

GPA CUSTOMER EXPERIENCE TRANSFORMATION SOLUTIONS



Guam Transportation Electrification - As customers switch to electric vehicles, their relationship with GPA becomes more critical. Designing the charging experience to delight customers will improve GPA customer experience.



Energy Efficiency - Energy efficiency has a much higher rate of return than just simply installing solar PV. Customers who get rebates or who have better knowledge of the Energy Sense Appliance Rebate Program do not rate GPA as a company unsatisfactory. Getting rebates is a highly positive customer experience.



Energy Shifting Battery Energy Storage Systems (ES BESS) - Using BESS to provide spinning reserve and frequency regulation improves power quality and reduces customer outages improving the GPA customer experience. GPA addition of renewable energy improves customer satisfaction with GPA as a company.



Smart Grid (SG) - Smart Grid systems can reduce the number of customer outages improving the GPA customer experience.



Conservation Voltage Reduction (CVR) - Reduces distribution system line losses lowering LEAC rates. Reduces customer energy consumption.



Conversion of Manual Customer-Facing Processes to Digital Ones - Customer expectations for service are being driven by the telecom, virtual commerce, and entertainment industries. Going digital improves the GPA customer experience. Going digital includes online payment portals, mobile apps, and Energy Sense online rebate application processing, and more.



Customer Outreach - Customers want to be informed about GPA outages, rates, and other GPA matters. Building this outreach improves GPA's relationships with its customers. It also defuses disinformation.



Energy Sense Program Outreach - Customers want to be informed about energy efficiency, renewable energy, and ways to lower their power bills. Building this outreach improves GPA's relationships with its customers.



GPWA Information/Operations Technology (IT/OT) Consolidation - Reduces IT/OT capital and operating costs for GPA and GWA. Reduces costs passed onto customers.



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