

OG&E FUEL FAQs

Updated October 12, 2023

Frequently Asked Questions

Why is my bill decreasing?

- Every monthly customer bill includes the direct cost of fuel to produce electricity.
- The price of natural gas has decreased this year. Many electric companies, like OG&E, use natural gas to generate electricity in power plants.

When will I see the decrease on my bill?

- The fuel factor change goes into effect on November 1, 2023. Customers will see a reduction on their December bills.

Where will I see the decrease?

- The cost of fuel is included in the “Current Electric Charges” section and the Fuel Cost Adjustment per kilowatt hour in the “Billing Information” on page 2 of the bill.
- The “Billing Information” section is where you will see the factor change from your November bill to December bill.

How does OG&E help customers manage their bill and energy usage?

- We have a number of program offerings like [Average Monthly Billing](#), [SmartHours™](#) and [Guaranteed Flat Bill](#) to help customers manage both their monthly bill and energy usage.
- We offer a variety of home [Energy Efficiency Programs](#) that provide energy-saving options, services and incentives to all customers at no additional cost.

Do you offer payment assistance?

- We offer payment assistance programs and pricing options to help customers manage their bills. If you need help paying your bill, we offer a [payment plan](#) for qualified customers.
- The Low Income Assistance Program (“LIAP”) can help offset the impact of bill increases on our most vulnerable customers. The credit was recently increased by \$3 and now amounts to \$13 per month for qualifying customers. The credit appears as “LIAP CREDIT” under the “Residential Rate” on your bill. The credit applies to all individually metered residential customers who are certified to OG&E by the Oklahoma Department of Human Services for payments under the federally funded [Low Income Home Energy Assistance Program \(LIHEAP\)](#). Once certified, customers receive the credit for the next 24 billing months. Learn more: [Low Income Home Energy Assistance Program – LIHEAP \(oklahoma.gov\)](#).

Is OG&E profiting from fuel costs?

- No. OG&E cannot profit from fuel purchases.
- OG&E cannot keep any over recovery of fuel costs from each six-month adjustment period.

Why is this happening now?

- Regulated electric companies like OG&E are required to notify the Oklahoma Corporation Commission (OCC) at least twice per year, in April and October, if changes to the annual fuel cost adjustment factor are needed. The fuel factor is used to calculate the monthly fuel cost to generate electricity on customer bills.

When was the last time fuel costs were adjusted?

- Fuel factors were changed in January 2023 to reflect an increase in natural gas prices in the global marketplace in 2022.

When was the last time fuel costs were adjusted?

- OG&E can now adjust the fuel cost adjustment factor twice per year, beginning with the November 2023 semi-annual adjustment.
- Each fuel cost adjustment factor change reflects changes in the actual cost of fuel incurred over the prior six months as well as OG&E's expectation for fuel costs over the next six months.
- Customers only pay for the actual cost of fuel and this process reduces volatility on customer bills,

Does the Oklahoma Corporation Commission review fuel costs?

- Yes. The Oklahoma Corporation Commission (OCC) supervises electric companies, including reviewing and approving fuel costs of electric companies. Annually, the OCC conducts a Fuel Prudence review of OG&E's fuel cost.

What does OG&E do to limit the impact to customers when the cost of fuel increases?

- OG&E has a team whose dedicated role is to ensure the cost our customers pay for fuel is as low as possible.
- OG&E uses a variety of strategies when purchasing fuel to minimize the impact on customers like:
 - » "First of Month" pricing, where a portion of fuel is purchased at a set price at the first of the month to address volatility over a specific time-period.
 - » Adding additional fuel storage options to provide certainty in the price and amount of fuel on hand.
- As a participant in the competitive wholesale market of the Southwest Power Pool, our customers enjoy the lowest-cost generation available from a 15-state region every day.

Visit [OGE.com/fuel](https://www.oge.com/fuel) to learn more about what this means for you.



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