



# GUAM POWER AUTHORITY

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**FOR IMMEDIATE RELEASE**

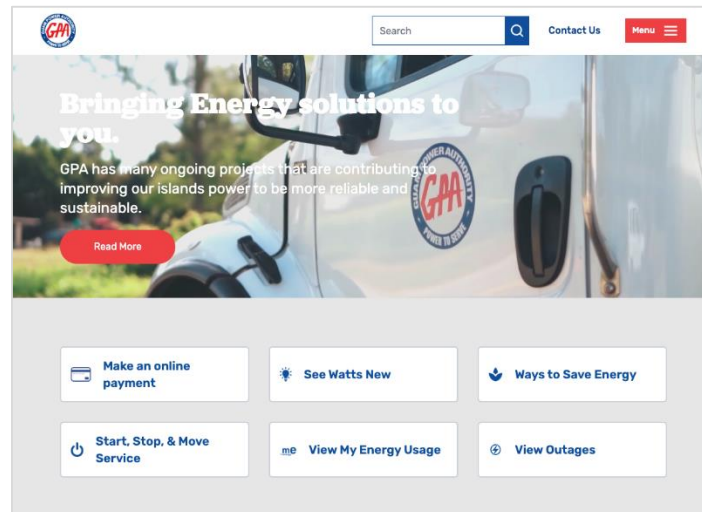
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## **GPA TO LAUNCH NEW CUSTOMER WEBSITE ON JAN. 31**

***GPA adds new tools and portals to enhance customer experience***

(Fadian, Guam) – The Guam Power Authority (GPA) announced that beginning tomorrow, January 31, 2023, GPA customers will enjoy a new online experience with the launch of GPA's new website.

The new [guampowerauthority.com](https://guampowerauthority.com) website has been redesigned with the customer in mind. With a new look and feel, the site allows for easier navigation, while the homepage offers convenient quick links to GPA customer service portals and online tools frequently used by its customers:

**How Do I** – The site's navigation menu is designed to improve the ease of finding answers to frequently asked questions (FAQs) about utility services and programs, such as how to Lower My Energy Consumption, Pay A Bill, Understand My Bill, and more.

**View Outages** – This feature allows customers to quickly view scheduled power outages in various villages around the island. These planned outages are announced ahead of time, and are usually for maintenance and system upgrades to the island wide power system.

**Power Alerts** – Customers can sign up for this mobile service that notifies them when there will be an outage that affects GPA customers.

**Search Bar** – This new feature allows customers to quickly find the specific information they need.

**PayGPA** – The online payment portal makes it easier for residential and commercial customers to make online payments from the homepage.

**My EnergyGuam** – This insightful tool helps customers to monitor and manage their energy consumption.

**Energy Rebates** – Customers can submit and track their Energy Sense rebate applications online for eligible appliance purchases.

“The website is designed to be a robust online tool that allows us to better serve our commercial and residential customers,” said GPA General Manager John M. Benavente, P.E. “We encourage our customers to utilize the website, along with our mobile site, to manage their accounts, pay their bills online, gain access to our latest news, and learn more about GPA’s long-term energy initiatives.”

GPA included additional useful information that is easily accessible on the homepage -- “Watts New”, GPA’s news and updates page; Start, Stop, and Move service options, where customers can sign up or manage their service; and Ways to Save, tips and insights for conserving energy and saving money on their power bills. Anyone can sign up for GPA’s monthly e-newsletter by filling out a form on the site.

With one click on the Contact Us button, customers can view customer service locations around the island and a full GPA phone directory.

“The website redesign is the direct result of GPA’s 2020 customer service survey,” said James Borja, GPA Utility Services Administrator, Customer Service Division. “GPA listened to what our customers shared about how they used our site and the challenges they had finding important information. We anticipated their needs and worked to improve their online experience.”

Since the start of the pandemic, GPA customers have come to rely on GPA’s online portals to pay their bills. The Customer Service team has seen a significant increase in the percentage of customers who pay their bills online versus paying in person at a customer service location.

Mr. Borja added, “We want the GPA website to be a tool that our customers could use easily and often. We also learned that some customers still do not want the added risk of exposing themselves to public places. The online tools are convenient and give our customers better options to engage with us.”

GPA invites customers to visit the new website, [guampowerauthority.com](http://guampowerauthority.com), on Jan. 31.

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*Photo caption: The Guam Power Authority will launch its new customer website, [guampowerauthority.com](http://guampowerauthority.com), on January 31, 2023, to improve its customers’ online experience. The website’s homepage, shown above, gives customers quick links to access accounts, monitor consumption, pay bills, manage their service, sign up for Power Alerts, and learn how to conserve energy to reduce their power bills.*