

## BE PREPARED TO WEATHER THE STORM

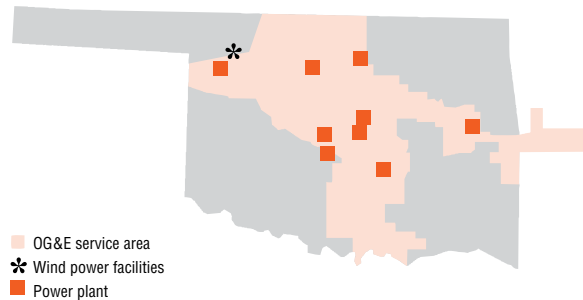
Anyone who lives in this part of the country knows that severe weather sometimes leads to a temporary loss of electric service. Altogether, about 70 percent of power outages are caused by weather-related events. Typically, those outages last less than an hour. At times, however, widespread or severe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

## 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 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. A live radar map has been added to show weather conditions in the OG&E service area. Other helpful information is also available. System Watch can be accessed at [www.oge.com](http://www.oge.com).

## OG&E SERVICE AREA

### Electric Utility



## YOUR ELECTRIC BILL

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

There are several convenient ways to pay your monthly electric bill:

**By mail** using the return envelope that is provided with your bill. Our mailing address is: OG&E, P.O. Box 24990, Oklahoma City, OK 73124-0990.

**In person** at an authorized business. For a complete list of pay agents in your area, visit the OG&E Web site at [www.oge.com](http://www.oge.com) or call OG&E at 272-9741 (OKC area),

1-800-272-9741 (all others). \*Transaction fee may apply.

**Auto Pay** (Automatic Payment Withdrawal) automatically deducts your payment from your checking or savings account on its due date. To sign up, call 272-9741 (OKC area), 1-800-272-9741 (all others). Read more about Automatic Payment Withdrawal in the OG&E Customer Programs section of this guide.

**Pay online.** Simply log on at [www.oge.com](http://www.oge.com). OG&E does not charge a fee to use the service.

**U.S. Payments** allows customers with a checking account, savings account or credit card to pay their electric bill by telephone. Simply call 1-877-306-9274. Processing fees will apply.\*

\*OG&E does not receive any portion of the payment processing fees.

When you look at your bill you’ll see that it provides a great deal of information. The front side of your bill contains the basic information as displayed on the SAMPLE BILL shown in this brochure. The reverse side contains information on how to read your meter, OG&E’s disconnect policies and employee identification.

**1** CUSTOMER NAME  
**2** SERVICE ADDRESS

READING PERIOD	METER READING	PREVIOUS METER READING	KILOWATT HOURS	ACCOUNT NUMBER
08/15/2010	49149	51644	72456	5915CR

**3** METER CONSTANT  
**4** PREVIOUS METER READING  
**5** CURRENT METER READING  
**6** KILOWATT HOURS  
**7** ACCOUNT NUMBER

**8** LAST PAYMENT CREDITED \$135.00 ON 08/24/2010  
**9** PREVIOUS BALANCE  
**10** RESIDENTIAL RATE  
**11** CHARGE FOR ELECTRIC SERVICE  
**12** FRANCHISE FEE  
**13** SALES TAX  
**14** FUEL ADJ FACTOR 5-0.009411/KWH  
**15** CURRENT BILL  
**16** ACCOUNT TOTAL  
**17** AVERAGE BILLING PAYMENT  
**18** DUE BY 08/10/2010

**19** YOUR NEXT SCHEDULED METER READING DATE IS 08/17/2010  
**20** TO PAY BY PHONE FROM YOUR CHECKING OR SAVINGS ACCOUNT...  
**21** PER YOUR AUTHORIZATION...  
**22** YOUR ACCOUNT INFORMATION...  
**23** \*\*OG&E'S SERVICE CENTER IS OPEN 24 HOURS A DAY, 7 DAYS A WEEK. IT'S QUICK AND EASY TO ANSWER OUR MOST FREQUENTLY ASKED QUESTIONS...  
**24** CHART REFLECTS YOUR KWH USAGE OVER THE PAST 13 MONTHS (INCLUDES CURRENT MONTH)

**25** REPORT POWER OUTAGE 800-522-6870  
**26** CUSTOMER SERVICE 800-272-9741  
**27** WWW.UGE.COM

**28** PORTION 12  
**29** 128077844-8  
**30** Lend-A-Hand Amount  
**31** 19  
**32** 08/10/2010  
**33** Total Amount Paid  
**34** MAKE CHECKS PAYABLE TO OGE

Name  
Address  
Oklahoma City, OK 73118

PO BOX 24990  
OKLAHOMA CITY OK  
73124-0990

Return the bottom portion of your bill with your payment in the enclosed envelope.

- The name under which we bill your account.
- The address at which service is used.
- Your OG&E account number.
- The dates this billing period covers.
- The previous and current meter readings.
- Meter constant - a number greater than one means that the difference between the previous and present meter readings must be multiplied by this number to determine the kilowatt-hours used.
- Kilowatt-hours used (present meter reading minus previous meter reading, times the meter constant).
- Any previous balance from prior billing(s) and the late payment charge on any past due amount will be listed here.
- The amount and date of the last payment credited.
- The rate schedule under which your account is billed.
- The components of the current bill.
- Multiply the fuel adjustment factor times the kilowatt-hours used to determine the amount of fuel cost included in the charge for electric service.
- The total amount due (any previous balance and/or late payment charge plus the current bill).
- The amount of the late payment charge on the total amount due if not received by the due date.
- Customer Information Area (will be used for various messages pertaining to your electric service).
- Information about your average daily billing for the current period.
- Chart reflecting KWH usage over the past 13 months or your length of service at this address, whichever is less.
- Telephone number to reach OG&E Customer Service Representatives.
- The amount due if payment is not received by the due date.
- Due date of the current bill.
- The amount, in addition to your bill, you desire to contribute to Lend-A-Hand (see explanation of this program elsewhere in this guide).
- The mailing address of the bill.
- The address where the bill and payment should be mailed in the return envelope.

**NOTE:** The bill shown here is an example of an Oklahoma residential customer’s bill. Bills under other rate schedules or in other jurisdictions may be slightly different.

## HOW MUCH DOES MY ELECTRICITY COST?

Here is an explanation of residential electric rates.

## Customer Charge:

\$13 per customer per month.

## Energy Charge:

### Summer Season

(OG&E revenue months of June through September of any year.)

First 1400 kWh per month @ 8.40¢ per kWh.

All additional kWh per month @ 9.68¢ per kWh.

### Winter Season

(OG&E revenue months of November of any year through April of the succeeding year.)

First 600 kWh per month @ 8.40¢ per kWh.

All additional kWh per month @ 4.71¢ per kWh.

### Shoulder Season

(OG&E revenue months of May and October of any year)

All kWh per month @ 8.40¢ per kWh.

### Minimum Bill:

The customer charge plus a Public Utility Assessment Fee, plus any applicable sales taxes and/or franchise fee shall be the minimum monthly bill.

## BILLING CALCULATIONS

To figure your bill, add the charges shown below, which are stated on your bill each month.

**1) Charge for electric service:** This amount on your bill includes the customer charge, the energy charge, the fuel adjustment amount, the security rider amount, the military base tariff amount, the economic incentive surcharge amount, the demand program rider amount, the storm cost recovery rider amount, the system hardening program rider amount, the rider for renewable transmission system additions amount, a 18¢ Public Utility Assessment Fee (fee is subject to change after June 2012), the rider for cogen credit amount, the smart grid rider amount, the OU spirit rider amount, and the Southwest Power Pool Cost Tracker Amount, plus other charges or credits as appropriately listed in the “Current Bill Includes” portion of the bill.

**2) Franchise Fee:** This amount includes any applicable franchise fee.

**3) Sales Tax:** This amount includes any applicable sales taxes.

Additional rate schedules and riders include:

Residential Variable Peak Pricing, Residential Time-of-Use with CPP, General Service Variable Peak Pricing, General Service Time-of-Use with CPP, Residential Time-of-Use, Residential Guaranteed Flat Bill, General Service, General Service Time-of-Use, General Service Guaranteed Flat Bill, Oil and Gas Producers, Oil and Gas Producers Time-of-Use, Power and Light, Power and Light Time-of-Use, Large Power and Light Time-of-Use,

Public School Non-Demand, Public School Non-Demand Time-Of-Use, Public School Demand, Public School Demand Time-Of-Use, Municipal Roadway and Area Lighting, Outdoor Security Lighting, Municipal Water Pumping, Day-Ahead Pricing, Custom Contract Tariff, Low Income Assistance Program Rider, Performance Award for Curtailed Energy Rider, Curtailment Rider, Interruptible Rider, Green Power Wind Rider and a Renewable Energy Program Rider.

OG&E also has rate schedules available covering small power production facilities.

### OG&E CUSTOMER PROGRAMS

To participate in any of these programs or for more information, contact OG&E at the telephone number shown on your electric bill or visit our Web site at [www.oge.com](http://www.oge.com).

### PAPERLESS BILLING

Paperless billing is truly about giving customers choices. Those that want to do business with OG&E fully online will now have a way to do so. In addition, paperless billing is environmentally friendly, since less fuel is used to deliver the bill and less paper is used to print the bill. You also get your bill sooner by going paperless – you don't have to wait to receive your bill in the mail.

### AUTOMATIC PAYMENT WITHDRAWAL

Automatic Payment Withdrawal is a program that allows OG&E customers to pay their bills automatically. Your bank, credit union or savings and loan will deduct the amount of your electric bill from your checking or savings account (whichever you choose). OG&E will still issue your bill at the regular time each month, which will be plainly marked, "Do Not Pay".

The bill will also show the exact date that your electric bill will be withdrawn from your bank account. You will have 10 days from the date your bill is issued to contact OG&E and stop the withdrawal if you have questions about your bill.

### AVERAGE BILLING

Wouldn't it be convenient to know about how much your electric bill will be every month? Knowing ahead of time what to expect can make planning your budget easier. Now, thanks to OG&E's Average Billing, you can do just that. The plan is designed to 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.

### THIRD PARTY NOTIFICATION PLAN

OG&E's "Third Party Notification" plan allows any residential customer to designate a "third party" such as

a relative, friend, neighbor or social worker to receive a copy of any cut-off notices OG&E must send because of nonpayment of electric bills.

This plan can provide the customer with peace of mind in knowing 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.

### ELDERLY/HANDICAPPED/LIFE THREATENING PLAN

When OG&E must consider disconnecting electric service because of past-due bills, we will phone the customer the day before disconnect and inform the Oklahoma Corporation Commission in writing 10 days prior. This only applies to customers over age 65, have a physical disability or a life threatening condition. OG&E, the customer and the Commission can work together to resolve the problem.

### SENIOR CITIZENS TOU DISCOUNT

Customers that meet the following Eligible Customer Requirements and are subscribed to the R-TOU, R-VPP and R-CPP rate will receive a \$5.00 discount during the five Summer Season months of the year that they are on R-TOU, R-VPP and R-CPP rate.

Eligible Customer Requirements:

1. Primary Account Holder must be at least 65 years of age.
2. Primary Account Holder must supply date of birth at time of signing up for the R-TOU, R-VPP and R-CPP rate.

### LEND-A-HAND

Lend-A-Hand is an OG&E program to help customers who have difficulty in paying their energy bills. The Salvation Army administers the program. You can make a tax-deductible contribution when you pay your bill by indicating the amount of your contribution in the Lend-A-Hand space on the return portion of your bill or by entering the amount you wish to contribute in the space provided when paying your bill online at [www.oge.com](http://www.oge.com).

### CUSTOMER SERVICE FOR THE HEARING IMPAIRED

OG&E provides customer service to hearing impaired customers using a device called Telecommunication Device for the Deaf (TDD). People who cannot speak also can use the device. TDD makes it possible for a non-hearing or non-speaking customer to "call" OG&E by merely typing a message on a computer-like keyboard. The TDD phone number to call inside the Oklahoma City area is 232-0410. If you are located outside the Oklahoma City area, a toll free number is available: 1-800-532-6788.

### CUSTOMER STOCK PURCHASE PLAN

OG&E Energy Corp., parent company of OG&E, has an economical, flexible plan for residential customers interested in buying company stock. If you would like to invest in OG&E Energy Corp.'s Common Stock, call 1-800-842-7629 to order an information packet. The offering will be made only by prospectus.

### SMART METERS

OG&E has begun installing Smart Meters across our service territory. This meter has the capability to be read, disconnected and reconnected remotely. In the event service is disconnected where a Smart Meter is installed, no hand-delivered notice will be left at your location at the time of service disconnection.

### HEAT PUMP LOAN PROGRAM

We are pleased to offer OG&E customers financing on energy efficient heating and cooling equipment through Communications Federal Credit Union. The savings from the energy efficient equipment will help save on your utility bills.

### DEPOSITS

A new customer may be required to post a deposit in the amount of one-sixth of the estimated annual bill as a condition of service. Interest on this deposit is paid monthly. The deposit for residential service will be refunded after 12 months of satisfactory payments, providing that payments were not late more than twice, service was not disconnected and no returned checks were presented within the past 12 months. Deposits for non-residential customers will be refunded after 5 years of continuous service at the same service address, providing that the deposit does not exceed \$20,000, payments were not late more than twice, service was not disconnected and no returned checks were presented within the past 24 months. All other deposits for non-residential customers will be refunded when the account is closed.

An established customer may be required to post a deposit in the amount of one-sixth of the estimated annual bill if any of the following conditions are met:

Payment is not received by the due date in two or more of the last 12 billing periods.

Service has been disconnected for nonpayment of bills in the last 12 months.

Payment has been made with a subsequently dishonored check two or more times in the last 12 months.



### DEAR OG&E CUSTOMER

Whether you're new in the area served by OG&E Electric Services, or one of our established customers, we welcome the opportunity to serve you. All OG&E employees do their best to provide our customers with reliable electric service at a reasonable price.

We hope this brochure will better acquaint you with the company and the various programs we sponsor for our customers. If you have any questions, you may call OG&E at the telephone number shown on your bill.

### ABOUT OG&E

OG&E is an investor-owned, taxpaying electric utility, supplying electric service to a 30,000 square mile area in Oklahoma and parts of western Arkansas. In addition to retail electric service for more than 770,000 customers, OG&E also provides wholesale electric service to several communities and electric cooperatives. We have nine active generating stations across the service area.

OG&E, with about 6,800 megawatts of capacity, generates electricity from low-sulfur Wyoming coal, natural gas and wind.

### CUSTOMER SERVICE

OG&E Customer Service is available from 8 a.m. to 5 p.m. Monday through Friday, and our automated system and outage reporting are available 24 hours a day, 365 days a year. Whether it's information about our customer programs or questions about your bill, we're ready to serve you. Our telephone numbers are shown on your bill and are also listed in each local telephone directory in our service area.