



Post Office Box 3010, Hagatna, Guam 96932
 Phone: (671) 647-7800/ 7803 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. PURSUANT TO THE PUBLIC UTILITIES COMMISSION'S FY13 RATE DECISION DATED OCTOBER 2013 RATE SCHEDULE WENT INTO EFFECT FOR THE BILLING CYCLE BEGINNING NOVEMBER 01, 2013.

WATER	Deposit	Service Charge	Sewer (If Applicable)
3/4"	\$32	\$ 15.71	Deposit: \$20.00
1"	\$37	\$ 18.33	
1 1/2"	\$55	\$ 28.77	Service Charge:\$26.61
2"	\$73	\$ 36.65	
3"	\$123	\$ 65.45	
4"	\$178	\$ 91.61	
6"	\$313	\$170.13	
8"	\$378	\$248.64	
10"	\$660	\$340.25	
12"	\$773	\$405.66	

Lifeline Consumption is the **first 5000** gallons on your account with the rate of **\$2.91** per 1,000 gallons.

Non-lifeline Consumption is anything in **excess of the first 5,000** with the rate of **\$7.48** per 1,000 gallons.

SUPPLEMENTAL ANUITY SURCHARGE:

A rate of **3.85%** is applied to the non-life line portion of bills for all customer classes and types established for the purpose of allowing GWA to recover costs assessed by the Guam Legislature for the purpose of paying benefits to retirees of the Guam Waterworks Authority and the Public Utility Agency of Guam.

****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 from 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)** Basic Monthly Service Charge: **w/Septic Sewer \$16.31 w/Public Sewer \$42.92**
- ✓ 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 officially closed.**
- ✓ 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) or (\$145.00) if meter size over 1 ½”.
- ✓ 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; in the Julale Shopping Center (GPA/GWA satellite branch-Hagatna); or contact GWA call center at 647-7800/7803 or email customers@guamwaterworks.org

Payments are accepted at the following locations.

Guam Power Authority Treasurer of Guam Bank of Hawaii Citibank First Hawaiian Bank
Bank Pacific Coast 360 ANZ Community First Bank Julale Center (GPA/GWA Hagatna)
Phone in Payment 647-4PAY (4729) On-Line Payment available at www.paygwa.com

I or representative, _____ and _____
have been informed of the above and agree to the charges and policies above mentioned.