

Customer Information Form

SERVICE REQUEST DATE: _____

CSR Initials: _____

Please check the appropriate box below:

- 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 Reconnection** (Water services have been previously provided to the service location, just need to turn on again).
- Request for a Name Change /Transfer** (Water/sewer services already on at service location, just need to change over to new customer(s)).
- Request for Termination of my GWA water/sewer account.**
- Request for Meter Relocation**
- Request for Sewer Connection**
- Request for Change of Mailing Address or _____ Correction Change of Name (to add secondary person/or other changes to be made)**
- Other/Complaint**

Customers are required to pay a deposit based on meter size and an additional deposit if connected to the public sewer system. Deposit(s) are required for each established account pursuant to Public Utilities Commission's FY14 Rate Decision dated: December 2014, effective **December 01, 2014**. Title 28 GAR, 2104(a) (d) (e). (See reverse for detailed information). Please visit our Website at: www.guamwaterworks.org

PLEASE PRINT CLEARLY:

Organization Name: _____ **EIN#** _____

Name (Primary): _____ **ID#** _____

Telephone Number: _____ **Employer:** _____

Last First M.I.

Home # Cell # Work #

Name (Secondary): _____ **ID#** _____

Telephone Number: _____ **Employer:** _____

Last First M.I.

Home # Cell # Work #

Mailing Address: _____ **Email:** _____

P. O. Box or Postal Delivery

Service Location: _____

House / Unit #/Lot# Street Name/ Apartment Village

Service Location Map (please include useful landmarks and street names)

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

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

Meter Size: _____ Water Deposit: _____ Sewer Deposit: _____ Recon. Fee: _____

Ref. Acct #: _____ Ref. termination info: _____ Deposit Amount: \$ _____ water/sewer

WATER Deposit Service Charge**Sewer (If Applicable)**

¾"	\$32	\$ 18.44
1"	\$37	\$ 21.52
1½"	\$55	\$ 33.78
2"	\$73	\$ 43.03
3"	\$123	\$ 76.84
4"	\$178	\$107.55
6"	\$313	\$199.73
8"	\$378	\$291.90
10"	\$660	\$399.45
12"	\$773	\$476.24

Deposit: Residential	\$20.00	Service Charge	\$26.61
Commercial: (rates applied to 80% of water consumption)			
Deposit: CI	\$ 60.00	Service Charge	\$ 6.02
CII	\$ 650.00		\$ 14.66
CIII	\$1,400.00		\$ 20.33
Federal/Government			\$ 8.61

Lifeline Consumption is the **first 5000** gallons on your account with the rate of **\$2.91** per 1,000 gallons.
 Commercial & Government Water: Consumption gallons on your account with the rate of **\$10.92** per 1,000 gallons
 Agriculture & Irrigation Water: Consumption gallons on your account with the rate of **\$3.63** per 1,000 gallons

Non-lifeline Consumption is anything in excess of the **first 5,000** with the rate of **\$8.78** per 1,000 gallons.

SUPPLEMENTAL ANNUITY SURCHARGE:

A rate of **3.70%** of the non-life portion of bills for all customer classes and types established for the purpose of allowing 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.**

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 charges start from the time water services are available and are not prorated.** _____ (please initial)
- Service Monthly Charge: **Basic Water Service charge connected to septic: \$19.12** connected to public Sewer **\$45.73**
- ✓ Service charges are billed regardless of consumption and are not prorated; as long as the account is active.
- ✓ **When vacating the premises, customers are required to inform GWA either in writing 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) will be applied,
- ✓ 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.**
- ✓ **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)

Please direct all billing inquires and complaints to our Customer Service Section. You may visit our office located at 578 North Marine Corp Drive in Upper Tumon behind GTA main bldg; in the Julale Shopping Center (GPA/GWA satellite branch-Hagatna); at the Fadian GPA/GWA bldg in Mangilao; 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 out Dispatch Office at 671 646 4211

Payments are accepted at the following locations.
 GWA main bldg. (GWA/GPA upper tumon) Treasurer of Guam Bank of Hawaii First Hawaiian Bank Bank Pacific Coast 360
 ANZ Community First Bank Julale Shopping Center (GPA/GWA Hagatna) Bank of Guam Phone in Payment 647-4PAY (4729)
 On-Line Payment available at www.paygwa.com

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