

# Customer Information Form

SERVICE REQUEST DATE: \_\_\_\_\_ CSR Initials:(print) \_\_\_\_\_ ACCOUNT ID# \_\_\_\_\_

FA# \_\_\_\_\_

Please check the appropriate box below:

**Apply for a New Meter** (New home construction AND/OR additional meter request. No active GWA water meter EVER install to the service location).

**Apply for Water Service** (Water services have been previously provided to the service location).

**Request for Termination of my GWA water / wastewater account.**

FA TYPE: \_\_\_\_\_

**Request for Meter Relocation**

**Request for Wastewater Connection**

**Request for Change of Mailing Address or \_\_\_\_\_ Correction Change of Name (to add secondary person/or other changes to be made)**

**Other Service Request**

Customers are required to pay a deposit based on meter size and an additional deposit if connected to the public wastewater system. Deposit(s) are required for each established account pursuant to Public Utilities Commission Docket No.:19-08 – during the PUC meeting dated February 27, 2020 Rates dated: February 27, 2020, effective **October 01, 2020. Title 28 GAR, 2104(a) (d) (e).** (See reverse for detailed information). Please visit our Website at: [www.guamwaterworks.org](http://www.guamwaterworks.org)

PLEASE PRINT CLEARLY:

Organization Name: \_\_\_\_\_ EIN# \_\_\_\_\_

**Name (Primary):** \_\_\_\_\_ **ID TYPE & #** \_\_\_\_\_  
 Last First M.I.

**Telephone Number:** (HOME) \_\_\_\_\_ (CELL) \_\_\_\_\_ (WORK) \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_ **Email:** \_\_\_\_\_  
 P. O. Box or Postal Delivery

**Name (Secondary):** \_\_\_\_\_ **ID TYPE & #** \_\_\_\_\_  
 Last First M.I.

**Telephone Number:** (HOME) \_\_\_\_\_ (CELL) \_\_\_\_\_ (WORK) \_\_\_\_\_

**Mailing Address:** \_\_\_\_\_ **Email:** \_\_\_\_\_  
 P. O. Box or Postal Delivery

**PREMISE Location:** \_\_\_\_\_  
 Description: House or Unit # or Lot# Street Name/ Apartment Village

**Service Location Map** (please include useful landmarks and street names) Must be provided by applicant

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

Customer / Applicant Signature \_\_\_\_\_

Co-Applicant Signature \_\_\_\_\_

**FOR OFFICAL USE ONLY (required)**

Type of Account: \_\_\_ Agricultural \_\_\_ Residential \_\_\_ Commercial (type of business \_\_\_\_\_)

Meter Size: \_\_\_\_\_ Water Deposit: \_\_\_\_\_ Waste Water Deposit: \_\_\_\_\_ Recon. Fee: \_\_\_\_\_ Deposit total: \_\_\_\_\_

Ref. Premise ID #: \_\_\_\_\_ Person ID# \_\_\_\_\_ Location of Meter \_\_\_\_\_

METER# \_\_\_\_\_ ENDPOINT# \_\_\_\_\_ SEAL# (if any) \_\_\_\_\_ CYCLE \_\_\_\_\_

WATER	Deposit	Service Charge	Agriculture(Service Charge)	Waste Water (If Applicable)
¾"	\$32	\$ 24.87	\$ 24.03	Deposit: Residential \$20.00      Service Charge \$27.54
1"	\$37	\$ 29.02	\$ 28.04	
1½"	\$55	\$ 45.54	\$ 44.01	Commercial: (rates applied to 80% of water consumption)
2"	\$73	\$ 58.00	\$ 56.05	Deposit: CI      \$ 60.00      Service Charge \$ 8.11
3"	\$123	\$103.60	\$100.11	CII      \$ 650.00      \$ 19.77
4"	\$178	\$145.02	\$140.11	CIII      \$1,400.00      \$ 27.42
6"	\$313	\$269.31	\$260.21	Federal/Government      \$ 11.60
8"	\$378	\$393.59	\$380.28	
10"	\$660	\$538.63	\$520.41	
12"	\$773	\$642.17	\$620.45	

**Lifeline Consumption** is the **first 5000** gallons on your account with the rate of **\$3.01** per 1,000 gallons.  
Commercial & Government Water: Consumption gallons on your account with the rate of **\$14.72** per 1,000 gallons  
Agriculture Water: Consumption gallons on your account with the rate of **\$4.73** per 1,000 gallons  
Irrigation Water: Consumption gallons on your account with the rate of **\$4.89** per 1,000 gallons

**Non-lifeline Consumption** is anything in **excess of the first 5,000** with the rate of **\$11.83** per 1,000 gallons.

**\*\*Note:** Premise location that is being **non-metered** will be charge a flat rate regardless of how many resides in the unit. Such as (Naval Magazine, Nimitz Hill area & Tiyan) are Estimated Monthly Bill: \$52.41 with public sewer, monthly usage @7360 gals \$42.99 supplemental annuity surcharge \$1.90: Total estimated charge: \$97.30 pls. initial: \_\_\_\_\_

**SUPPLEMENTAL ANNUITY SURCHARGE:**

A rate of **3.60%** of the non-life portion of bills for all customer classes and types, established to allow 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 1<sup>st</sup> to the end of each month. Please inquire with Customer Service as to when your area is normally read for the billing cycle. In reference to GWA bill cycle reading schedule customer's 1st month may be an estimate billing at the time of application in your area.

**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) if you are the owner/new owner (Business License for commercial owner/customers).**
- ✓ **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.**
- ✓ **Purpose for which service is to be used.**
- ✓ **Such other I.D. as the Agency may reasonably require; such as Driver's License, Passport, Guam ID, or other Valid Photo I.D**

**Information about your account.....**

- ✓ Co-Applicant must be present to be on account or a written authorization with a copy of identification must be submitted with application.
- ✓ 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 Monthly Charge: **Basic Water Service charge connected to septic: \$24.87      connected to public Sewer \$52.41**
- ✓ Service charges are billed regardless of consumption; as long as the account is active.
- ✓ **When vacating the premises, customers are required to inform GWA either in writing or in person to terminate account. (initial)**
- ✓ **Customers are responsible for all bills until account is officially closed; (please initial)**
- ✓ 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 is over 1 ½".
- ✓ 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 or activation of service.
- ✓ **The consumer (owner of property) is required to install a private side valve.**
- ✓ **Title 28, §2107(1) Access to customer premises: It is the responsibility of the customer to ensure that the meter is accessible. Please keep the area clear of any obstructions; to avoid estimated reading due to inaccessibility to meter site.**
- ✓ **Please initial that you have received a pamphlet (please initial)**

Please direct all billing inquires and complaints to our Customer Service Section. You may visit our office located at GPWA Gloria B. Nelson Bldg in Fadian, Mangilao; GPA/GWA satellite branch at 578 North Marine Corp Drive in Upper Tumon behind GTA; in the Julale Shopping Center (GPA/GWA satellite branch-Hagatna); or contact GWA call center at 647-7800/7803 or email [customers@guamwaterworks.org](mailto:customers@guamwaterworks.org)  
For emergencies such as water outage or water line leakage, etc please contact our Dispatch Office at 671 646 4211

Payments are accepted at the following locations.

GPWA Gloria B Nelson Bldg (Fadian Mangilao);      GWA/GPA upper tumon satellite      Treasurer of Guam      Bank of Hawaii  
First Hawaiian Bank      Bank Pacific      Coast 360      ANZ Community First Bank      Julale Shopping Center (GPA/GWA Hagatna)  
Bank of Guam      Phone in Payment 647-4PAY (4729)      On-Line Payment available at [www.paygwa.com](http://www.paygwa.com)

I, or Representative \_\_\_\_\_ and \_\_\_\_\_ have been informed of the above and agree to the charges and policies above mentioned.