

# What residential customers should know about OG&E's Disconnection Policy



## Will 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 plan. 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.

## Does OG&E disconnect service during severe weather (as advised by the National Weather Service)?

When the temperature is, 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 predicted high temperature or overnight low temperature is 32 degrees Fahrenheit or below on the day of disconnection, OG&E will suspend disconnection of service for residential customers.

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

If your service is disconnected, there will be a reconnect fee 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.

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

Yes, prior to the day of disconnection, you may request an Installment Plan at [OG&E.com/assistance](https://www.oge.com/assistance) or may contact OG&E Customer Support for this request. If you qualify and accept the agreement, your service will not be disconnected.

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

### Average Monthly Billing

Manage your budget! Know what to expect from your monthly electric bill. Our Average Monthly Billing plan helps make your bill more manageable and allows you to take control of bills from 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. Learn more: [OG&E.com/AMB](https://www.oge.com/AMB)

### Guaranteed Flat Bill

Manage your bill with our easy-to-use Guaranteed Flat Bill plan. You pay the same amount for your electric bill every month for one full year – no matter how much electricity you use in the summer heat or winter cold. There are no increases due to changes in fuel prices or electric rates. GFB is open to Oklahoma customers only. Learn more: [OG&E.com/GFB](https://www.oge.com/GFB)

### SmartHours™

Manage your energy use and costs with SmartHours. The SmartHours Fixed, SmartHours Overnight and SmartHours Daily pricing options reward decreased usage during peak summer hours. There's also a Silver Energy Senior Discount for Oklahoma customers who enroll in SmartHours and are 65 and older. Learn more: [OG&E.com/SmartHours](https://www.oge.com/SmartHours)

### Energy Efficiency Programs

Lower your costs and make your home more comfortable by taking advantage of our energy efficiency programs. Learn more: [OG&E.com/efficiency](https://www.oge.com/efficiency)

OG&E has several options to help customers avoid disconnection of service due to nonpayment. 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 24 hours before the service disconnection.

OG&E has advanced metering infrastructure with most meters that are disconnected and reconnected remotely without sending someone to your residence.

## 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; 405-521-2331 or toll free at 800-522-8154.

## How are senior citizens and customers with disabilities notified about disconnections?

As part of the Oklahoma Corporation Commission Notification Procedure, senior citizens and customers

with disabilities may request to receive an additional written notice, notifying them that their service is subject to disconnection due to nonpayment. Customers who want to be part of the notification procedure must be at least 65 years old or disabled and must notify OG&E Customer Support to opt in.

## What is the disconnection procedure for customers with life-threatening health conditions?

If a disconnection of service will cause a life-threatening situation to someone living in your home, OG&E may delay the disconnection for 30 days. Certain certification procedures will 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 OG&E Customer Support 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 40-day extension for those funds to be paid by the appropriate agency.