

# A Customer's Guide to OG&E Electric Services

The following information is provided as required by the Arkansas Public Service Commission and is effective in all areas served by OG&E Electric Services in the state of Arkansas.

All rates are on file with the Arkansas Public Service Commission. Rate schedules and the Commission's General Service Rules are available to you on request or can be accessed at the Commission's Web site, [www.arkansas.gov/psc](http://www.arkansas.gov/psc).

You may contact OG&E by dialing the following toll-free telephone numbers:

Customer Service.....1-800-272-9741  
Report Power Outage.....1-800-522-6870

## SYSTEM WATCH™

In response to requests by our customers, OG&E is the first utility to offer an online outage monitoring system. When outages occur in the OG&E service area that affect 50 or more customers, System Watch provides real-time outage data including the city and the number of customers affected by the outage. Other helpful information is also available. System Watch can be accessed at [www.oge.com](http://www.oge.com).

## BE PREPARED TO WEATHER THE STORM

Anyone who lives in this part of the country knows that severe weather sometimes leads to a temporary loss of electric service. Altogether, about 70 percent of power outages are caused by weather-related events. Typically, those outages last less than an hour.

At times, however, widespread or severe damage may result in some outages that last for extended periods – up to several days. For tips on what to do before, during and after a storm, safety information and more, visit our Web site at [www.oge.com](http://www.oge.com).

## YOUR ELECTRIC BILL

OG&E billing operations are conducted on a “cycle” basis which allows us to spread out our billing work uniformly each month. You will receive your bill a few days after your meter is read.

To pay your monthly bill, place the perforated bottom portion of your bill, along with your payment, in the return envelope.

An estimated reading will be used and noted on the face of the bill if it is not possible to read a meter. Adjustments will be made as necessary, when the next normal reading is obtained.

Bills will not be mailed later than the date indicated on the bill and are due 14 days after the mailing date shown on the bill. Accounts are delinquent after the due date.

The front of the bill contains the following information:

1. The name under which we bill your account.
2. The address at which service is used.
3. Your OG&E account number.
4. The dates this billing period covers.
5. The previous and present meter readings.
6. Meter constant - if greater than one, the difference between the previous and present meter readings must be multiplied by this number to determine the kilowatt-hours used.
7. Kilowatt-hours used (present meter reading minus previous meter reading times the meter constant).

**Athletic Field Lighting (AFL-1) CLOSED**  
Customer Charge: \$28.00 per bill per month.  
Energy Charge: all KWH per month @ 4.45¢  
**Municipal Water Pumping Rate (PM-1) CLOSED**  
Customer Charge: \$28.00 per month.  
Energy Charge:  
SUMMER Season - all KWH per month @ 3.75¢ .  
WINTER Season – all KWH per month @ 2.60¢.

**Rider for Energy Cost Recovery**  
The Energy Cost Rate shall recover the Company's net fuel and purchased energy cost which shall be applied to each customer's monthly billing energy (KWH). The Energy Cost Rate shall reflect the projected Energy Cost for the 12-month period commencing on April 1 of each year together with a true-up adjustment reflecting the over-recovery or under-recovery of the Energy Cost for the 12-month period ended December 31 of the prior calendar year. The Energy Cost Rate so determined shall be effective for bills rendered on and after the first billing cycle of April of the filing year and shall remain in effect for twelve (12) months, unless the Arkansas Public Service Commission or the Company proposes an interim revision.

**Rider for Uniform Municipal Tax Adjustment**  
Applicable to: All Rate Schedules on which Municipal Taxes are imposed by ordinances approved by the governing bodies of the municipalities in which the Company's customers are located.

**Energy Efficiency Cost Recover Tariff**  
The purpose of the Energy Efficiency Cost Recover (EECR) Tariff is to recover the incremental costs of energy efficiency programs approved by the Arkansas Public Service Commission. Recovery is limited to the incremental costs which represent the direct program costs that are not already included in the current rates. The initial EECR Rate(s) shall reflect the projected EECR Recoverable Costs which represent the quick start program costs that are not already included in current rates. The EECR Rate(s) so determined shall be effective on or after the first billing cycle of October 2007 through the last billing cycle of May 2009. On or before April 1 of each year beginning in 2009, redetermined EECR Rate(s) shall be filed by the Company with the Commission. The EECR Tariff shall remain in effect until modified or terminated by the Commission.

**Storm Damage Recovery Rider (SDR)**  
The purpose of the Storm Damage Recovery Rider is to recover incremental storm restoration costs incurred by the Company during calendar year 2008. The SDR rider was effective the first billing cycle of June 2009. It will remain in effect until all deferred storm costs are recovered, which is expected to be within two years from the effective day of the tariff. More information on the SDR rider can be found at [www.oge.com](http://www.oge.com).

**Transmission Cost Recovery Rider**  
The Transmission Cost Recovery Rider (TCR) allows OG&E to recover the actual amount of Southwest Power Pool (SPP) Tariff Administration Services paid by OG&E and to credit customers with revenues received from SPP services.

**Renewable Energy Program (REP)**  
The Renewable Energy Program is available on a voluntary basis to all retail customers except OSL, ML, AFL and incremental RTP kWh. OG&E reserves the right to limit the amount of Renewable Energy Credits (or “RECs”) provided to individual customers under this rider. Should subscriptions exceed available supply, OG&E is not obligated to acquire additional Credits. These Credits will be provided only through the Arkansas retail share of the Centennial Wind Farm. Customers may subscribe at any time but the initial subscription term is one year. More information on REP can be found at [www.oge.com](http://www.oge.com).

Web site: [www.oge.com](http://www.oge.com)  10-11 AR

Lamp Size in Lumens	Light Source	Existing Distribution Wood Poles	Monthly KWH for Energy Cost Recovery
20000	*Mercury Vapor	7.90	161
21000 -Cobra	Metal Halide	12.40	105
21000	Decorative	16.20	105
25000 -Cobra	High Pressure Sodium	7.00	107
25000-Directional	High Pressure Sodium	11.50	107
36000 -Cobra	Metal Halide	13.50	158
36000-Directional	Metal Halide	17.00	158
40000	*Mercury Vapor	14.00	272
50000 -Cobra	High Pressure Sodium	12.00	169
50000-Directional	High Pressure Sodium	14.90	169
100000 -Cobra	Metal Halide	20.40	394
100000-Directional	Metal Halide	19.75	394
140000 -Cobra	High Pressure Sodium	26.70	396
9500 -Cobra	High Pressure Sodium	\$8.50	41
9500 Post Top	High Pressure Sodium – Post Top	11.50	41
25000 -Cobra	High Pressure Sodium	7.20	107
25000-Decorative	High Pressure Sodium	13.70	107
50000 -Cobra	High Pressure Sodium	9.00	169
*These lighting fixtures are not available for new installations.			
B) Additional Charges:			
Standard Wood Pole		Overhead Wiring	
30'		\$ 6.40	
35'		7.50	
40'		8.10	
45'		8.70	
50'		11.20	
Standard Pole Other Than Wood		Overhead Wiring	
14-19'		\$9.80	
20-24'		11.30	
25-27'		13.00	
28-32'		13.40	
33-37'		16.70	
38-42'		20.30	
43-47'		21.70	
C) Ornamental Type Lighting Fixtures:			
	Monthly Rate	Monthly KWH for Energy Cost Recovery	
9500 lumen high pressure sodium contemporary post top luminaire on a 19 foot steel pole	11.20	41	

Lamp Size in Lumens	Light Source	Existing Distribution Wood Poles	Monthly KWH for Energy Cost Recovery
40'	8.10	0.90	
45'	8.70	1.30	
50'	11.20	1.90	
Standard Pole, Other than Wood			
14'-19'	\$9.80	\$1.20	
20'-24'	11.30	1.30	
25'-27'	13.00	1.40	
28'-32'	13.40	1.80	
33'-37'	16.70	2.30	
38'-42'	20.30	2.60	
43'-47'	21.70	3.00	
<b>Miscellaneous Facilities</b>			
Breakaway Base	\$11.30	\$1.80	
80' Metal pole with lowering ring			\$4.70
Ornamental Type Lighting Fixtures:			
	Monthly Rate	Monthly KWH for Energy Cost Recovery	
*7000 lumen mercury vapor contemporary post top luminaire on decorative pole	\$10.10	71	
9500 lumen high pressure sodium contemporary post top luminaire on 19' steel pole	11.20	41	
*These lighting fixtures are not available for new installations.			
<b>Outdoor Security Lighting (OSL-1)</b>			
A) Base Charge: The monthly rate for each lighting unit installed on an existing pole and using an existing secondary circuit is as follows:			
Lamp Size in Lumens	Light Source	Existing Distribution Wood Poles	Monthly KWH for Energy Cost Recovery
3600	*Non-shielded *Mercury Vapor	\$ 3.30	41
4000	*High Pressure Sodium	3.70	21
7000	*Mercury Vapor	3.90	71
9500 NEMA	NEMA High Pressure	4.25	41
9500 -Cobra	High Pressure Sodium	6.75	41
9500-Directional	High Pressure Sodium	7.50	41
11500	*Mercury Vapor	6.60	103
14000 -Cobra	Metal Halide	8.50	71
14000-Decorative	Metal Halide	14.15	71
14000-Directional	Metal Halide	12.40	71
15500 -Cobra	High Pressure Sodium -Cobra	6.50	71

Lamp Size in Lumens	Light Source	Existing Distribution Wood Poles	Monthly KWH for Energy Cost Recovery
140000 Lumens	N/A	13.20	396
<b>Shielded High Pressure Sodium</b>			
9500 Lumens – Cobra		\$1.90	41
9500 Lumens – Post Top		11.50	41
25000 Lumens – Cobra		7.20	107
25000 Lumens – Decorative		13.70	107
50000 Lumens – Cobra		9.00	169
<b>Non-shielded Metal Halide Lamps</b>			
14000 Lumens – Cobra		\$8.50	\$4.10
14000 Decorative		14.15	5.20
14000 Lumens - Directional		12.40	4.10
21000 Lumens		12.40	4.90
– Cobra			
21000 Decorative		16.20	6.05
36000 Lumens		13.50	5.60
– Cobra			
36000 Lumens -Directional		17.00	5.60
100000 Lumens		20.40	13.80
– Cobra			
100000 Lumens	N/A	13.80	13.80
100000 Lumens	N/A	19.75	13.80
<b>-Directional Sign and Under-pass Lighting Fixtures</b>			
9500 Lumen High Pressure Sodium – Cobra	\$7.40	\$1.90	41
11500 Lumen Mercury Vapor *	8.10	3.80	103
5700 Lumen Fluorescent	-	2.80	48
12900 Lumen Fluorescent	-	3.40	68
24000 Lumen Fluorescent	-	5.10	127
*These lighting fixtures are not available for new installations.			
**When installed on High Mast Lighting System.			
B) Additional Charges: Standard Wood Pole Percentage of Lighting Investment Provided by OG&E Standard Wood Pole			
Poles	100%	None	
30'	\$6.40	\$0.50	
35'	7.50	0.60	

Type of Lighting Unit	Percentage of Lighting Investment Provided by OG&E	Monthly KWH for Energy Cost Recovery
<b>Municipal Roadway and Area Lighting (LM-1)</b>		
A) Base Charge: The monthly rate for each lighting unit installed on an existing pole or structure is as follows:		
9500 Lumens-NEMA	4.25	1.90
9500 Lumens-Cobra	6.75	1.90
15500 Lumens	6.50	2.80
– Cobra		
25000 Lumens	7.00	3.90
– Cobra		
25000 Lumens-Directional	11.50	3.90
37000 Lumens	11.00	5.20
– Cobra		
50000 Lumens	12.00	5.80
– Cobra		
50000 Lumens **	N/A	5.80
50000 Lumens -Directional	14.90	5.80
140000 Lumens	26.70	13.20
– Cobra		

WINTER Season	Summer Season
Energy Charge: All KWH per month @ .60¢	Energy Charge: All KWH per month @ .65¢
B) Distribution (Service Level 2, 3 and 4): Customer Charge: \$225.00 per bill per month.	C) Secondary (Service Level 5): Customer Charge: \$85.00 per bill per month.
Capacity Charge - Maximum Billing Demand: \$5.00 per KW of Maximum Billing Demand per month.	Capacity Charge, SUMMER Season: Maximum Billing Demand: \$2.40 per KW of Maximum Billing Demand per month.
ON-PEAK Hours Billing Demand: \$6.35 per KW of ON-PEAK Hours Billing Demand per mo.	ON-PEAK Hours Billing Demand: \$9.25 per KW of ON-PEAK Hours Billing Demand per mo.
Capacity Charge, WINTER Season: Maximum Billing Demand: \$4.30 per KW of Maximum Billing Demand per month.	Capacity Charge, WINTER Season: Maximum Billing Demand: \$6.80 per KW of Maximum Billing Demand per month.
Energy Charge: .40¢ per KWH per month.	Energy Charge: .65¢ per KWH per month.
B) Distribution (Service Level 2, 3 and 4): Customer Charge: \$225.00 per bill per month.	C) Secondary (Service Level 5): Customer Charge: \$85.00 per bill per month.
Capacity Charge, SUMMER Season: Maximum Billing Demand: \$2.40 per KW of Maximum Billing Demand per month.	Capacity Charge, SUMMER Season: Maximum Billing Demand: \$2.55 per KW of Maximum Billing Demand per month.
ON-PEAK Hours Billing Demand: \$9.25 per KW of ON-PEAK Hours Billing Demand per mo.	ON-PEAK Hours Billing Demand: \$10.70 per KW of ON-PEAK Hours Billing Demand per mo.
Capacity Charge, WINTER Season: Maximum Billing Demand: \$6.80 per KW of Maximum Billing Demand per month.	Capacity Charge, WINTER Season: Maximum Billing Demand: \$7.00 per KW of Maximum Billing Demand per month.
Energy Charge: .60¢ per KWH per month.	Energy Charge: .65¢ per KWH per month.
C) Secondary (Service Level 5): Customer Charge: \$85.00 per bill per month.	C) Secondary (Service Level 5): Customer Charge: \$85.00 per bill per month.
Capacity Charge, SUMMER Season: Maximum Billing Demand: \$2.45 per KW of Maximum Billing Demand per month.	Capacity Charge - Maximum Billing Demand: \$2.45 per KW of Maximum Billing Demand per month.
ON-PEAK Hours Billing Demand: \$10.70 per KW of ON-PEAK Hours Billing Demand per mo.	ON-PEAK Hours Billing Demand: \$10.70 per KW of ON-PEAK Hours Billing Demand per mo.
Capacity Charge, WINTER Season: Maximum Billing Demand: \$7.00 per KW of Maximum Billing Demand per month.	Capacity Charge, WINTER Season: Maximum Billing Demand: \$7.00 per KW of Maximum Billing Demand per month.
Energy Charge: .65¢ per KWH per month.	Energy Charge: .65¢ per KWH per month.
<b>Power and Light Time-of-Use Rate (PL-TOU-E)</b>	<b>Power and Light Demand Time-of-Use Rate (PL-TOU-D)</b>
A) Transmission (Service Level 1): Customer Charge: \$450.00 per bill per month.	A) Transmission (Service Level 1): Customer Charge: \$450.00 per bill per month.
Capacity Charge - Maximum Billing Demand: \$2.45 per KW of Maximum Billing Demand per month.	Capacity Charge, SUMMER Season: Maximum Billing Demand: \$2.45 per KW of Maximum Billing Demand per month.
ON-PEAK Hours Billing Demand: \$10.70 per KW of ON-PEAK Hours Billing Demand per mo.	ON-PEAK Hours Billing Demand: \$9.25 per KW of ON-PEAK Hours Billing Demand per mo.
Capacity Charge, WINTER Season: Maximum Billing Demand: \$7.00 per KW of Maximum Billing Demand per month.	Capacity Charge, WINTER Season: Maximum Billing Demand: \$6.80 per KW of Maximum Billing Demand per month.
Energy Charge: .65¢ per KWH per month.	Energy Charge: .40¢ per KWH per month.
C) Secondary (Service Level 5): Customer Charge: \$85.00 per bill per month.	C) Secondary (Service Level 5): Customer Charge: \$85.00 per bill per month.
Capacity Charge, SUMMER Season: Maximum Billing Demand: \$2.45 per KW of Maximum Billing Demand per month.	Capacity Charge, SUMMER Season: Maximum Billing Demand: \$2.40 per KW of Maximum Billing Demand per month.
ON-PEAK Hours Billing Demand: \$10.70 per KW of ON-PEAK Hours Billing Demand per mo.	ON-PEAK Hours Billing Demand: \$9.25 per KW of ON-PEAK Hours Billing Demand per mo.
Capacity Charge, WINTER Season: Maximum Billing Demand: \$7.00 per KW of Maximum Billing Demand per month.	Capacity Charge, WINTER Season: Maximum Billing Demand: \$6.80 per KW of Maximum Billing Demand per month.
Energy Charge: .65¢ per KWH per month.	Energy Charge: .40¢ per KWH per month.
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ON-PEAK Hours Billing Demand: \$10.70 per KW of ON-PEAK Hours Billing Demand per mo.	ON-PEAK Hours Billing Demand: \$9.25 per KW of ON-PEAK Hours Billing Demand per mo.
Capacity Charge, WINTER Season: Maximum Billing Demand: \$7.00 per KW of Maximum Billing Demand per month.	Capacity Charge, WINTER Season: Maximum Billing Demand: \$6.80 per KW of Maximum Billing Demand per month.
Energy Charge: .65¢ per KWH per month.	Energy Charge: .40¢ per KWH per month.
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ON-PEAK Hours Billing Demand: \$10.70 per KW of ON-PEAK Hours Billing Demand per mo.	ON-PEAK Hours Billing Demand: \$9.25 per KW of ON-PEAK Hours Billing Demand per mo.
Capacity Charge, WINTER Season: Maximum Billing Demand: \$7.00 per KW of Maximum Billing Demand per month.	Capacity Charge, WINTER Season: Maximum Billing Demand: \$6.80 per KW of Maximum Billing Demand per month.
Energy Charge: .65¢ per KWH per month.	Energy Charge: .40¢ per KWH per month.
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Energy Charge: .65¢ per KWH per month.	Energy Charge: .40¢ per KWH per month.
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ON-PEAK Hours Billing Demand: \$10.70 per KW of ON-PEAK Hours Billing Demand per mo.	ON-PEAK Hours Billing Demand: \$9.25 per KW of ON-PEAK Hours Billing Demand per mo.
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8. Any previous balance from prior billing(s).
9. The amount and date of the last payment credited.
10. The rate schedule under which your account is billed.
11. All charges or credits to your account will be itemized. These include charges for basic rates, the Energy Cost Recovery rider, applicable taxes, deposits, deposit refunds, interest on deposits, or other refunds and the demand in KW where applicable.
12. The date the bill is due.
13. The date the bill was mailed.
14. Customer information area (will be used for various messages pertaining to your electric service).
15. Chart reflecting KWH usage over the past 13 months or your period of service at this address, whichever is less.
16. The number of days in the billing period and information regarding the average daily billing for the current billing period.
17. The telephone number of OG&E.
18. The amount, in addition to your bill, you desire to contribute to Lend-A-Hand.
19. The mailing address of the bill.
20. The address where the bill and payment should be mailed in the return envelope. NOTE: The bill shown here is an example of one type of an Arkansas residential customer's bill. Bills under other rate schedules or in other jurisdictions may be slightly different. If the electric bill has been estimated, this fact will be clearly stated on the bill in the customer information area.

## RULES AND PROCEDURES FOR PAYING BILLS TO AUTHORIZED PAYMENT AGENTS

The customer may contact OG&E for a list of authorized payment agents, or visit our Web site at [www.oge.com](http://www.oge.com). Each payment agent may have different hours and days of operation. The customer must provide the agent with an OG&E document that displays the OG&E account number. The customer is responsible to contact OG&E to inform them of payment if paying a delinquent bill to avoid suspension of service.

## TERMINATION OF SERVICE

The customer must notify OG&E when service is no longer required. Notification can be made by calling the phone number shown on your electric bill.

## DEPOSIT REQUIREMENTS

A deposit to guarantee payment for service may be required of applicants under certain conditions. If desired, the deposit may be paid in two equal payments with the first two bills. Instead of a deposit, a qualifying third party may submit a written guaranty to pay an amount equal to the deposit. Deposits billed to customers may be paid in equal installments with the next two bills.

A deposit may be required of customers (or increased to the maximum) if certain conditions occur:

1. Customer fails to pay a bill before the close of business on the last day to pay as shown on the most recent shut-off notice within the last 12 months.
2. Customer gives utility two or more checks which were returned unpaid for reasons other than bank error in the last 12 months.
3. Customer does not pay bills by close of business on the due date two times in a row or any three times in the last 12 months.
4. Customer misrepresented his identity or other facts regarding obtaining or continuing service during the last 24 months.
5. Customer used service without authorization or tampered with utility equipment during the past two years.
6. Customer uses more service than the estimate on which the utility based the deposit. The utility may not charge any additional deposit after the first 12 months of service unless the customer moves the service to a new location or expands the business or scope of operation at the original location.

7. In accordance with the United States Bankruptcy Code, the utility may require a customer to furnish adequate assurance of payment in the form of a deposit or other security. This deposit may be in addition to all other deposits posted with the utility before the bankruptcy filing.

For applicants and for customers having less than 12 months history, the deposit amount will be based on the average monthly usage for the class of service.

For customers having 12 months history, the amount will not be more than the two highest bills within the past 12 months. Interest paid on deposits will be credited to your account each month when you are billed for electric service.

Any deposit you may have for residential service will be refunded automatically if, for a period of 12 consecutive months, you have paid all bills by the due date and have rendered no check that was dishonored.

When the Company makes a final termination of service, the amount of the deposit plus accrued interest will be credited to your account.

## VERIFICATION OF BILLING ACCURACY

If you feel your electric bill is inaccurate, please contact our Customer

Service Department. After discussion, if you still feel the bill is inaccurate, you can request OG&E to verify the meter reading and make adjustments as necessary based on the reading.

A meter test is also available upon request from the customer. The customer will be charged \$50 to cover the cost to perform the test if the meter is found to be accurate.

## HOW TO READ YOUR ELECTRIC METER

Learning to read your meter can help you keep track of how much electricity is being used. Meters have either four or five dials; however, some have numbers that turn like those on digital clocks.

First, look at the meter illustration. The dials are read in order from left to right. On the five-dial meter, the first, third and fifth hands turn clockwise. The second and fourth turn counterclockwise. To read your meter, read the number on each dial the hand is pointing to. If the hand is between numbers, read the lowest number the hand has just passed.

We see from the position of the hands in the illustration that the January reading was 01675 kilowatt hours (KWH) and the February reading was 02837.

Subtract the January reading from the February reading to find the number of KWH (1162) used during that month.

## DELINQUENT BILLS

Bills are due 14 days after the mailing date shown on the bill. Accounts are delinquent after the due date shown on the bill. Any unpaid accounts as of the due date will be mailed a "Shut-Off" notice, which will allow five additional days to pay the delinquent account prior to suspension of the service.

A \$15 collection fee will be added to the past due account if a company representative is dispatched to suspend service and the customer offers to pay. The customer will be given 24 hours to pay at an authorized pay agent. If it is necessary to suspend service, service will be restored as soon as practicable, after the reason service was suspended has been corrected. A \$35 reconnection fee will be assessed. A deposit (or an increase in the amount of an existing deposit) may also be added to the account.

An insufficient funds check or a check postdated beyond the due date does not constitute timely payment of a bill. A \$15 returned check fee will be assessed by the Company if a check is returned for insufficient funds or otherwise dishonored by the bank.

## DELAYED PAYMENT

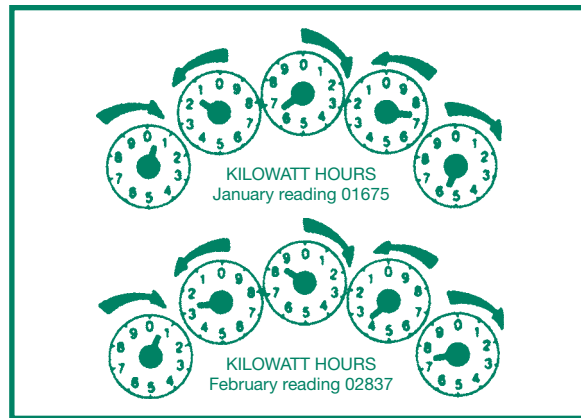
A customer who is having difficulty paying a utility bill may, if qualified, make payments in installments.

The company will not suspend service if all three of the following conditions are met:

1. You pay at least 1/4 of your overdue bill in 3 business days.
2. You agree to pay the balance of your bill in installments over a three-month period.
3. You agree to pay all future bills coming due during the period of the agreement in full by each bill's respective due date.

In arranging the installment payment agreement, consideration will be given to your ability to pay, the amount unpaid, your payment history, the length of time and reasons why the account is past due.

Failure to comply with the terms of the delayed payment agreement is reason to suspend service without prior notification and OG&E shall be under no obligation to enter a second delayed payment agreement on the overdue amount or to enter any other delayed payment agreement for a 12-month period.



## SUSPENSION OF ELECTRIC SERVICE

Service may be suspended to an existing customer, after proper notice, for one or more of the following reasons:

1. A bill for utility service to the current customer remains unpaid after the close of business on the last day to pay as printed on the most recent shut-off notice.
2. A former customer remains at the premises who owes that utility an outstanding bill for service at the premises; a full-time occupant of the premises when the bill was incurred remains at the premises; or, a full-time user of the service when the bill was incurred remains at the premises.
3. A current customer and a former customer who lived together at another location now live together at a new service location and the former customer owes a bill for service used during the time they lived together at a former location.
4. Failure to comply with a Public Service Commission order or the terms and conditions of a delayed payment agreement.
5. Failure to post a deposit.
6. Unauthorized or fraudulent use of the service, or tampering with utility equipment.
7. A misrepresentation of fact relevant to the conditions under which service was obtained.
8. Failure to pay a Commission-approved charge associated with the provision of service and billed by the Company.
9. Refusal to grant the Company access at reasonable times to its equipment at the customer's location.
10. Violation of the Company's rules designed to prevent interference with the use of service by other customers.
11. Violation of the Company's rules pertaining to the use of non-standard equipment or unauthorized attachments.
12. Violation of federal, state or local laws or regulations.
13. Abandonment of the premises served.
14. Causing injury, or threatening to cause injury, to an employee or the family of an employee of the Company.
15. Causing damage, or threatening to cause damage, to Company property, or failure to pay for damage to Company-owned equipment installed on the customer's premises.
16. A condition exists which poses a health or safety hazard.

Accounts on which service is not reconnected within 7 calendar days will be subject to being closed. Once the account is closed, the former customer will have applicant status when contacting the company for service.

## SERIOUS MEDICAL CONDITION

Suspension of electric service to a residential customer may be postponed (or reconnected if disconnected) for 30 days or less once OG&E is notified that a serious medical condition exists. A physician's certificate must be received within seven days of notification or service may be suspended. The certificate is available through OG&E and must be signed by a physician licensed to practice medicine by the Arkansas State Medical Board or allowed to practice in Arkansas under a comparable licensing authority. The certificate must clearly state that suspension of service will cause a substantial risk of death or gravely impair the health of a permanent resident in the household where service is rendered.

The certificate is valid for up to 30 days and may be extended for one additional 30-day period by re-verification before the initial certificate expires. OG&E is not required to accept more than one physician's certificate per household each year.

## SALES TAX EXEMPTION / LOW INCOME RESIDENTIAL CUSTOMERS

OG&E residential customers with an annual income of \$12,000 or less can qualify for a sales tax exemption.

This exemption is available through Act 120 of 1983 which provides for an exemption of state sales tax on the first 500 KWH of electricity used each month. Application forms are available from OG&E.

## CUSTOMER'S EXTENDED ABSENCE

Several options are available to residential customers to avoid suspension of service during periods of extended absence:

1. Remittance of a prepayment.
2. Designation of a third party to receive a copy of any shut-off notices OG&E must send because of nonpayment.
3. Enrollment in the Company's Automatic Payment Withdrawal Plan whereby the monthly service bill is paid automatically through the customer's checking or savings account.
4. Requesting that bills rendered during the absence be mailed to an alternate address or to a third party.

## QUESTIONS OR COMPLAINTS

Should any questions arise concerning the information in this brochure, or should you have a complaint regarding your electric service, please contact OG&E at the telephone number shown on your electric bill. If your question or complaint is not adequately answered, you may contact the Arkansas Public Service Commission. The address and telephone number are listed below:

Arkansas Public Service Commission, P.O. Box 400, 1000 Center Street, Little Rock, AR 72203-0400 (501) 682-1718 or 1-800-482-1164

## EXTENDED DUE DATE

The Extended Due Date Plan is available to qualifying residential customers and is intended to enable the Company to change a customer's bill payment due date, at the customer's request, to coincide with or follow the customer's receipt of a fixed income. Customers who qualify under this plan and pay by the new date will not be considered late on their bill payment.

Qualifying income sources are as follows:

1. Persons receiving Aid to Families with Dependent Children (AFDC), or Aid to the Aged, Blind and Disabled (AABD).
2. Persons receiving Supplemental Security Income.
3. Persons whose primary source of income is Social Security or Veterans Administration disability or retirement benefits.

## LANDLORDS & TENANTS

The Company has established procedures for identifying accounts where utility service is provided at an address different from the mailing address of the bill. OG&E will not suspend service to an identified account for non-payment until it sends a suspension notice to the landlord. If the landlord does not respond within seven days from the mail date, OG&E will post a notice in areas of common usage or mail a notice to all tenants at least 14 days before suspending service. OG&E will wait at least 30 days after the due date of the landlord's bill before suspending service and allow any tenant to apply for service in the tenant's name if separate metering is feasible.

OG&E will not require payment from a tenant of any amount that is owed by the landlord.

## LEVELIZED (AVERAGE) BILLING

This plan is designed to levelize (average) your monthly payments and level out those unusually high bills that occur during months of high electricity use. Your total annual cost for electricity remains the same but you have the convenience of a more consistent bill each month.

Levelized billing is available to qualifying residential and general service customers. Contact OG&E for details.

## THIRD PARTY NOTIFICATION

OG&E's "Third Party Notification" plan allows any residential customer to designate a "third party" ...a relative, friend, neighbor, social worker, etc. ...to receive a copy of any shut-off notices OG&E must send because of non-payment of electric bills.

This plan can provide the customer with peace of mind in the knowledge that there is someone else who will be notified if bill payment problems exist. The third party is not obligated to pay any past-due bills.

## CUSTOMERS 65 YEARS OF AGE OR OLDER OR HANDICAPPED CUSTOMERS

For residential customers who are at least 65 years of age or have a handicap that affects their ability to pay, OG&E will attempt to contact the customer at least 72 hours before suspending service. If the attempt to make personal contact with the customer is not successful, the utility will give 24 hours written notice, which explains what can be done to avoid suspension.

When a registered customer who is at least 65 years of age or handicapped cannot pay a bill on time, the utility will offer to: arrange a delayed payment agreement, arrange for levelized (average) billing, explain the right to third party notice, and provide the names of federal, state, and local bill payment assistance agencies to the customer.

OG&E will not suspend residential service to a registered customer 65 years of age or older or handicapped on a day when the National Weather Service forecasts that a temperature of 95 degrees Fahrenheit or higher will occur at any time during the following 24-hour period.

## HOW MUCH DOES MY ELECTRICITY COST?

The monthly rates for basic residential service are shown below. In addition to the basic rates, billing may be increased or decreased by the amount to be recovered with the approved automatic adjustment charges.

OG&E rates include two seasonal rates as follows:

SUMMER SEASON - OG&E revenue months of June through October of any year.

WINTER SEASON - OG&E revenue months of November of any year through May of the succeeding year.

## Residential Service Rate (R-1)

Customer Charge: \$7.94 per bill per month.

Energy Charge:

SUMMER Season - 0-1400 KWH per month @ 4.65¢

1401 and over KWH per month @ 6.77¢

WINTER Season - 0-600 KWH per month @ 2.90¢

601 and over KWH per month @ 2.10¢

## Residential Service Time-of-Use Rate (R-TOU)

Effective November 1, 2011

Customer Charge: \$7.94 per bill per month.

Energy Charge:

SUMMER Season - On-peak hours: 18.50¢ per KWH per month

Off-peak hours: 1.70¢ per KWH per month

WINTER Season - All KWH @ 1.70¢ per KWH per month

## Residential Variable Peak Pricing Rate (R-VPP)

Customer Charge: \$7.94 per bill per month.

Additional Facilities Charge: \$2.00 per month.

Energy Charge:

SUMMER Season - On-peak hours:

Low Peak KWH @ 1.70¢ per KWH per month

Standard Peak KWH @ 6.77¢ per KWH per month

High Peak KWH @ 18.50¢ per KWH per month

Critical Peak KWH @ 37.00¢ per KWH per month

Off-peak hours: 1.70¢ per KWH per month

WINTER Season - all kwh @ 1.70¢ per KWH per month

## General Service Rate (GS-1)

Customer Charge: \$21.75 per bill per month.

Energy Charge:

SUMMER Season - 0-5000 KWH per month @ 4.30¢

5001 and over KWH per month @ 6.37¢

WINTER Season -

0-1000 KWH per month @ 2.30¢

1001 and over KWH per month @ 1.50¢

## General Service Variable Peak Pricing Rate (GS-VPP)

Customer Charge: \$21.75 per bill per month.

Additional Facilities Charge: \$3.50 per month.

Energy Charge:

SUMMER Season - On-peak hours:

Low Peak KWH @ 1.70¢ per KWH per month

Standard Peak KWH @ 6.37¢ per KWH per month

High Peak KWH @ 18.50¢ per KWH per month

Critical Peak KWH @ 37.00¢ per KWH per month

Off-peak hours: 1.70¢ per KWH per month

WINTER Season - all kwh @ 1.70¢ per KWH per month

## Commercial Service Time-of-Use Rate (CS-TOU)

Effective November 1, 2011

Customer Charge: \$21.75 per bill per month (for customers eligible for the General Service rate)

Energy Charge:

SUMMER Season - On-peak hours: 18.50¢ per KWH per month

Off-peak hours: 1.70¢ per KWH per month

WINTER Season - All KWH @ 1.70¢ per KWH per month

## Power and Light Rate (PL-1)

A) Transmission (Service Level 1):

Customer Charge: \$450.00 per bill per month.

Demand Charge per KW per month of Billing Demand:

SUMMER Season \$8.00