BE PREPARED TO WEATHER THE STORM
Any person who lives in this part of the country knows that severe weather sometimes leads to a temporary loss of electric service. Altogther, 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 website at 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 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 “cycle” basis. This procedure allows us to spread out our electric bill by telephone. Simply call 1-877-306-9274. Processing fees will apply.* "OG&E does not receive any portion of the payment
Text to pay with myOGEalerts. Customers have the ability to pay their bill by text. 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
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. 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 current meter readings. 6. 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. 7. Kilowatt-hours used (present meter reading minus previous meter reading, times the meter constant). 8. Any previous balance from prior billing(s) and the late payment charge on any past due amount will be listed here.
9. The amount and date of the last payment credited. 10. The rate schedule under which your account is billed. 11. The components of the current bill. 12. Multiply the fuel adjustment factor times the kilowatt-hours used to determine the amount of fuel cost included in the charge for electric service. 13. The total amount due (any previous balance and/ or late payment charge plus the current bill). 14. The amount of the late payment charge on the total amount due if not received by the due date. 15. Customer Information Area (will be used for various messages pertaining to your electric service). 16. Information about your average daily billing for the current period. 17. Chart reflecting KWH usage over the past 13 months or your length of service at this address, whichever is less. 18. Telephone number to reach OG&E Customer Service Representatives. 19. The amount due if payment is not received by the due date. 20. Due date of the current bill. 21. The amount, in addition to your bill, you desire to contribute to Lend-A-Hand (see explanation of this program elsewhere in this guide). 22. The mailing address of the bill. 23. 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.

BILLING CALCULATIONS
1) Charge for electric service: Customer charge, energy charge, fuel adjustment amount, applicable taxes/ fees and applicable riders.


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 current meter readings.
6. 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.
7. Kilowatt-hours used (present meter reading minus previous meter reading, times the meter constant).
8. Any previous balance from prior billing(s) and the late payment charge on any past due amount will be listed here.
9. The amount and date of the last payment credited.
10. The rate schedule under which your account is billed.
11. The components of the current bill.
12. Multiply the fuel adjustment factor times the kilowatt-hours used to determine the amount of fuel cost included in the charge for electric service.
13. The total amount due (any previous balance and/or late payment charge plus the current bill).
14. The amount of the late payment charge on the total amount due if not received by the due date.
15. Customer Information Area (will be used for various messages pertaining to your electric service).
16. Information about your average daily billing for the current period.
17. Chart reflecting KWH usage over the past 13 months or your length of service at this address, whichever is less.
18. Telephone number to reach OG&E Customer Service Representatives.
19. The amount due if payment is not received by the due date.
20. Due date of the current bill.
21. The amount, in addition to your bill, you desire to contribute to Lend-A-Hand (see explanation of this program elsewhere in this guide).
22. The mailing address of the bill.
23. 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 the Standard Residential rate.

Customer Charge: $13 per customer per month.

Energy Charge

Summer Season
(OG&E revenue months of June through October of any year.)
First 1400 kWh per month @ 6.35¢ per kWh. All additional kWh per month @ 7.09¢ per kWh.

Winter Season
(OG&E revenue months of November of any year through May of the succeeding year.)
First 600 kWh per month @ 6.35¢ per kWh. All additional kWh per month @ 2.43¢ per kWh.

Minimum Bill: The customer charge shall be the minimum monthly bill.

Electric Utility

SAMPLE
Return the bottom portion of your bill with your payment in the enclosed envelope.
OG&E also has rate schedules available covering small power production facilities.

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

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

OG&E CUSTOMER PROGRAMS
You may elect to transfer to a new rate plan subject to the terms and availability contained in the individual tariff. 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 website at 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 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 MONTHLY 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 Average Monthly Billing, you can find out that. The tally friendly, service 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 about 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 and R-VPP rate will receive a $5.00 discount during the five Summer Season months of the year that they are on R-TOU and R-VPP.

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 and R-VPP 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 this 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.

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 405-232-0410. If you are located outside the Oklahoma City area, a toll free number is available: 1-800-532-6788.

DIRECT 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 888-216-8114 to order an information packet. The offering will be made only by prospectus.

AUTOMATED METERING
OG&E has completed installation of automated meters across our service territory. This meter has the capability to be read, disconnected and reconnected remotely. In the event service is disconnected where an automated 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. OG&E deposits 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 as a condition of service. If the deposit is not paid within 30 days of disconnection.

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, 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. We own and operate eight active generating stations, 3 wind farms, and one solar farm across the service area. Additionally, we purchase power from two active cogenerating facilities and four wind farms. OG&E, with about 6,800 megawatts of capacity, generates power exclusively from low-sulfur Wyoming coal, natural gas, wind and solar.

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.

Website: oge.com