



GUAM SOLID WASTE AUTHORITY

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FOR IMMEDIATE RELEASE

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GUAM SOLID WASTE AUTHORITY FACES STAFFING ISSUES RELATIVE TO COVID-19

The Guam Solid Waste Authority (GSWA) today announced that with the recent surge in COVID-19 cases, the Guam Solid Waste Authority (GSWA) continues to face challenges with staffing shortages over the past few weeks. About 60% of administrative staff were out due to COVID-19 related reasons. Although the shortage in administrative personnel has affected customer service wait times, GSWA is committed to taking the appropriate steps to ensure customers are assisted. This includes GSWA's recent upgrade in its phone systems to improve call wait times. This system continues to be worked on and adjusted.

"It is unfortunate that the pandemic has continued to affect GSWA operations, however, we intend to keep the Customer Service center open during regular business hours," said GSWA General Manager Irvin Slike. "We kindly ask for our customers' patience and understanding as we continue to make improvements and adjustments along the way."

Also, due to an influx of phone calls to the Department of Public Works (DPW) regarding trash collection, GSWA would like to remind the public that trash collection and pickup is under the purview of the Guam Solid Waste Authority (GWSA) as per Public Law 31-20.

Customers who need to contact GSWA regarding trash collection services may call 671-646-3111, send an email to customerservice@gswa.guam.gov, or visit the Main Office from Monday through Friday, 8am to 5pm, excluding Government Holidays.

GSWA Customer Service Department

Telephone: 671-646-3111

Email: customerservice@gswa.guam.gov

Fax: 671-649-3777