



Prugrâman Ayuda Para I Taotao-ta Energy Credit **Frequently Asked Questions**

What does Public Law 37-49 provide ratepayers?

Public Law 37-49 provides for an extension of the *Prugrâman Ayuda Para I Taotao-ta* Energy Credit Program, providing residential, master-meter residential, and commercial customers with a \$300 credit toward their account. The credits are disbursed \$100 each month for the months of October through December 2023, and shall only be credited to the current billing of such months.

How soon will GPA apply the \$100 credit to each ratepayer account?

To ensure accountability and transparency, GPA and DOA have established and continue to refine program rules and guidelines to properly credit ratepayers. Credits are applied upon receipt of funds from the Department of Administration. The credit will apply as long as the customer has an **active** account. The credit will be visible as a line item on each customer's billing statement.

How will this credit be applied for multi-dwelling units?

The law states that for master-metered accounts, GPA shall obtain a notarized list of the number of active residential utility power sub-accounts under that master meter to ensure the proper application of the credit to the master-metered account. A notification will be sent out to master-metered accounts. Property management companies will have to certify the number of tenants with **active residential accounts** for each monthly billing cycle to get the credit.

Will I still be eligible for the credit, if I terminate my account any time within the 3 months stated in the public law?

If you terminate anytime within the 3 months, you'll only receive the \$100 credit for the months your account was **active**.

How will the credits be applied if I am a pre-paid customer?

For prepaid customers, the credit will be applied each month to **active prepaid accounts**.

Are Net Metering Customers eligible?

Yes, Net Metering customers are eligible.

What happens if my power bill falls below \$100 in any of the 3 months provided under this program?

The credits will be applied each month, and any credits remaining will roll-over to the following month(s) until exhausted.

How do I know if the Energy Credit has been applied to my bill?

Your total amount due is true and correct as of your bill date shown in the Service Information box on your billing statement. *Prugrâman Ayuda Para I Taotao-ta* Energy Credits are applied at the end of the month. There are multiple billing cycles throughout the month. Energy Credits applied after your bill date may not be reflected on your current month's printed bill statement. If you make your payment online (paygpa.com or GPWA pay app) or by phone, you may see "Arrears" and "Adjustment" equal to the Energy Credit on the following month's billing statement. Be assured, your Energy Credit is applied to your account.