



## FREQUENTLY ASKED QUESTIONS (FAQ)

### ► **What is My Energy Xpert or MEX?**

GPA's My Energy Xpert or MEX is a level 1 online home energy assessment tool that provides GPA residential customers a high-level view of how much energy their HVAC (Air Conditioning) cooling systems, domestic hot water (DHW) systems, lighting, and other major appliances in their home is costing. It provides solutions and additional resources to help lower customer electric bills.

### ► **Why should I take an online home energy assessment?**

This online home energy assessment tool will benefit GPA residential customers aiming to lower their energy costs. It will also help residential customers understand how energy is being used within their home.

### ► **How much does this online home energy assessment cost?**

The best part about GPA's My Energy Xpert tool is that it is completely FREE.

### ► **How does My Energy Xpert or MEX analyze my home?**

My Energy Xpert or MEX takes your online responses and leverages Artificial Intelligent (AI) algorithms and industry related energy data to provide you with a home energy assessment report at the end of the process.

### ► **How long does this process take?**

The process is quick, easy, and fast! By answering a few simple questions, it should take no longer than 5 to 10 minutes to complete your free online home energy assessment.

### ► **Are there any requirements to use My Energy Xpert?**

The only requirement is to be a GPA residential account holder and have a PayGPA account.

### ► **If I do not have a PayGPA account how do create one?**

To create an account simply go to <https://paygpa.com/>, click "Sign Up Now" and follow the instructions.

### ► **How can I start my online home energy assessment?**

Go to <https://guampowerauthority.myenergyxpert.com/>, log in with your PayGPA credentials, and answer a few questions. You can also find more information and resources at our website <https://guampowerauthority.com/energysense/>.

### ► **Is My Energy Xpert available to commercial, government, or business customers?**

No. At this time it is only available to GPA residential account holders.

### ► **I need help accessing or using My Energy Xpert what do I do?**

For additional assistance please contact our GPA Customer Service team by phone at (671) 647-5787/8/9 or email us at [customerfirst@gpagwa.com](mailto:customerfirst@gpagwa.com).