



**Note: The Joint Information Center transitioned to Recovery Releases, identifiable by Release Number and Name.**

**Joint Information Center - JIC Recovery Release No. 15**  
**April 21, 2026, 7:30 p.m. (ChST) JRR1009#15**

## **GWA Update; Telecommunications Updates**

### **GWA Update**

The Guam Waterworks Authority (GWA) reports that as of 6 p.m., **95 of 98 wells are online**, with 5 wells on standby power generation and 90 wells on the island-wide power system. GWA is aware of multiple reports of low to no water pressure affecting approximately 852 customers across the island - predominantly in parts of Yigo and Dededo. GWA estimates that 42,818 customers have had water services restored. In areas where water service has been restored, isolated parts of those areas may still experience low to no pressure from damaged service lines. To report a damaged water service line, call GWA Dispatch at 671-646-4211.

Residents are reminded that even as pressure is restored, outages and instances of low to no pressure may still occur as system adjustments are still being performed to respond to the power system. The Guam Power Authority (GPA) continues working closely with GWA to restore power to wells impacted by the storm. Residents are further reminded that reservoir levels are in recovery and service at specific locations within the distribution system may vary throughout the day. Customer demand during peak hours will affect the rate at which pressure can build to acceptable service levels as reservoirs are still filling.

### **GWA ENFORCING WATER CONSERVATION**

In accordance with 28 GAR §2103(i): Whenever, in the opinion of GWA and in the interest of the public, special conservation measures are advisable in order to forestall water shortage and a consequent emergency, GWA may restrict the use of water by any reasonable method of control.

GWA inspectors are visiting homes and businesses to seek compliance with special water conservation measures. GWA has received voluntary compliance from homes and business establishments across the island. As GWA personnel work to restore reservoir levels and system pressure, the community is advised to practice strict water conservation during recovery efforts. Refrain from washing vehicles and pressure washing or flushing driveways and sidewalks and limit water use in the kitchen and bathroom. Non-essential water usage may place unnecessary stress on pressure within the water distribution system.

Additionally, there may be an increased risk of backups and sewer overflows as wastewater pump and plant operations have been affected by the storm – reducing proper collection of wastewater from customers connected to GWA's sewer.

### **PRECAUTIONARY BOIL WATER NOTICE STILL IN EFFECT FOR SOME RESIDENTS**

Results from 101 samples collected throughout the water distribution system from April 15 – 20, 2026 have returned NEGATIVE results for bacterial contamination. Sample collection was performed in parts of Agana Heights, Assan-Ma'ina, Barrigada, Barrigada Heights, Dededo, Hagåt, Hagåtña, Harmon, Inalåhan, Mangilao, Malesso', Malojloj, Nimitz Hill, Piti, Sânta Rita-Sumai, Talo'fo'fo, Tamuning, Tumon, Yona, and Yigo.

GWA's Utility Compliance Laboratory will sample more of the system as water continues to be restored throughout the island. Results will be reported once analysis is complete. The precautionary boil water notice

(PBWN) issued by GWA on April 16 as announced in [JIC RELEASE No. 33](#) remains in effect for some residents:

**The PBWN does not apply to customers who did not experience any loss in water service.** This PBWN is issued as a result of a sustained loss of pressure in parts of the island's distribution system as a result of Super Typhoon Sinlaku. A sustained loss in pressure within the distribution system may result in potential, but unconfirmed bacterial contamination in your drinking water.

Customers who experienced a loss in water service for **48 hours or less may wish to take precaution** and are advised of the following:

- DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.
- Bring all water to a boil, let it boil for three (3) minutes, and let it cool before using.
- Boiled water should be used for drinking, making ice, brushing teeth, washing dishes and food preparation until further notice.
- Boiling kills bacteria and other organisms in the water.

For customers who experienced a loss in water service for **48 hours or more, it is MANDATORY** to boil your water and:

- DO NOT DRINK THE WATER WITHOUT BOILING IT FIRST.
- Bring all water to a boil, let it boil for three (3) minutes, and let it cool before using.
- Boiled water should be used for drinking, making ice, brushing teeth, washing dishes and food preparation until further notice.
- Boiling kills bacteria and other organisms in the water.

Bacterial contamination can occur when increased run-off enters the drinking water source, if there is a loss of line pressure to less than 5psi, prolonged, sustained loss of water service, or failure in the water treatment process.

### **WATER TANKERS & FLEXTANKS**

Tankers and flex tanks have been staged in different parts of the island. Residents haul water from the following sites: Chalan Okso on Route 15, Astumbo Senior Center, Dededo Mayor's Office, Chalan Paluan in Dededo, Jesus G. Cruz Street in Barrigada Heights, Gill Breeze in Yigo, Piga Subdivision, Mangilao Church, Chalan Toming/La Chance Yigo, the Yigo gym and Mount Santa Rosa in Yigo. Residents are advised to bring their own containers to store and haul water from the flex tanker and tanker sites.

### **Telecommunications Update**

#### **Docomo Pacific Update as of 9 a.m.**

- 100% of Docomo Pacific mobile cell sites are operational, with coverage fully restored across the island.
- Internet services are 91% operational, continuing to improve as commercial power is restored in more areas.
- If your area has power and you've already restarted your modem but your internet service is still not operational, this may indicate localized damage in your immediate vicinity. Please contact 671-688-CARE (2273) to report your location, and technical teams will be dispatched to assess and resolve the issue as quickly as possible.
- 100% of Docomo Pacific critical facilities are operational
  - Cell sites on generator power may temporarily go offline during refueling.
- 91% of Internet infrastructure is operational

- Teams are actively coordinating with the local power utility to assess the health of fixed (Internet) network in areas where power is being restored, and to take immediate action if any issues are identified as service comes back online.
- Customers who have DOCOMO PACIFIC Internet can access their services if power has been restored to their homes or if their home is currently powered by a generator.
  - Please restart your modem to resume internet services. If your services do not resume, there may be damage to your area.

All service disconnections have been temporarily suspended to keep you connected and informed. Call 671-688-CARE (2273) for assistance or to report any service issues/potential area damages.

**GTA Update**

GTA continues islandwide restoration efforts, with significant progress across all services.

*Network updates as of 3:30 p.m., April 21:*

- Wireless Network: 100% restored
- Fiber & Air Fiber: 100% restored
- Home Internet (DSL): 97% of customers connected

Remaining service interruptions are largely due to ongoing commercial power outages. As power is restored by the Guam Power Authority (GPA), connectivity is expected to continue improving. GTA teams and partners are working around the clock to complete restoration safely and efficiently.

Customers experiencing issues are encouraged to restart their devices. If problems persist, contact GTA at 671-644-4482.

**IT&E Update**

Work continues across Guam as IT&E teams focus on restoring remaining impacted areas and improving overall network performance. Efforts remain underway toward full wireless and internet restoration across the island as crews work to stabilize and strengthen service. Network Status:

- Wireless Coverage: 97%
- Internet Coverage: 98%

Service has been restored in the following villages:

- |                 |             |
|-----------------|-------------|
| ● Agana Heights | ● Aga Bay   |
| ● Sinajana      | ● Malessos  |
| ● Achang Bay    | ● Bear Rock |

For questions or to report service disruptions in your area, contact the IT&E 24/7 Guam Call Center at (671) 922-4483.

For the latest updates from the Joint Information Center, visit <https://ghs.guam.gov/>.

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