



Customer Service Directory

A Typhoon Readiness Guide from Guam Power Authority

Simple steps to prepare your home, protect your family, and stay informed before, during, and after a storm.

Bringing Energy Solutions to You

Volume 111



Typhoon Preparedness Edition

Power Preparedness Starts at Home

Typhoon season is part of life on Guam. A little preparation before severe weather can help protect your home, your family, and GPA crews working to restore power safely.



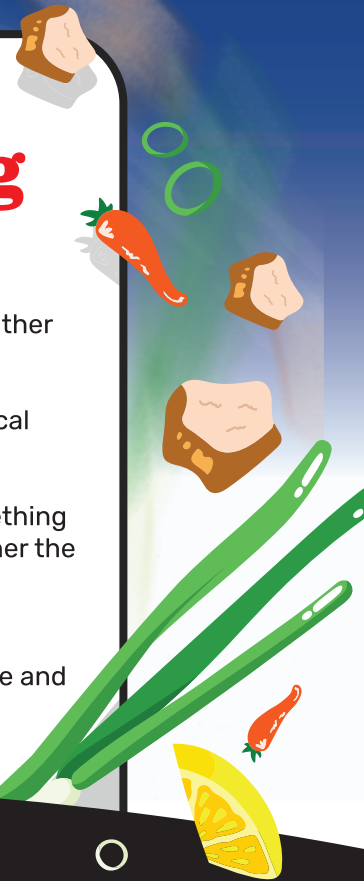
Typhoon Watch vs Warning

All the ingredients for Kelaguen?

Hafa Adai! I'm **Landon Aydllett** with the National Weather Service here on Guam. Do you know the difference between tropical storm and typhoon watches and warnings? Let's sort it out with one of our favorite local dishes: kelaguen!

During a watch, the ingredients are in place for something to happen. There's still some uncertainty as to whether the kelaguen will come together or not. Therefore, the kelaguen remains a possibility.

During a warning, that kelaguen is complete. It is here and it is ready. At this point, it's time to act.



Prep for Power Outages

Charge devices, test flashlights, prepare batteries, secure outdoor items, and know how to manually open electric gates or garage doors.

For those who rely on medical equipment or need continuous power, consider investing in a backup generator. Ensure it is properly maintained and ready for use.

Don't forget your medication.

If you rely on refrigerated medication or electricity-powered medical equipment, prepare for possible extended power outages during a typhoon. Refill prescriptions, fully charge backup batteries, have a backup power source if available, and identify a family member or friend with reliable electricity or a generator where you can relocate if needed. Keep essential medical supplies and emergency contact numbers readily available.

Save These Before the Storm

Report outages or downed power lines: (671) 475-1472/3/4

Tree trimming near power lines: (671) 647-5787/8/9
customersfirst@gpagwa.com

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How GPA Tracks & Restores Outages Through Smart Grid

Smart systems help identify **where power is restored and where outages remain.**

Restoration starts when conditions are safe. Crews assess damage, repair critical infrastructure, restore main lines, then move into neighborhoods and individual service issues.

Get GPA Power Alerts

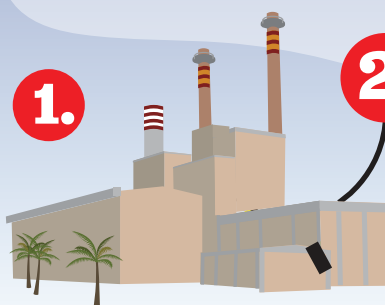
Stay informed about outages in your area.

Sign up for GPA Power Alerts to receive real-time text notifications about outages and restoration for your home or business. To sign up, text ENROLL to 1-855-252-9998.



- Tracks outage locations across the island
- Confirms where power has been restored
- Identifies areas still without service

GPA uses SCADA, Smart Meter Network data, customer reports, and field assessments to monitor the grid, confirm where power has been restored, and identify smaller outage pockets that still need repair.



The first priority in recovery is to restore **GPA Power Plants** that generate electricity. GPA Power Plants use fossil fuel, solar and wind sources.

2.

The **transmission lines** route the power from the plants to the various substations throughout the island.

3.

When the **high-voltage electricity** reaches one of the **GPA Substations**, the voltage is lowered so it can be sent to smaller transformers on poles or concrete pads for servicing homes or other buildings via the distribution system. These substations are located in villages all over the island.

4.

The **Distribution Lines** and **power poles** that run along neighborhood streets carry the electricity to homes, buildings, traffic lights, and street lights.

5.

homeowner weatherhead

GPA Responsibility

Service lines from the power pole to the service connection may have been damaged from high winds during typhoons or storms. GPA maintains these lines, but homeowners must maintain proper service connections.

Proper service connection that **homeowners must maintain** are the weatherhead, the lines from the weatherhead to the meter box, the meter box and any associated items to the service panel. (GPA will provide and maintain the meter.)

HIGH VOLTAGE KILLS

Downed or dangling power lines can cause electrocution
After the storm passes, look around and be alert for fallen power lines. Consider ALL fallen lines to be "live" to avoid severe injury or death.

Trees, Power Lines & Your Responsibility

Vegetation is one of the biggest threats to power lines all year round. GPA trims trees near power lines for public safety, but property owners are responsible for maintaining trees and vegetation on private property.



Property owners are responsible for:

- Maintaining trees and vegetation on private property
- Removing yard debris before storms
- Keeping trees trimmed before they grow into power lines
- Hiring qualified professionals for non-electrical tree work

GPA is responsible for:

- Trimming vegetation near energized power lines
- Clearing trees that may impact the island-wide power system
- Responding to hazardous conditions involving power lines
- Performing work that requires trained line crews and proper safety equipment