guampowerauthority.com.

For any water-related or wastewater concerns, customers can reach GWA Dispatch at (671) 646-4211, email at gwadisp@guamwaterworks.org or visit the GWA website at www.guamwaterworks.org. For additional support, the GWA Customer Care team is also available at customers@guamwaterworks.org.



GPA disconnections of service on post-paid and pre-paid accounts are currently paused. Similarly, GWA disconnections of service are also currently paused.

Upon returning to normal operations, GPA and GWA disconnections will resume.

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