



Bringing Energy Solutions to You

Insights

A monthly newsletter for all GPA Customers
Issue No. 107 • March 2026



From Generation Stabilization to System Reliability

With the Ukudu Power Plant fully online, Guam's power system has moved into a new phase. After a period focused on generation stabilization and strengthening capacity reserves, GPA is now directing its attention to improving power quality, system performance, and the overall customer experience.

Reliable service is about more than producing enough electricity. It requires maintaining transmission and distribution lines, managing vegetation, upgrading aging infrastructure, and communicating clearly with customers about scheduled work.

GPA continues expanding islandwide vegetation management efforts to reduce tree-related outages, particularly during high winds and heavy rains. Trimming along priority circuits helps prevent branches from contacting

energized lines and strengthens day-to-day system performance.

Preventative maintenance outages also play an important role. While temporary outages may cause short-term inconvenience, they allow crews to safely inspect equipment, replace aging components, and complete upgrades that reduce the likelihood of larger, unplanned disruptions later.

Clear communication is another key part of this effort. GPA has increased the use of public advisories to notify customers about scheduled maintenance, system improvements, and work taking place in their neighborhoods. Advisories are sent to local media outlets and are posted on our social media pages and website for customers to access.

As fruit harvest season approaches, GPA is also reminding residents to avoid picking fruit near overhead power lines. Safety awareness and proactive system management go hand in hand.

GPA renews its commitment to delivering smoother, more reliable service and customer experience to you.

Safety First

As mango and breadfruit season approaches, GPA reminds residents to exercise extreme caution when picking fruit near overhead power lines.

Climbing trees, using ladders, or extending poles and metal rods near energized lines can result in serious injury or electrocution.



For safety:

- Keep at least 15 to 50 feet of clearance feet of clearance from power lines at all times.
- Never use metal poles, pipes, ladders, or long tools near electrical lines.
- Always assume power lines are energized and dangerous.
- Avoid planting new trees directly beneath power lines.
- If trees are growing into electrical infrastructure, contact GPA or hire a qualified professional.

Even experienced utility crews use specialized protective equipment and strict safety procedures when working near energized lines. The safest choice for residents is simple: stay clear and never attempt to trim or pick fruit near power lines.

Did you know?

Brown Tree Snakes and Guam's Power Grid

Brown tree snakes are a major cause of power outages on Guam. Here's what you should know and how you can help.

What trends have been observed with brown tree snake-induced outages?

Most occur late at night or early morning. Affected areas are mostly in southern and central Guam. Snakes are usually 2-4 feet long and climb overhead power lines.

77 Brown Tree Snake-Induced Outages in 2025

What is GPA doing to reduce outages?

Vegetation management

Trimming vegetation near poles and power lines to reduce snake access.

Substation protections

Installing snake barriers at substations to protect critical equipment.

USDA trapping efforts

Contracting the U.S. Department of Agriculture to stage snake traps along substation perimeters.

Research with USGS

Providing outage data and supporting night surveys to better understand snake behavior around power infrastructure.

Data-driven prevention

Using collected data to identify more effective mitigation and prevention methods.

How YOU can help.

- 1** Contact GPA Customer Service (671) 647-5787/8/9 or email customersfirst@gpagwa.com to trim trees and vines growing into the power lines.
- 2** Remove debris and keep grass short.
- 3** Refrain from leaving pet food outside.
- 4** Stay informed and updated on efforts to protect Guam's power grid.

For power emergencies, please contact our Power Systems Control Center (PSCC) Dispatch.

(671) 475-1472/3/4



GPWA Mobile App Update Improves Stability and Security

GPA and GWA recently released Version 5.0.3 of the GPWA Mobile App for both Android and iOS users. The update was necessary to improve overall application stability, resolve reported bugs, and strengthen the payment experience for customers.

With this latest version, users will notice improved payment flow stability whether logging into their account or using Quick Pay. The update also enhances how user data is handled within the system and improves mapping accuracy. In addition, system error messages are now clearer and easier to understand, helping customers resolve issues more quickly if they occur.

As part of ongoing efforts to protect customer information, additional security features such as CAPTCHA verification and image validation prompts were implemented to help safeguard transactions.

Customers are encouraged to update the app or download the latest version to ensure full functionality. If the app is not updated, some features may not work properly.

For assistance with login credentials or account access, customers may use the "Forgot Password" or "Forgot Username" links within the app or contact GPA Customer Service at (671) 647-5787/8/9 or customersfirst@gpagwa.com.

DOWNLOAD NOW!



GPWA Mobile App Version 5.0.3

Supports today's service and tomorrow's power system



GPA to Strengthen its Cybersecurity Posture

GPA has been awarded an additional \$1,765,986 grant through a subaward agreement facilitated by the American Public Power Association (APPA) in partnership with the U.S. Department of Energy (DOE) under the Industrial Control Systems (ICS) CyberShield (CR15) program.

The CR15 program supports municipal utilities in deploying advanced cybersecurity technologies to protect critical infrastructure and strengthen operational resilience.

"This grant award demonstrates GPA's resourcefulness as we work to remain one step ahead of cybersecurity threats," said John M. Benavente, P.E., GPA General Manager.

GPA implemented its DOE-approved cybersecurity plan in 2014 and continues adapting to increasingly sophisticated threats in partnership with federal authorities.

John J. Cruz, Jr., P.E., Assistant General Manager of Engineering and Technical Services (AGMETS), noted GPA's cybersecurity program aligns with national standards, including the NIST Cybersecurity Framework, NIST SP 800 guidelines, and applicable NERC CIP standards.

Since joining APPA's CR15 program in 2024, GPA has deployed upgrades to network infrastructure, Operational Technology (OT) sensors, Security Operations Center (SOC) services, OT network security applications, and enhanced information sharing.

Cybersecurity remains integral to GPA's Smart Grid initiatives and clean energy transition



Line Workers visit students at Adacao Elementary

On Friday, January 30, 2026, the Guam Power Authority (GPA) Transmission and Distribution (T&D) line workers consisting of Overhead, Underground, Substation and Meter Relay sections delivered and read aloud "If I Were a Lineworker" illustration books to the kindergarten and 1st grade students at Adacao Elementary School. The book highlighted the various tasks lineworkers perform, such as working on power lines, trimming trees, and restoring power after storms. In addition to the read aloud sessions, demonstrations on the various parts of GPA's hybrid bucket truck and the safe use of personal protective equipment (PPE) issued to lineworkers also took place outdoors.

Adacao students were also eager to watch as the linemen ascended the bucket trucks, demonstrating how high up they would have to go when working on power lines. A total of 111 students participated in the read-aloud and demonstration activities.

Your elected Consolidated Commission on Utilities (CCU) holds two (2) working sessions and one (1) regular meeting monthly. Meeting location is the CCU Conference Room, Gloria B. Nelson Public Service Building in Fadian, Mangilao. For more information and agencies, call the CCU Board Secretary at (671) 648-3002 or visit www.guamccu.org.

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