



GUAM POWER AUTHORITY

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PUBLIC SERVICE ANNOUNCEMENT

7 OCTOBER 2019

FOR MORE INFORMATION CONTACT:

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COMMUNICATIONS MANAGER
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Re: PUBLIC INFORMATION FOR TYPHOON HAGIBIS
For Release: On Receipt
End Date: 9 October 2019

GUAM POWER AUTHORITY ANNOUNCES THE FOLLOWING STORM-RELATED INFORMATION FOR ALL RESIDENTS AND CUSTOMERS

The Guam Power Authority's 24-hour Trouble Dispatch Desk telephone numbers are **475-1472/3/4**.

PRIOR TO AND DURING HEAVY WEATHER INCLUDING TROPICAL STORMS OR TYPHOONS, GUAM POWER AUTHORITY'S (GPA) PLAN OF ACTION INCLUDES:

Power restoration that is systematic and safe, to restore power to all customers ready to receive power. With the approach of Typhoon Hagibis, interruptions of electric power service are likely to occur as winds and rain increase or intensify. GPA power plants will continue generating power throughout the island as long as the island wide power system (IWPS) remains intact and circuits (overhead transmission and distribution power lines) are operable. As circuits begin experiencing damage related to adverse weather or field conditions, generators will be secured. GPA field crews will secure in place or seek adequate shelter to ensure the protection and safety of all personnel.

Operations, including power generation, grid assessment and restoration efforts, will recommence when conditions are deemed safe. After the tropical storm or typhoon passes, a systematic plan for restoring power to vital community services first, and to all customers will be set in motion. Updated information about restoration will be provided regularly to all local media outlets, Homeland Security/Office of Civil Defense every 6-hours, and updates posted on GPA's Facebook page (www.facebook.com/GuamPowerAuthority).

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REPORTING POWER OUTAGES

GPA's Trouble Dispatchers will be available to take calls from customers around-the-clock at 475-1472/3/4; or via direct message on GPA's Facebook page (www.facebook.com/GuamPowerAuthority). If the phone lines are busy, continue trying. GPA Line crews will work outage trouble calls as long as it is safe to do so, but when storm conditions become dangerous, it will be necessary for crews to suspend work. If electric service is interrupted during the height of the storm, please do not call GPA at that time. Wait a reasonable time after the winds have subsided and the island returns to COR 1, before reporting any trouble.

SAFETY/PRECAUTIONS

If you see a downed power line or sparking wires, stay away and call GPA's Trouble Dispatch Desk or local authorities immediately. Warn others to keep clear of the fallen line(s) and avoid contact with trees, fences or anything else the line may be touching.

RESIDENTS WITH MEDICAL ISSUES

Prior to the arrival of the storm, customers who are reliant on power for medical issues should make arrangements to stay with family or friends with generator power for the duration of and following the storm.

FREEZER CARE

Prior to the arrival of the storm, freezers and refrigerators should be turned to their coldest settings. The more frozen food there is in a freezer, the longer it will remain frozen. Plastic jugs filled with frozen water will also help maintain the cold temperature. Use tape to seal the freezer and make it as air-tight as possible. If electric service is interrupted, well-filled freezers will keep most foods frozen for two to three days if the door is kept closed.

AFTER - STORM RESTORATION PLANS

If there is extensive damage to the island wide power system, electricity in some areas may not be restored for several days. Customers are asked to please be patient and know that crews are working a plan of action to restore the greatest number of customers in the shortest possible time. Main power lines from substations will be cleared and repaired first, which will restore power to the maximum possible number of customers.

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After that, repair crews will go village by village street-by-street and home-by-home to restore individual service. Please do not make attempts to have GPA line crews respond to individual requests, as it will only delay the overall restoration process.

REPORTING OUTAGES

After the passage of the Typhoon Hagibis, customers should replace any blown fuses or reset any tripped breakers in their homes. If the line connecting the house to the distribution pole is damaged, call to report it to GPA Trouble Dispatch. GPA's Trouble Dispatch Desk phone system or via GPA's Facebook page is the fastest, easiest way to report an outage. It's not necessary to talk with a GPA representative.

HOME ELECTRICAL DAMAGE

As GPA crews make repairs to the island wide power system, it is important that customers make sure the electric facilities at their homes or businesses are intact. GPA cannot restore electricity wherever electric meter boxes or service entrance pipes on the side of a home or business are damaged. Customers are responsible for contacting a licensed electrician to have those repairs made, and obtain an inspection and clearance(s) from the Department of Public Works (DPW) first; and may then call GPA to have power restored.

DANGEROUS SITUATIONS

It's important for all residents and customers in a storm-damaged area to be keenly aware of potentially dangerous situations from downed power lines. Downed or dangling power lines can cause electrocution. Energized or 'Live' power lines can also be some distance away or hidden out of site, or may be making contact with fallen trees or fences. Even though the electricity to your home may still be off...treat every wire as if it was energized to avoid severe injury or death.

Water and electricity don't mix. Electricity can travel through standing water or wet material like carpets and can cause electrocution. Avoided flooded areas even if they are shallow. Do not enter a flooded room or area where electrical equipment may still be plugged in – there is a high risk of shock. If the main switch at your electrical panel was left in the "on" position prior to a water flooding, get the proper evaluation by qualified persons to ensure power to the building has been disconnected before attempting to access the electrical panel. Never assume any part of a flooded electrical system is safe, not even the main switch or circuit breaker.

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Customers should also avoid piling any debris or trash on or around electric facilities, including pad mount transformers, poles or loose wires.

ELECTRICAL SAFETY AND WATER DAMAGED ELECTRICAL EQUIPMENT

Customers should also avoid piling any debris or trash on or around electric facilities, including pad mount transformers, poles or loose wires

PORTABLE GENERATORS

During extended outages, some customers may use portable generators at their homes or businesses. It's very important to use all generators correctly. Do not use an extension cord to plug a generator into a household outlet. This can cause serious injury to you and/or restoration crews. Instead, only connect appliances directly to the generator. If you have any questions about the use of a generator, please refer to your operator's manual that accompanied your generator. **Customers using backup generators, please ensure your main breaker is in the open position to ensure safety of the GPA crews.**

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