



File a Damage Claim

If you believe your electrical appliances and devices have been damaged as a result of power surges, voltage fluctuations or frequency fluctuations in the power supplied by the Guam Power Authority, you can file a claim. The claim must be filed with the Guam Power Authority within 90 days of the alleged damage. If it is determined that the damage to your electrical appliances was caused by something within Guam Power Authority's control, you will receive compensation. For details please refer to the information below.

Filing a claim

Should you experience a power surges, voltage fluctuations or frequency fluctuations, you have the right to file a claim for compensation for any loss caused by that outage. You may be eligible to receive either the cost to repair or the depreciated value of the damaged item(s).

12 GUAM CODE ANNOTATED, AUTONOMOUS AGENCIES CH. 8 GUAM POWER AUTHORITY

§ 8120. Authority Liable for Damage. The Authority shall be liable for damage caused to electrical appliances and devices when such damage is proximately caused by power surges, voltages fluctuations or frequency fluctuations in the power supplied by the Authority to a consumer and when such damage is not a result of any negligence on the part of the consumer and is not a result of an otherwise defective appliance or electrical device. Except for computer equipment or equipment for which the manufacturer recommends that a voltage protection device, surge protector, or power conditioning device be installed by the consumer, the Authority may not require the use of voltage protection devices, surge protectors or power conditioners and may not raise the failure to use such devices as a defense to claims for damages arising out of voltage or frequency fluctuations or power surges. In establishing liability for damages pursuant to this section, the consumer need only prove that the appliance or electrical device was damaged by a variation of voltage or a variation of frequency or a surge in power supplied by the Authority. The Authority may raise as an affirmative defense proof that the appliance or electrical device in question was defective or that the fluctuation of voltage or frequency or power surge was not caused by the Authority but was in fact caused by the consumer's electrical wiring system or devices or equipment belonging to the consumer. It shall be an affirmative defense for the Authority to establish that the quality of power delivered to the consumer's meter was satisfactory. Any consumer claiming damages from the Authority who relies upon the provisions of this section must file such a claim with the Authority within ninety (90) days of the date of the alleged damage. Otherwise, except for the shortened period in which to make a claim, the procedures contained in the Government of Guam Claims Act shall apply to claims brought pursuant to this section to the extent not otherwise inconsistent herewith. This section shall be effective only as to damages occurring after the date that this section becomes law.

SOURCE: Added by P.L. 22-021 (June 22, 1993)

NOTE: Damages caused by Acts of Nature (typhoons, earthquakes, etc.) shall place no liability on GPA. Such claims will be automatically denied

When to file a claim

For your claim to be valid, it must be filed with Guam Power Authority within 90 days of the alleged damage.

Information to provide

Please provide your name, Guam Power Authority account number, service location, mailing address and contact information. Include the date and time of the power surge, voltage fluctuation or frequency fluctuation and your observations during the occurrence. List the items that were damaged, including the brand, model number, serial number, size, purchase price and age. If you have estimates or receipts for repairs or replacement costs, attach to your damage claim form. Keep damaged items until your claim has been resolved. Items that cannot be verified will be considered invalid.

How to file a claim

You can file a claim in one of two ways:

1. Complete the "Damage Claim Form"
2. Email completed Damage Claim Form with estimates and/or receipts to: damageclaims@gpagwa.com; **OR**

3. Visit any of the Guam Power Authority locations and submit to a Customer Service Representative

Business Hours and Location:

Customer Service Center

& Main Office

Gloria B. Nelson Public Service Bldg.
688 Route 15 Fadian,
Mangilao, Guam

Monday-Friday 7:00am - 5:00pm

Closed on Weekends & Holidays

Hagatna Office

Julale Shopping Center, Ste. 103
West O'Brien Drive, Hagatna, Guam

Monday-Friday 8:00am - 5:00pm

Closed on Weekends & Holidays

Upper Tumon Office

578 North Marine Corps

Drive Tamuning, Guam

Monday-Friday 7:30am - 6:00pm

Saturday 8:00am - 12:00pm

Closed on Sundays & Holidays

Customer Service Call Center

Telephone: (671) 647-5787 / 5788 / 5789

Monday-Friday 8:00am - 5:00pm

Closed on Sundays & Holidays



Damage Claims

Frequently Asked Questions (FAQs)

About Damage Claims

If you believe your electrical appliances and devices have been damaged as a result of power surges, voltage fluctuations or frequency fluctuations in the power supplied by the Guam Power Authority, you can file a claim. The claim must be filed with the Guam Power Authority within 90 days of the alleged damage. If it is determined that the damage to your electrical appliances was caused by something within Guam Power Authority's control, you may be eligible to receive compensation.

What is GPA's responsibility regarding a Damage claim?

We must determine:

- How the incident happened
- Whether or not GPA caused it
- The extent of your damages

We evaluate each claim based on the information you provide and our investigation, which involves:

- Reviewing the completed damage claim form, invoices/estimates and receipts from a licensed technician
- Assessment of damage appliance
- Reviewing trouble call/logs and meter data for any power disruptions on the date and time of the alleged damage

Who is eligible for a claim?

Any GPA customer who has suffered damages that they believe are a result of power surges, voltage fluctuations or frequency fluctuations in the power supplied by GPA may file a claim. This includes residential, commercial, and industrial customers. All eligible claims will be awarded to the GPA account holder.

What types of damages are eligible for a claim?

Eligible claims may include damage caused to electrical appliances and devices when caused by power surges, voltage fluctuations or frequency fluctuations in power supplied by the Authority. It is important to note that outages without associated fluctuations typically do not cause damage to electrical items. However, our team at GPA possesses tools to assess whether there were fluctuations in power to your home or business during the time of the incident.

What types of damages are NOT eligible for a claim?

Damages that occur due to acts of nature such as typhoons, floods, earthquakes, lightning, or animal and insect infestations. Any damage caused by an act of nature is beyond the reasonable control of the Authority and is not eligible for a claim.

How do I file a damage claim?

To file a damage claim, please visit our website at: [How Do I File A Damage Claim](#)

1. Complete the Damage Claim Form.
2. Email the completed form with estimates and/or receipts to:
damageclaims@gpagwa.com **OR**
3. Visit any of the GPA locations and speak with a Customer Service Representative.

Is there a time limit for filing a damage claim?

Yes, for your claim to be valid, it must be filed with GPA within 90 days of the incident that may have caused damage to your appliance or device.

What information do I need to file a claim?

You will need to provide your name, account number, service location, mailing address, contact information, list of appliance(s) and/or equipment, time and date of incident, and description of incident that occurred.



Damage Claims Frequently Asked Questions (FAQs)

What documentation is required when filing a damage claim?

When filing a damage claim, it is crucial to provide supporting documentation, including photographs of the damage, estimates or invoices for repairs.

How long does it take to process a damage claim?

At GPA, it is our policy to respond to claims promptly and fairly pursuant to Guam Public Law 22-21. However, the processing time for damage claims varies depending on the complexity of the case. You may be contacted for additional information if needed. To ensure an efficient claims process, we recommend you do the following:

- Provide all necessary and appropriate information regarding the claim
- Promptly respond to GPA's requests for information or documentation
- Retain copies of all invoices/estimates and or receipts for repairs on parts replacement.
- Keep damaged appliance in storage, until your claim has been resolved

What happens after I submit my damage claim?

After submitting your damage claim, it will be reviewed by our claims committee. GPA's claims committee is comprised of members that include line electricians, technicians, power system dispatchers and engineers who may require an inspection to validate your claim. You may be contacted for additional information if needed. The team reviews:

- How the incident happened
- Whether or not it was caused by the electricity supplied by the Authority
- The extent of your damages

Once the review is complete, you will receive a notification regarding the outcome of your claim.

Will GPA pay for my new device or appliance?

The damage claims program covers the cost of repairs or the depreciated value of the appliance or device. Depreciation is calculated using the Depreciation Guide for Personal Property and Building Materials

Is there an appeals process if my claim is denied?

GPA evaluates all claims fairly. If your claim is denied, we will explain the reason for the denial in a letter mailed to you. You also have the right to appeal within 90 days from letter notice to GPA's Utility Services Administrator.

How can I contact the GPA about my claim for further assistance?

For additional assistance or inquiries related to damage claims, visit our customer service centers for assistance or contact our call center at (671)647-5787. Our dedicated team is here to assist you throughout the claims process.