

GUAM WATERWORKS AUTHORITY

Customer Information Form

Please check the appropriate box below:

CSR Initials: _____

I am:

- Applying for a New Meter
Applying for Reconnection
Requesting for a Name Change
Requesting for a Termination of my GWA water account.
Requesting for Meter Location
Requesting for a Change of Mailing Address.
Request for Correction Change of Name
Requesting for a Sewer Connection
Other

Customers are required to pay a deposit based on meter size and on additional deposit if connected to the public sewer system. Deposit(s) are required for each established account

PLEASE PRINT CLEARLY: (If a commercial account, please enter Business Company Name under "Name (primary)" and enter EIN # as ID #).

Name (Primary): Last First M.I. SS#/ID#

Name (Secondary): Last First M.I. SS#/ID#

Telephone Number: Home # Mobile/Cell # Employer: Work #

Email Address: I would like to received GWA email updates, newsletter, and statement via email. Yes No (please check one)

Mailing Address: P. O. Box or Postal Delivery

Service Location: House / Unit # Street Name/ Apartment Village

Service Location Map (please include useful landmarks and street names)

FOR OFFICAL USE ONLY

Service Request Date: Type of Account: Agricultural Commercial Residential
Meter Size: Water Deposit: Sewer Deposit: Recon. Fee:
Ref. Acct #: Ref. termination info: Deposit Amount: \$ water/sewer

I/We have acknowledged that all information provided in this GWA Customer Information Form is true and correct.

Customer / Applicant Signature

Co-Applicant Signature

WATER	Deposit	Service Charge	Sewer (If Applicable)
3/4"	\$32	\$ 10.56	Deposit: \$20.00
1"	\$37	\$ 12.33	
1 1/2"	\$55	\$ 19.36	Service Charge: \$25.08
2"	\$73	\$ 24.66	
3"	\$123	\$ 44.04	
4"	\$178	\$ 61.64	
6"	\$313	\$114.48	
8"	\$378	\$167.31	
10"	\$660	\$228.96	
12"	\$773	\$272.98	

Lifeline Consumption is the **first 5000** gallons on your account with the rate of **\$2.74** per 1,000 gallons.

Non-lifeline Consumption is anything in **excess of the first 5,000** with the rate of **\$5.03** per 1,000 gallons.

PUC 2001 SURCHARGE: Utility Arrearages

A rate of **9.60%** 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 from owner/landlord or property manager to apply for utilities.**
- ✓ **Proof of property ownership (i.e. title, deed or purchase agreement), if you are the owner/new owner.**
- ✓ **Previous reference meter number, last account holder/tenant/owner.**
- ✓ **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 working days of schedule date.
- ✓ 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 Monthly Charge: **w/o Sewer \$10.56** **w/Sewer \$35.64**
- ✓ 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 to terminate account.
- ✓ **Customers are responsible for all bills until 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.
- ✓ If payment is not received and you are disconnected, a reconnection fee of (\$45.00) will be applied,
- ✓ Inquire with a GWA customer service representative as to the approximate date your 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 due to unsecured faucets upon reconnection
- ✓ **The consumer (owner of property) is required to install a private side valve.**
- ✓ **It is the responsibility of the customer to ensure 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 contact GWA at 647-7800/7803 or email customers@guamwaterworks.org

Payments can be made at the following locations.

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

I, _____ representing _____ have been informed of the above and agree to the charges and policies above mentioned. (Other than applicant)