

## Fun Water Facts

- On average, a person uses about 100 gallons of water a day, but only drinks about a half gallon per day.
- Children in the first 6 months of life consume seven times as much water per pound as the average American adult.
- Nearly 97% of the world's water is salty or otherwise undrinkable.
- Another 2% is locked in ice caps and glaciers.
- A person can live for about a month without food, but only about a week without water.
- 70% of your skin is water.
- A tomato is 95% water.
- Running the water while brushing your teeth wastes up to 4 gallons a minute.
- The BATHROOM is the room in the house where most water is used. (The toilet is the number one water-using appliance in the home).
- A five minute shower takes 10 to 25 gallons of water.
- Water contains no fats, no proteins, no carbohydrates and therefore no calories.
- Water is the perfect complement for a nutritionally balanced meal.



## Vision Statement

To be a world class provider of water and wastewater services.

## Mission Statement

We will provide outstanding customer service in delivering excellent water and wastewater services in a safe, reliable, responsible, and cost-effective manner.



GUAM WATERWORKS AUTHORITY

### CONTACT Us

General billing inquiries  
647-7800

Payment arrangements  
647-1338

Water outages or leaks  
646-4211

Mailing address  
578 North Marine Corps. Drive  
Tamuning, Guam 96913

Email address  
[customers@guamwaterworks.org](mailto:customers@guamwaterworks.org)

*Si Yu'os Ma'ase  
for your continued support.*

Information  
about your  
water bill.

Things we  
think you  
should know.

GUAM WATERWORKS AUTHORITY  
RESIDENTIAL CUSTOMERS



GUAM WATERWORKS AUTHORITY

"Investing in Better Water, Better Lives"

# Your Residential Account

Your monthly bill includes three main types of charges:

- 1** Water and sewer fixed charges.
- 2** Actual volume water consumed.
- 3** Surcharges.

Your GWA bill reflects usage rounded to the nearest 1,000 gallons. Additionally GWA has a “Lifeline” rate which is for consumption of the first 5,000 gallons or less. Consumption above 5,000 gallons is charged at a higher rate per thousand gallons.

Surcharges are calculated at a rate of 13.09% of your total fixed charges plus your consumption over 5,000 gallons. Conserving water will equal dollars saved.

If you are having a problem paying your account, please contact us by phone at 647-7803.

## Privacy

We will not release any information regarding your account to unauthorized persons.

## Paying Your Account

Please pay your bill by the due date shown on your statement. This will be 14 days after the bill date. GWA provides several options for paying your account.

Payment methods include:

- 1** In person at GWA Main Office, Upper Tumon
- 2** We accept major credit cards, personal checks and cash.
- 3** Or by mail to:  
578 N. Marine Corps. Drive,  
Tamuning, Guam 96913



## Your inquiries and complaints

GWA is committed to providing excellent customer service. If you have a complaint please let us know by calling 647-7800 or 647-1286. You can also write to us at 578 North Marine Corps Drive, Tamuning, Guam 96913 or send us an email at [customers@guamwaterworks.org](mailto:customers@guamwaterworks.org) to schedule an appointment. We will respond promptly to your complaint.

## Did you know...

GWA provides water and sewerage services to over 174,000 people living and working in Guam. We maintain and operate 121 wells, 5 springs, 36 booster stations, 1 water treatment plant and 7 wastewater treatment plants.

Our water is safe to drink. The USEPA has rated GWA water the safest to drink in decades. Check out our water quality report posted on our website [www.guamwaterworks.org](http://www.guamwaterworks.org) for more information or ask your Customer Service Representative (CSR) for more information.