



GUAM WATERWORKS AUTHORITY

"Good Water Always"

Post Office Box 3010, Hagatna, Guam 96932

Phone: (671) 647-7800 Fax: (671) 649-0369

RESIDENTIAL ACCOUNTS

Customer Information

Customers are required to pay deposit based on meter size and if the building is connected to the public sewer system. Deposit is refundable and is required for each account established regardless of other accounts held by customer.

WATER

¾"	\$32 deposit	\$8.69 service charge
1"	\$37 deposit	\$10.15 service charge
1½"	\$55 deposit	\$15.93 service charge
2"	\$73 deposit	\$20.29 service charge
3"	\$123 deposit	\$36.24 service charge
4"	\$123 deposit	\$50.72 service charge
6"	\$178 deposit	\$94.20 service charge
8"	\$378 deposit	\$137.68 service charge
10"	\$660 deposit	\$188.41 service charge
12"	\$772 deposit	\$224.63 service charge

SEWER (If Applicable)

\$20.00 deposit \$22.00 service Charge

Lifeline Consumption is the first 5000 gallons on your account with the rate of \$2.40 per 1,000 gallons.

Non-lifeline Consumption is anything in excess of the first 5,000 with the rate of \$4.14 per 1,000 gallons.

PUC 2001 SURCHARGE: Utility Arrearages

A rate of 8.03% is applied to the non-life portion of your bills and the basic water charges. This surcharge was established for the purpose of paying arrearages owed by GWA to the Guam Power Authority, The United States Navy, and the Public Utilities Commission.

SUPPLEMENTAL ANNUITY SURCHARGE:

A rate of 3.49% is applied to the non-life line portion of your bill and the basic charges. This surcharge was established for the purpose of allowing GWA to recover costs assessed by the Guam Legislature for the purpose of paying health insurance benefits on behalf of retirees of GWA & PUAG.

***Note: Not all locations are billed from the 1st to the end of each month. Please inquire with Customer Service as to when your area is normally read for the billing cycle.*

Documents required to apply for services are as follows:

- ✓ Rental/Lease Agreement
- ✓ Authorization form owner/landlord or property manager to apply for utilities.
- ✓ Proof of property ownership (i.e. title, deed or purchase agreement).
- ✓ Previous reference meter number, last account holder/tenant.
- ✓ Proper service location (i.e. house/building number, unit number).
- ✓ Specific map/sketch to location that service is requested for.

Information about your account.....

- Service connection may occur within 3 to 5 days of schedule.
- Customers are responsible for payment of all services provided from when the meter is installed.
- Service charges start from the time water services are available and are not prorated.

_____(please initial)

- Service charges are billed regardless of consumption and are not prorated.
- When vacating the premises, customers are required to inform GWA either in writing or in person.
- Customers are responsible for all bills unit account is closed.
- Should you have questions about your billing, please contact GWA immediately.
- If you fail to receive a billing, please contact GWA. Failure to receive a bill does not relieve customers of the obligation to make payment.
- Not all locations are billed from the 1st to the end of the month.
- Inquire with a GWA customer service representative as to the approximate date our area is read.
- Please ensure that all water fixtures are shut off prior to meter reconnection.
- GWA is not responsible for water damages, flooding and excessive charges de to unsecured faucets upon reconnection
- The consumer is required to install a private side valve.
- It is the responsibility of the customer to insure that the meter is accessible. Please keep the area clear of any obstructions.

Please direct all billing inquires and complaints to our Customer Service Section. You may visit our office located at 578 North Marine Corp Drive in Upper Tumon behind GTA main office; or you may contact our office at 647-7800/7801/7831 or email customers@guamwaterworks.org .

Payments can be made at the following locations.

Guam Power Authority	Treasurer of Guam
Bank of Hawaii	Gov't of Guam Employees Federal Credit Union
Citibank	Citizens Security
First Hawaiian Bank	First Savings & Loans
Community First Bank	Bank Pacific

NAME (3) REFERENCES NOT LIVING WITH YOU

- 1) _____ Contact Phone # _____
- 2) _____ Contact Phone # _____
- 3) _____ Contact Phone # _____

I, _____ representing _____ have been informed of the above and agree to the charges and policies abovementioned.

Customer Signature

Date

GWA Customer Service Rep

Date