

Customer Information Form

DATE: _____ CSR Initials:(print) _____ ACCOUNT ID# _____

REQUEST SCHEDULE DATE: _____ FA# _____

Please check the appropriate box below:

Type of Account: ☐ Agricultural ☐ Residential ☐ Commercial (type of business _____)☐ **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**

EXT ID# _____

☐ **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.:24-05 – during the PUC meeting dated September 25, 2025, Tariff reflects Eight-point Two Percent (8.2%) effective date: **October 01, 2025**. Title 28 GAR, 2104(a)az (d) (e). (See reverse for detailed information). Please visit our Website at: www.guamwaterworks.org

PLEASE PRINT CLEARLY:

Organization Name: _____ EIN# _____

Name (Primary): _____ **ID TYPE & #** _____
 Last First M.I.
Telephone Number: (HOME) _____ (CELL) _____ (Telecom Service Provider) _____ (WORK) _____
Mailing Address: _____ **Email:** _____
 PO Box or Postal Delivery

Name (Secondary): _____ **ID TYPE & #** _____
 Last First M.I.
Telephone Number: (HOME) _____ (CELL) _____ (Telecom Service Provider) _____ (WORK) _____
Mailing Address: _____ **Email:** _____
 PO Box or Postal Delivery

PREMISE Location: _____
 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)

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 _____

GWA does not discriminate, exclude, or treat people differently on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, marital status, religion, political beliefs, or medical conditions. If you believe that Guam Waterworks Authority has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, sex, sexual orientation, gender identity, martial status, religion, political beliefs or medical conditions, you can speak with the GWA Utility Service Administrator: Lisa San Agustin, (671) 300-6000, esanagustin@guamwaterworks.org or, you can file a grievance by emailing gwaregal@guamwaterworks.org or calling (671) 300-6038.

WATER	Deposit	Service Charge	Agriculture(Service Charge)	Waste Water (If Applicable)
¾"	\$32	\$ 36.94	\$ 35.68	Deposit: Residential \$20.00 Service Charge \$35.84
1"	\$37	\$ 43.11	\$ 41.65	
1½"	\$55	\$ 67.64	\$ 65.36	Commercial: (rates applied to 80% of water consumption)
2"	\$73	\$ 86.15	\$ 83.25	Deposit: CI \$ 60.00 Service Charge \$ 12.06
3"	\$123	\$153.89	\$148.70	CII \$ 650.00 \$ 29.37
4"	\$178	\$215.41	\$208.12	CIII \$1,400.00 \$ 40.72
6"	\$313	\$400.02	\$386.49	Federal/Government \$ 17.23
8"	\$378	\$584.63	\$564.85	
10"	\$660	\$800.05	\$772.98	
12"	\$773	\$953.84	\$921.57	

Lifeline Consumption is the **first 5000** gallons on your account with the rate of **\$3.91** per 1,000 gallons.

Commercial & Government Water: Consumption gallons on your account with the rate of **\$21.86** per 1,000 gallons

Agriculture Water: Consumption gallons on your account with the rate of **\$7.03** per 1,000 gallons

Irrigation Water: Consumption gallons on your account with the rate of **\$7.27** per 1,000 gallons

Non-lifeline Consumption is anything in **excess of the first 5,000** with the rate of **\$17.60** 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: \$72.78 with public sewer, monthly usage @7360 gals \$61.09 supplemental annuity surcharge \$2.79: Total estimated charge: \$136.66 pls. initial: _____

SUPPLEMENTAL ANNUITY SURCHARGE:

A rate of **3.55%** 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 1st 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: \$38.25 connected to public Sewer \$74.09**
- ✓ 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, via Customer Service Online Portal, 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)
- ✓ Excessive water charges as a result of damages occurring on the customer's private line are the sole financial responsibility of the customer. No credit adjustments shall be applied to accounts having excessive water charges as a result of damages occurring on the customer's private line _____ (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; GPWA satellite branch at 578 North Marine Corp Drive in Upper Tumon behind GTA; in the Julale Shopping Center (GPWA satellite branch-Hagatna); or contact GWA call center at 647-7800/7803 or email 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 (Fadian) | * | Treasurer of Guam | * | Community First Guam FCU |
| • GPWA Upper Tumon satellite | * | First Hawaiian Bank | * | Bank Pacific |
| • GPWA Julale Shopping Center | * | Coast 360 | | |

Phone in Payment 647-4PAY (4729) On-Line Payment available at paygwa.com

PayGPWA available on mobile app (Android/IOS)

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