

Can OG&E notify one of my relatives if my service is about to be disconnected?

Yes. You must first sign up for OG&E's Third-Party Notification program. When your electric bill becomes delinquent, OG&E will notify the person that you have designated and make them aware that your account is past due. Third-Party Notification does not obligate someone else to pay your electric bill for you. It simply ensures that a friend or relative knows the status of your account whenever you receive a delinquent notice. The program is ideal for customers who are elderly, ill, disabled or who live alone.

Can OG&E disconnect service during severe weather?

When the temperature is actually, or predicted to be, 101 degrees Fahrenheit heat index or higher on the day of disconnection, OG&E will suspend its disconnection of service activity for residential customers. If the high temperature is actually, or predicted to be, 32 degrees Fahrenheit or below on the day of disconnection or the night-time low is predicted to be 32 degrees Fahrenheit or less, OG&E will suspend disconnection of service for residential customers.

If my service is disconnected, do I have to pay a reconnect fee?

If your service is disconnected, there will be a reconnect charge of \$21. In addition, if your account is not secured by a deposit of a sufficient size, the amount of the deposit required on your account may be increased.

Does OG&E offer any billing options that help mitigate the impact of high bills?

OG&E's Average Monthly Billing plan is designed to average your monthly payments and level out those unusually high bills that occur during months of high electricity use - usually during summer and winter. Your previous 11 months' electric bills are totaled and added to your current month's bill. Any "balance" on your account is added to that sum. The total sum is divided by 12. That's the amount you pay for the current month. Each month, your bill is recalculated the same way so that the peak seasonal usages are spread out over the entire year. Your total annual cost for electricity remains about the same, but you have the convenience of a more consistent bill each month.

Payment arrangements, billing information or automated information: 405-272-9741 for Oklahoma City metro area customers or 800-272-9741 for all others.

Customer Service Representatives are available from 8 a.m. to 5 p.m., Monday through Friday.

11/2019

What
residential
customers
should
know

about
OG&E
Electric
Services'
Disconnection
Policy

OG&E[®]

OG&E Electric Services' Disconnection Policy

OG&E Electric Services has several options to help customers avoid disconnection of service due to non-payment. The following information includes questions and answers about OG&E's disconnection policy.

How are customers notified about disconnections?

OG&E mails two separate notices prior to electric service disconnection: a 10-day notice and a 48-hour notice. The notices explain the reason for the disconnection, the total amount past due and the date when service may be disconnected if payment or arrangements have not been made. OG&E also calls the customer 7 days prior and another call is made the day before the service disconnection.

OG&E has completed installation of smart meters across our service territory. This meter has the capability to be read, disconnected and reconnected remotely.

If I am unable to pay my bill, can I make payment arrangements?

Yes, if there is no balance owing from a previously broken agreement. To avoid a cut-off, you must first contact OG&E prior to the day of disconnection to request a deferred payment agreement. If you qualify and accept the agreement, your service will not be disconnected.

What if I have a dispute about my bill?

A customer may dispute liability for any part of a bill or terms of payment by contacting OG&E. **If you are unable to reach a solution, you may contact** the Oklahoma Corporation Commission, Consumer Services Division, P.O. Box 5200, 73152-2000, Oklahoma City, OK 73105, telephone 405-521-2331 or toll-free number 800-522-8154.

How are senior citizens and disabled customers notified about disconnections?

As part of the Oklahoma Corporation Commission Notification Procedure, senior citizens and disabled customers will receive several written notices and, if necessary, a telephone call notifying them that their service is subject to cut-off due to non-payment. Customers who want to be part of the notification procedure must be at least 65 years old or disabled and must notify our Customer Service Department that they wish to be included.

What is the cut-off procedure for customers with life-threatening health conditions?

If a cut-off of service will cause a life-threatening situation to someone living in your home, OG&E may delay the cut-off for 30 days. Certain certification procedures may be required to verify the existence of such a condition.

Is financial assistance available to customers who need help paying their bill?

Yes. Customers may contact the OG&E customer service department for a list of government and/or social agencies that provide assistance to qualifying customers. If you qualify for such assistance, and OG&E is notified by the agency, you will also receive a 20-day extension for those funds to be paid by the appropriate agency.