



GUAM POWER AUTHORITY

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GPA Responds to Safeguard Customers Amid Fraudulent Credit Card Activity

(Fadian, Mangilao) – Guam Power Authority (GPA) has temporarily disabled the Quick Pay feature within its online payment platforms, PayGPA.com and the GPWA Mobile App, to enhance customer security. Quick Pay, which allows customers to make payments using only an account number and billing ZIP code, was designed for convenience. The decision follows the detection of a high number of transactions using fraudulent credit cards on GPA's payment sites.

"Protecting our customers is our highest priority," said GPA General Manager John M. Benavente, P.E. "We took immediate steps to disable Quick Pay once fraudulent credit card activity was detected, and we are working with our developer to add more security features before bringing it back online. We understand this may cause inconvenience for some customers and appreciate your patience as we work to strengthen our consumer safeguards." Quick Pay will be restored once the improvements are tested, secured and fully in place.

Customers can continue making secure payments on PayGPA.com and through the PayGPWA Mobile App by logging in with their username and password. For those who may have forgotten their login, GPA encourages use of the password reset feature available online. Customers may also contact GPA Customer Service at (671) 647-5787 or customersfirst@gpagwa.com for assistance. Attached screenshots show where to find the password reset feature on PayGPA.com and the GPWA Mobile App.

GPA reminds customers that it does not store financial information and does not charge convenience fees for online payments.

Tips to Protect Your Credit Card Information

- **Monitor your statements regularly.** Watch for small, unexplained charges, which may signal that a card has been compromised.
- **Report suspicious charges immediately.** Contact your card issuer immediately if you see unusual activity.
- **Keep your login information secure.** Do not share account numbers, usernames, or passwords.

GPA remains committed to safeguarding customer accounts while providing convenient and reliable payment options, in line with its mission of **Power to Serve**.

For more information, visit www.paygpa.com or contact GPA Customer Service at (671) 647-5787 or customersfirst@gpagwa.com.

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PayGWA

PayGPA

Manage your Guam Power Authority account with PayGPA

Quick Pay



or

Username

Password

Forgot your [Username](#) or [Password](#)?

Login

Don't have a PayGPA account yet? [Sign Up Now](#)

Visit our [FAQ page](#) for questions or Call [647-5787/8/9](#)

Send us an email at paygpainfo@gpagwa.com



Manage your Guam Power Authority account with PayGPA

Quick Pay

Account Number & Billing Zip Code Required



or

Username (case-sensitive)

Password

Forgot your [Username](#) or [Password](#)?

Log In

Don't have a PayGPA account yet? [Sign Up Now](#)

Visit our [FAQ page](#) for questions or Call [647-5787/8/9](#)

Send us an email at paygpainfo@gpagwa.com



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