

A CUSTOMER'S GUIDE TO OG&E ELECTRIC SERVICES

The following information is provided as required by the Arkansas Public Service Commission and is effective in all areas served by OG&E Electric Services in the state of Arkansas.

All rates are on file with the Arkansas Public Service Commission. Rate schedules and the Commission's General Service Rules are available to you on request or can be accessed at the Commission's website, arkansas.gov/psc.

You may contact OG&E by dialing the following toll-free telephone numbers:

Customer Service..... **800-272-9741**
Report Power Outage..... **800-522-6870**

SYSTEM WATCH™

OG&E provides an online outage monitoring system. When outages occur in the OG&E service area that affect 50 or more customers, System Watch provides real-time outage data including the city, number of customers affected and an estimated time of restoration. Other helpful information is also available. System Watch can be accessed at oge.com.

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 website at oge.com.

YOUR ELECTRIC BILL

OG&E billing operations are conducted on a "cycle" basis which allows us to spread out our billing work uniformly each month. You will receive your bill a few days after your meter is read.

To pay your monthly bill, place the perforated bottom portion of your bill, along with your payment, in the return envelope.

An estimated reading will be used and noted on the face of the bill if it is not possible to read a meter. Adjustments will be made as necessary, when the next normal reading is obtained.

Bills will not be mailed later than the date indicated on the bill and are due 14 days after the mailing date shown on the bill. Accounts are delinquent after the due date.

The front of the bill contains the following information:

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 present meter readings.
6. Meter constant – if greater than one, 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).
9. The amount and date of the last payment credited.
10. The rate schedule under which your account is billed.

Rider for Energy Cost Recovery (ECR)

The Energy Cost Rate shall recover the Company's net fuel and purchased energy cost which shall be applied to each customer's monthly billing energy (KWH). Rate shall reflect the projected Energy Cost for the 12-month period commencing on April 1 of each year together with a true-up adjustment reflecting the over-recovery or under-recovery of the Energy Cost for the 12-month period ended December 31 of the prior calendar year.

Rider for Uniform Municipal Tax Adjustment (MTA)

Applicable to: All Rate Schedules on which Municipal Taxes are imposed by ordinances approved by the governing bodies of the municipalities in which the Company's customers are located.

Energy Efficiency Cost Recover Tariff (EECR)

The Energy Efficiency Cost Recover Tariff is to recover the incremental costs of energy efficiency programs approved by the Arkansas Public Service Commission. Recovery is limited to the incremental costs which represent the direct program costs that are not already included in the current rates.

Transmission Cost Recovery Rider (TCR)

The Transmission Cost Recovery Rider (TCR) allows OG&E to recover the actual amount of Southwest Power Pool (SPP) Tariff Administration Services paid by OG&E and to credit customers with revenues received from SPP services.

Renewable Energy Program (REP)

The Renewable Energy Program is available on a voluntary basis to all retail customers except OSL, LM, AFL and incremental RTP kWh. OG&E reserves the right to limit the amount of Renewable Energy Credits ("Credits" or "RECs") provided to individual customers under this rider. Should subscriptions exceed available supply, OG&E is not obligated to acquire additional Credits. These Credits will include all renewable resources allocated to the Arkansas jurisdiction. Customers may subscribe at any time but the initial subscription term is one year. More information on REP can be found at oge.com.

Environmental Compliance Plan (ECP)

The Environmental Compliance Plan rider is to recover the Arkansas Retail Jurisdictional Portion of the annual revenue requirement for expenditures related to environmental compliance projects.

Load Reduction Rider (LR)

The Company, at its sole discretion may call for a curtailment for any operating or economic purpose. The use is not limited to emergency conditions.

Formula Rate Plan Rider (FRP)

The FRP defines the procedure by which all rates and applicable riders on file with the APSC, except those excluded in Attachment A.1 to the FRP tariff, may be periodically adjusted. The FRP shall apply to all electric service billed under the Rate Schedules, whether metered or unmetered.

Day-Ahead and FLEX Pricing (DAP and FLEX)

The customer's bill under these tariffs will consist of a Standard Bill and a DAP/FLEX energy component.

Utility Solar Program (USP)

The USP is a voluntary rate offering that makes solar energy produced by OG&E available to retail customers (excluding lighting customers). This rate is not available to customers who take service under another alternative source of generation or co-generation tariff.

Co-generation and Small Power Producers

OG&E has rate schedules available to customers who own small power production facilities. These rates offer either a gross or net energy purchasing option depending on the size of the facility.

09-21 AR
Website: oge.com



Poles

Standard Wood Pole	0% owned by Company
30'	\$ 0.50
35'	0.60
40'	0.90
45'	1.30
50'	1.90

Standard pole, other than wood

14'-19'	\$ 1.20
20'-24'	1.30
25'-27'	1.40
28'-32'	1.80
33'-37'	2.30
38'-42'	2.60
43'-47'	3.00

Retail Customers

Standard Wood Pole	%100 of Lighting Investment Provided by OG&E
30'	\$ 6.40
35'	7.50
40'	8.10
45'	8.70
50'	11.20
Standard pole, other than wood	
14'-19'	\$ 9.80
20'-24'	11.30
25'-27'	13.00
28'-32'	13.40
33'-37'	16.70
38'-42'	20.30
43'-47'	21.70

Decorative Black Fluted Concrete

10'-19'	Single Arm – Direct Buried	\$ 19.67
10'-19'	Double Arm – Direct Buried	25.63
10'-19'	Single Arm – Anchor Base	29.59
10'-19'	Double Arm – Anchor Base	35.55
28'-32'	Double Arm with Base	51.15

Decorative Steel

28'-32'	Single Arm with Base	\$ 36.20
28'-32'	Double Arm with Base	44.22

Decorative Bronze

28'-32'	Single/Double Mount	\$ 20.90
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Decorative Aluminum

28'-32'	Double Arm with Base	\$ 22.17
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Athletic Field Lighting (AFL-1) CLOSED

Customer Charge: \$28.00 per month

Energy Charge:

SUMMER SEASON – ALL KWH per month @ 7.00¢

WINTER SEASON – ALL KWH per month @ 5.00¢.

Municipal Water Pumping Rate (PM-1) CLOSED

Customer Charge: \$28.00 per month

Energy Charge:

SUMMER SEASON – ALL KWH per month @ 5.40¢ .

WINTER SEASON – ALL KWH per month @ 3.80¢.

LED (LED-1)

Fixture Charge: The monthly rate for each lighting unit installed on an existing pole or structure is as follows:

Type of Lighting Unit	Price	Average Monthly KWH
Less than 75 watts	\$ 6.71	16
75 to 125 watts	7.48	41
126 to 400 watts	9.06	49
Greater than 400 watts	18.03	280
Decorative less than 75 watts	10.41	16
Decorative 126-400 watts	22.03	48
Flood 49-51 watts	8.01	18
Flood 96-119 watts	8.20	42
Flood 145-199 watts	9.65	70
Flood 297-371 watts	14.83	130

Municipal Customers

Standard Wood Pole	%100 of Lighting Investment Provided by OG&E
30'	\$ 6.40
35'	7.50
40'	8.10
45'	8.70
50'	11.20
Standard pole, other than wood	
14'-19'	\$ 9.80
20'-24'	11.30
25'-27'	13.00
28'-32'	13.40
33'-37'	16.70
38'-42'	20.30
43'-47'	21.70

Decorative Black Fluted Concrete

10'-19'	Single Arm – Direct Buried	\$ 19.67
10'-19'	Double Arm – Direct Buried	25.63
10'-19'	Single Arm – Anchor Base	29.59
10'-19'	Double Arm – Anchor Base	35.55
28'-32'	Double Arm with Base	51.15

Decorative Steel

28'-32'	Single Arm with Base	\$ 36.20
28'-32'	Double Arm with Base	44.22

Decorative Bronze

28'-32'	Single/Double Mount	\$ 20.90
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Decorative Aluminum

28'-32'	Double Arm with Base	\$ 22.17
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Miscellaneous Facilities

Percentage of pole investment provided by company	100%	None
Breakaway Base	\$ 11.30	\$ 1.80
80' Metal pole with lowering ring	N/A	4.70

Lamp Size in Lumens	Light Source Shielded	Existing Distribution Wood Poles	Monthly KWH for Energy Cost Recovery
21000 – Decorative	Metal Halide	\$ 16.50	105
25000 – Cobra	High Pressure Sodium	7.30	107
25000 – Directional	High Pressure Sodium	11.80	107
36000 – Cobra	Metal Halide	13.95	158
36000 – Directional	Metal Halide	17.45	158
40000	*Mercury Vapor	14.77	272
50000 – Cobra	High Pressure Sodium	12.48	169
50000 – Directional	High Pressure Sodium	15.38	169
100000 – Cobra	Metal Halide	21.52	394
100000 – Directional	Metal Halide	20.87	394
140000 – Cobra	High Pressure Sodium	27.82	396
9500 – Cobra	High Pressure Sodium	8.62	41
9500 Post Top	High Pressure Sodium – Post Top	11.62	41
25000 – Cobra	High Pressure Sodium	8.62	107
25000 – Decorative	High Pressure Sodium	14.00	107
50000 – Cobra	High Pressure Sodium	9.48	169

*These lighting fixtures are not available for new installations.

B) Additional Charges:

Standard Wood Pole	Overhead Wiring
30'	\$ 6.40
35'	7.50
40'	8.10
45'	8.70
50'	11.20
Standard Pole Other Than Wood	Overhead Wiring
14-19'	\$ 9.80
20-24'	11.30
25-27'	13.00
28-32'	13.40
33-37'	16.70
38-42'	20.30
43-47'	21.70

C) Ornamental Type Lighting Fixtures:

	Monthly Rate	Monthly KWH for Energy Cost Recovery
9500 lumen high pressure sodium contemporary post top luminaire on a 19 foot steel pole	\$ 11.32	41

B) Additional Charges: Standard Wood Pole
Percentage of Lighting Investment Provided by OG&E

Standard Wood Pole

Poles	100%	None
30'	\$ 6.40	\$0 .50
35'	7.50	0.60
40'	8.10	0.90
45'	8.70	1.30
50'	11.20	1.90

Standard Pole, Other than Wood

14'-19'	\$ 9.80	\$ 1.20
20'-24'	11.30	1.30
25'-27'	13.00	1.40
28'-32'	13.40	1.80
33'-37'	16.70	2.30
38'-42'	20.30	2.60
43'-47'	21.70	3.00

Miscellaneous Facilities

Breakaway Base	\$ 11.30	\$ 1.80
80' Metal pole with lowering ring	N/A	4.70

Ornamental Type Lighting Fixtures:	Monthly Rate	Monthly KWH for Energy Cost Recovery
*7000 lumen mercury vapor contemporary post top luminaire on decorative pole	\$ 10.30	71
9500 lumen high pressure sodium contemporary post top luminaire on 19' steel pole	11.32	41

*These lighting fixtures are not available for new installations

Outdoor Security Lighting (OSL-1)

A) Base Charge: The monthly rate for each lighting unit installed on an existing pole and using an existing secondary circuit is as follows:

Lamp Size in Lumens	Light Source Non-shielded	Existing Distribution Wood Poles	Monthly KWH for Energy Cost Recovery
3600	*Mercury Vapor	\$ 3.42	41
4000	*High Pressure Sodium	3.76	21
7000	*Mercury Vapor	4.10	71
9500 NEMA	NEMA High Pressure Sodium	4.37	41
9500 – Cobra	High Pressure Sodium	6.87	41
9500 – Directional	High Pressure Sodium	7.62	41
11500	*Mercury Vapor	6.89	103
14000 – Cobra	Metal Halide	8.70	71
14000 – Decorative	Metal Halide	14.35	71
14000 – Directional	Metal Halide	12.60	71
15500 – Cobra	High Pressure Sodium – Cobra	6.70	71
20000	*Mercury Vapor	8.36	161
21000 – Cobra	Metal Halide	12.70	105

Municipal Roadway and Area Lighting (LM-1)

A) Base Charge: The monthly rate for each lighting unit installed on an existing pole or structure is as follows:

Type of Lighting Unit	Percentage of Lighting Investment Provided by OG&E	Monthly KWH for Energy Cost Recovery
Non-shielded Mercury Vapor Lamps	100% None	
3600 Lumens *	\$ 3.42 \$ 2.02	41
7000 Lumens *	4.10 2.90	71
11500 Lumens *	6.89 4.09	103
20000 Lumens *	8.36 5.96	161
40000 Lumens *	14.77 9.97	272
60000 Lumens *	18.19 13.39	383
High Pressure Sodium Lamps		
4000 Lumens *	\$ 3.76 \$ 1.76	21
9500 Lumens-NEMA	4.37 2.02	41
9500 Lumens – Cobra	6.87 2.02	41
15500 Lumens – Cobra	6.70 3.00	71
25000 Lumens – Cobra	7.30 4.20	107
25000 Lumens – Directional	11.80 4.20	107
37000 Lumens – Cobra	11.38 5.58	135
50000 Lumens – Cobra	12.48 6.28	169
50000 Lumens – Cobra	N/A 6.28	169
50000 Lumens **	15.38 6.28	169
140000 Lumens – Cobra	27.82 14.32	396
140000 Lumens **	N/A 14.32	396
Shielded High Pressure Sodium		
9500 Lumens – Cobra	\$ 8.62 \$ 2.02	41
9500 Lumens – Post Top	11.62 2.02	41
25000 Lumens – Cobra	8.62 4.20	107
25000 Lumens – Decorative	14.00 4.20	107
50000 Lumens – Cobra	9.48 6.28	169
Non-shielded Metal Halide Lamps		
14000 Lumens – Cobra	\$ 8.70 \$ 4.30	71
14000 Decorative	14.35 5.40	71
14000 Lumens - Directional	12.60 4.30	71
21000 Lumens – Cobra	12.70 5.20</	

- All charges or credits to your account will be itemized. These include charges for basic rates, applicable riders, applicable taxes, deposits, deposit refunds, interest on deposits, or other refunds and the demand in KW where applicable.
- The date the bill is due.
- The date the bill was mailed.
- Customer information area (will be used for various messages pertaining to your electric service).
- Chart reflecting KWH usage over the past 13 months or your period of service at this address, whichever is less.
- The number of days in the billing period and information regarding the average daily billing for the current billing period.
- The telephone number of OG&E.
- The amount, in addition to your bill, you desire to contribute to Lend-A-Hand.
- 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 one type of an Arkansas residential customer's bill. Bills under other rate schedules or in other jurisdictions may be slightly different. If the electric bill has been estimated, this fact will be clearly stated on the bill in the customer information area.

RULES AND PROCEDURES FOR PAYING BILLS TO AUTHORIZED PAYMENT AGENTS

The customer may contact OG&E for a list of authorized kiosk locations, or visit our website at oge.com. Each payment site may have different hours and days of operation. The customer must have their account number in order to make payment at the authorized kiosk.

TERMINATION OF SERVICE

The customer must notify OG&E when service is no longer required. Notification can be made by calling the phone number shown on your electric bill or online at oge.com.

DEPOSIT REQUIREMENTS

A deposit to guarantee payment for service may be required of applicants under certain conditions. If desired, the deposit may be paid in two equal payments with the first two bills. Instead of a deposit, a qualifying third party may submit a written guaranty to pay an amount equal to the deposit.

A deposit may be required of customers (or increased to the maximum) if certain conditions occur:

- Customer fails to pay a bill before the close of business on the last day to pay as shown on the most recent shut-off notice within the last 12 months.
- Customer gives utility two or more checks which were returned unpaid for reasons other than bank error in the last 12 months.
- Customer does not pay bills by close of business on the due date two times in a row or any three times in the last 12 months.
- Customer misrepresented his identity or other facts regarding obtaining or continuing service during the last 24 months.
- Customer used service without authorization or tampered with utility equipment during the past two years.
- Customer uses more service than the estimate on which the utility based the deposit. The utility may not charge any additional deposit after the first 12 months of service unless the customer moves the service to a new location or expands the business or scope of operation at the original location.
- In accordance with the United States Bankruptcy Code, the utility may require a customer to furnish adequate assurance of payment in the form of a deposit or other security. This deposit may be in addition to all other deposits posted with the utility before the bankruptcy filing.

For applicants and for customers having less than 12 months history, the deposit amount will be based on the average monthly usage for the class of service.

For customers having 12 months history, the amount will not be more than the two highest bills within the past 12 months. Interest paid on deposits will be credited to your account each month when you are billed for electric service.

Any deposit you may have for residential service will be refunded automatically if, for a period of 12 consecutive months, you have paid all bills by the due date and have rendered no check that was dishonored and service has not been disconnected for nonpayment.

When the Company makes a final termination of service, the amount of the deposit plus accrued interest will be credited to your account.

VERIFICATION OF BILLING ACCURACY

A meter test is available upon request from the customer. The customer will be charged \$50 to cover the cost to perform the test if the meter is found to be accurate.

HOW TO READ YOUR ELECTRIC METER

The best way for you to keep track of how much electricity is being used is by accessing **Energy Insights**. Various charts and graphs allow you to monitor and manage electricity more efficiently to lower your bills. Sign in to oge.com to view your Energy Insights.

You may also read your meter. The meter scrolls through many different displays that will show your kilowatt-hour (kWh) usage and other system and diagnostic information.

Most of the scrolling digital displays are identified by a number in the bottom left corner of your meter. This number represents what type of data is being shown. For example, if the number 01 is displayed, the corresponding number to the right indicates your kWh.

Other terms that could be displayed:

- If the word "closed" is displayed, the remote disconnect switch is closed and power is available to the customer.
- When the word "open" is shown, the service has been disconnected at the meter and you will need to contact OG&E to have meter service turned on.

- If the word "busy" is displayed, the meter is receiving or transmitting a communication. (OG&E can read your meter remotely. These meters send your electricity use information to OG&E via secure, two-way wireless communications.)

- For customers on a time-of-use rate plan, the meter will indicate peak and off-peak periods. When the letter A is shown, the customer is in off-peak; letter B indicates peak time.

The other items on the display help the OG&E service personnel to determine service level and troubleshooting the installation of the meter.

DELINQUENT BILLS

Please note that because smart grid technology will allow us to remotely turn off service without dispatching a crew member to the new meter to disconnect service, we will no longer place a notice on the door if service is disconnected. Customers scheduled for service disconnection will continue to receive notification by mail and phone as they do today.

OG&E will make every attempt to contact you prior to disconnecting service due to nonpayment. If you are not able to pay the overdue amount, you must pay a \$1.75 reconnection fee in addition to the overdue balance to restore service. If you are able to speak to customer service before the day your service is scheduled for disconnect you may be able to avoid the reconnect fees and only pay your overdue balance.

DELAYED PAYMENT

A customer who is having difficulty paying a utility bill may, if qualified, make payments in installments.

The company will not suspend service if all three of the following conditions are met:

- You pay at least 1/4 of your overdue bill in three business days.
- You agree to pay the balance of your bill in installments over a three-month period.
- You agree to pay all future bills coming due during the period of the agreement in full by each bill's respective due date.

In arranging the installment payment agreement, consideration will be given to your ability to pay, the amount unpaid, your payment history, the length of time and reasons why the account is past due.

Failure to comply with the terms of the delayed payment agreement is reason to suspend service without prior notification and OG&E shall be under no obligation to enter a second delayed payment agreement on the overdue amount or to enter any other delayed payment agreement for a 12-month period.

SUSPENSION OF ELECTRIC SERVICE

Service may be suspended to an existing customer, after proper notice, for one or more of the following reasons:

- A bill for utility service to the current customer remains unpaid after the close of business on the last day to pay as printed on the most recent shut-off notice.
- A former customer remains at the premises who owes that utility an outstanding bill for service at the premises; a full-time occupant of the premises when the bill was incurred remains at the premises; or, a full-time user of the service when the bill was incurred remains at the premises.
- A current customer and a former customer who lived together at another location now live together at a new service location and the former customer owes a bill for service used during the time they lived together at a former location.
- Failure to comply with a Public Service Commission order or the terms and conditions of a delayed payment agreement.
- Failure to post a deposit.
- Unauthorized or fraudulent use of the service, or tampering with utility equipment.
- A misrepresentation of fact relevant to the conditions under which service was obtained.

- Failure to pay a Commission-approved charge associated with the provision of service and billed by the Company.
- Refusal to grant the Company access at reasonable times to its equipment at the customer's location.
- Violation of the Company's rules designed to prevent interference with the use of service by other customers.
- Violation of the Company's rules pertaining to the use of non-standard equipment or unauthorized attachments.
- Violation of federal, state or local laws or regulations.
- Abandonment of the premises served.
- Causing injury, or threatening to cause injury, to an employee or the family of an employee of the Company.
- Causing damage, or threatening to cause damage, to Company property, or failure to pay for damage to Company-owned equipment installed on the customer's premises.
- A condition exists which poses a health or safety hazard.

Accounts on which service is not reconnected within seven calendar days will be subject to being closed. Once the account is closed, the former customer will have applicant status when contacting the company for service.

SERIOUS MEDICAL CONDITION

Suspension of electric service to a residential customer may be postponed (or reconnected if disconnected) for 30 days or less once OG&E is notified that a serious medical condition exists. A physician's certificate must be received within seven days of notification or service may be suspended. The certificate is available through OG&E and must be signed by a physician licensed to practice medicine by the Arkansas State Medical Board or allowed to practice in Arkansas under a comparable licensing authority. The certificate must clearly state that suspension of service will cause a substantial risk of death or gravely impair the health of a permanent resident in the household where service is rendered.

The certificate is valid for up to 30 days and may be extended for one additional 30-day period by re-verification before the initial certificate expires. OG&E is not required to accept more than one physician's certificate per household each year.

SALES TAX EXEMPTION / LOW INCOME RESIDENTIAL CUSTOMERS

OG&E residential customers with an annual income of \$12,000 or less can qualify for a sales tax exemption.

This exemption is available through Act 120 of 1983 which provides for an exemption of state sales tax on the first 500 KWH of electricity used each month. Application forms are available from OG&E.

CUSTOMER'S EXTENDED ABSENCE

Several options are available to residential customers to avoid suspension of service during periods of extended absence:

- Remittance of a prepayment.
- Designation of a third party to receive a copy of any shut-off notices OG&E must send because of nonpayment.
- Enrollment in the Company's Automatic Payment Withdrawal Plan whereby the monthly service bill is paid automatically through the customer's checking or savings account.
- Requesting that bills rendered during the absence be mailed to an alternate address or to a third party.

QUESTIONS OR COMPLAINTS

Should any questions arise concerning the information in this brochure, or should you have a complaint regarding your electric service, please contact OG&E at the telephone number shown on your electric bill. If your question or complaint is not adequately answered, you may contact the Arkansas Public Service Commission. The address and telephone number are listed below:

Arkansas Public Service Commission, P.O. Box 400, 1000 Center Street, Little Rock, AR 72203-0400 (501) 682-1718 or 800-482-1164

EXTENDED DUE DATE

The Extended Due Date Plan is available to qualifying residential customers and is intended to enable the Company to change a customer's bill payment due date, at the customer's request, to coincide with or follow the customer's receipt of a fixed income. Customers who qualify under this plan and pay by the new date will not be considered late on their bill payment.

Qualifying income sources are as follows:

- Persons receiving Aid to Families with Dependent Children (AFDC), or Aid to the Aged, Blind and Disabled (AABD).
- Persons receiving Supplemental Security Income.
- Persons whose primary source of income is Social Security or Veterans Administration disability or retirement benefits.

LANDLORDS & TENANTS

The Company has established procedures for identifying accounts where utility service is provided at an address different from the mailing address of the bill. OG&E will not suspend service to an identified account for non-payment until it sends a suspension notice to the landlord. If the landlord does not respond within seven days from the mail date, OG&E will post a notice in areas of common usage or mail a notice to all tenants at least 14 days before suspending service. OG&E will wait at least 30 days after the due date of the landlord's bill before suspending service and allow any tenant to apply for service in the tenant's name if separate metering is feasible.

OG&E will not require payment from a tenant of any amount that is owed by the landlord.

LEVELIZED (AVERAGE) BILLING

This plan is designed to levelize (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.

Levelized billing is available to qualifying residential and general service customers. Contact OG&E for details.

THIRD PARTY NOTIFICATION

OG&E's "Third Party Notification" plan allows any residential customer to designate a "third party" – a relative, friend, neighbor, social worker, etc. – to receive a copy of any shut-off notices OG&E must send because of non-payment of electric bills.

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

CUSTOMERS 65 YEARS OF AGE OR OLDER OR HANDICAPPED CUSTOMERS

For residential customers who are at least 65 years of age or have a handicap that affects their ability to pay, OG&E will attempt to contact the customer at least 72 hours before suspending service. If the attempt to make personal contact with the customer is not successful, the utility will give 24 hours written notice, which explains what can be done to avoid suspension.

When a registered customer who is at least 65 years of age or handicapped cannot pay a bill on time, the utility will offer to: arrange a delayed payment agreement, arrange for levelized (average) billing, explain the right to third party notice, and provide the names of federal, state, and local bill payment assistance agencies to the customer.

OG&E will not suspend residential service to a registered customer 65 years of age or older or handicapped on a day when the National Weather Service forecasts that a temperature of 95 degrees Fahrenheit or higher or 32 degrees Fahrenheit or lower will occur at any time during the following 24-hour period.

HOW MUCH DOES MY ELECTRICITY COST?

The monthly rates for basic residential service are shown below. In addition to the basic rates, billing may be increased or decreased by the amount to be recovered with the approved automatic adjustment charges.

OG&E rates include two seasonal rates as follows:

SUMMER SEASON – OG&E revenue months of June through October of any year.

WINTER SEASON – OG&E revenue months of November of any year through May of the succeeding year.

Residential Service Rate (R-1)

Customer Charge: \$9.75 per month

Energy Charge:

SUMMER SEASON – 0-1400 KWH per month @ 5.80¢
1401 and over KWH per month @ 8.50¢

WINTER SEASON – 0-600 KWH per month @ 3.60¢
601 and over KWH per month @ 2.60¢

Residential Service Demand Rate (R-KW)

Customer Charge: \$9.75 per month

Demand Charge per KW per month of Billing Demand: \$1.00

Energy Charge:

SUMMER SEASON – 5.84¢ per KWH per month
WINTER SEASON – 2.00¢ per KWH per month

Residential Service Time-of-Use Rate (R-TOU)

Customer Charge: \$9.75 per month

Energy Charge:

SUMMER SEASON – On-peak hours: 19¢ per KWH per month
Off-peak hours: 3.80¢ per KWH per month

WINTER SEASON – ALL KWH @ 2.80¢ per KWH per month

Residential Variable Peak Pricing Rate (R-VPP)

Customer Charge: \$9.75 per month

Energy Charge:

SUMMER SEASON – On-peak hours:
Low Peak KWH @ 2.40¢ per KWH per month
Standard Peak KWH @ 8.00¢ per KWH per month
High Peak KWH @ 19.00¢ per KWH per month
Critical Peak KWH @ 38.00¢ per KWH per month
Off-peak hours: 2.40¢ per KWH per month

WINTER SEASON – ALL KWH @ 2.40¢ per KWH per month

General Service Rate (GS-1)

Customer Charge: \$25.00 per month

Energy Charge:

SUMMER SEASON – 0-5000 KWH per month @ 5.50¢
5001 and over KWH per month @ 7.80¢

WINTER SEASON – 0-1000 KWH per month @ 2.90¢
1001 and over KWH per month @ 2.00¢

General Service Time-of-Use Rate (GS-TOU)

Customer Charge: \$25.00 per month

Energy Charge:

SUMMER SEASON – On-Peak Hours: 18.50¢ per KWH per month
Off-peak hours: 2.10¢ per KWH per month

WINTER SEASON – ALL KWH @ 2.10¢ per month

General Service Variable Peak Pricing Rate (GS-VPP)

Customer Charge: \$25.00 per month

Energy Charge:

SUMMER SEASON – On-peak hours:
Low Peak KWH @ 2.10¢ per KWH per month
Standard Peak KWH @ 7.80¢ per KWH per month
High Peak KWH @ 18.50¢ per KWH per month
Critical Peak KWH @ 37.00¢ per KWH per month
Off-peak hours: 2.10¢ per KWH per month

WINTER SEASON – ALL KWH @ 2.10¢ per KWH per month

General Service Demand Rate (GS-KW)

Customer Charge: \$25.00 per month

Demand Charge per KW per month of Billing Demand: \$1.00

Energy Charge:

SUMMER SEASON – 5.32¢ per KWH per month
WINTER SEASON – 2.00¢ per KWH per month

Power and Light Rate (PL-1)

A) Transmission (Service Level 1):

Customer Charge: \$450.00 per month

Demand Charge per KW per month of Billing Demand:

SUMMER SEASON \$8.00
WINTER SEASON \$4.25

Energy Charge: ALL KWH per month @ 0.80¢

B) Distribution (Service Level 2):

Customer Charge: \$225.00 per month

Demand Charge per KW per month of Billing Demand:

SUMMER SEASON \$10.45
WINTER SEASON \$7.85

Energy Charge: ALL KWH per month @ 0.80¢

C) Distribution (Service Level 3 and 4):

Customer Charge: \$225.00 per month

Demand Charge per KW per month of Billing Demand:

SUMMER SEASON \$10.45
WINTER SEASON \$7.85

Energy Charge: ALL KWH per month @ 0.83¢

D) Secondary (Service Level 5):

Customer Charge: \$115.00 per month

Demand Charge per KW per month of Billing Demand:

SUMMER SEASON \$10.80
WINTER SEASON \$8.07

Energy Charge: ALL KWH per month @ 0.90¢

Power and Light Time-of-Use Rate (PL-TOU)

A) Transmission (Service Level 1)

Customer Charge: \$450.00 per month

Demand Charge per KW per month of Billing Demand: \$3.50

Energy Charge:

SUMMER SEASON –
On-peak hours: 7.00¢ per KWH per month
Off-peak hours: 0.80¢ per KWH per month

WINTER SEASON – ALL KWH @ 0.80¢ per KWH per month

B) Distribution (Service Level 2,3 and 4):

Customer Charge: \$225.00 per month

Demand Charge per KW per month of Billing Demand:

SUMMER SEASON – \$2.40
WINTER SEASON – \$6.80

Energy Charge:

SUMMER SEASON –
On-peak hours: 17.00¢ per KWH per month
Off-peak hours: 0.70¢ per KWH per month

WINTER SEASON – ALL KWH @ 0.70¢ per KWH per month

C) Secondary (Service Level 5):

Customer Charge: \$115.00 per month

Demand Charge per KW per month of Billing Demand: \$8.50

Energy Charge:

SUMMER SEASON –
On-peak hours: 7.60¢ per KWH per month
Off-peak hours: 0.90¢ per KWH per month

WINTER SEASON – ALL KWH @ 0.90¢ per KWH per month

1 CUSTOMER NAME: 2 SERVICE ADDRESS

3 BILL PERIOD: 08/15/2010 - 07/31/2010

4 METER ID: 08270

5 METER CLASSIFICATION: 07592

6 SERVICE CLASSIFICATION: 1

7 ACCOUNT NUMBER: 1322 7

8 LAST PAYMENT CREDITED \$69.00 ON 07/06/2010

9 PREVIOUS BALANCE: 88.99

10 RESIDENTIAL RATE: 0.2175

11 CURRENT BILL INCLUDES: CUSTOMER CHARGE 7.15, CHARGE FOR ELECTRIC SERVICE 88.99, ENERGY COST RECOVERY \$0.02326/KWH 43.77, ENERGY EFFICIENCY COST \$0.00465/KWH 0.81, STORM RECOVERY FINDER \$0.00015/KWH 0.29, FRANCHISE FEE AMOUNT @ 6% 4.27, STATE SALES TAX AMOUNT @ 6% 6.86, COUNTY TAX AMOUNT @ 1.25% 3.39, CITY TAX AMOUNT @ 2% 1.29

12 CURRENT BILL ACCOUNT TOTAL: 121.26

13 MAILING DATE OF BILL 07/20/2010

14 YOUR NEXT SCHEDULED METER READING DATE IS 08/17/2010

15 CHART REFLECTS YOUR kWh USAGE OVER THE PAST 13 MONTHS

16 YOUR AVERAGE DAILY COST AND \$17.74 PER DAY

17 REPORT POWER OUTAGE: 800-522-6870

18 CUSTOMER SERVICE: 800-272-8741

19 NAME: Address: BRANDY, AR 72728-0034

20 PO BOX 24990 OKLAHOMA CITY OK 73124-0990