



CUSTOMER GUIDE

What You Should Know as an OG&E Customer

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. At OG&E, we energize life, providing life-sustaining and life-enhancing products and services, while honoring our commitment to strengthen our communities. For more information, visit [OGEE.com](https://www.ogee.com).

ABOUT OG&E

OG&E is a regulated, investor-owned, tax-paying electric company supplying power to more than 870,000 customers across 30,000 square miles in Oklahoma and western Arkansas. We own and operate multiple active generating stations, wind farms, and solar farms across the service area. Additionally, we purchase power from three wind farms.

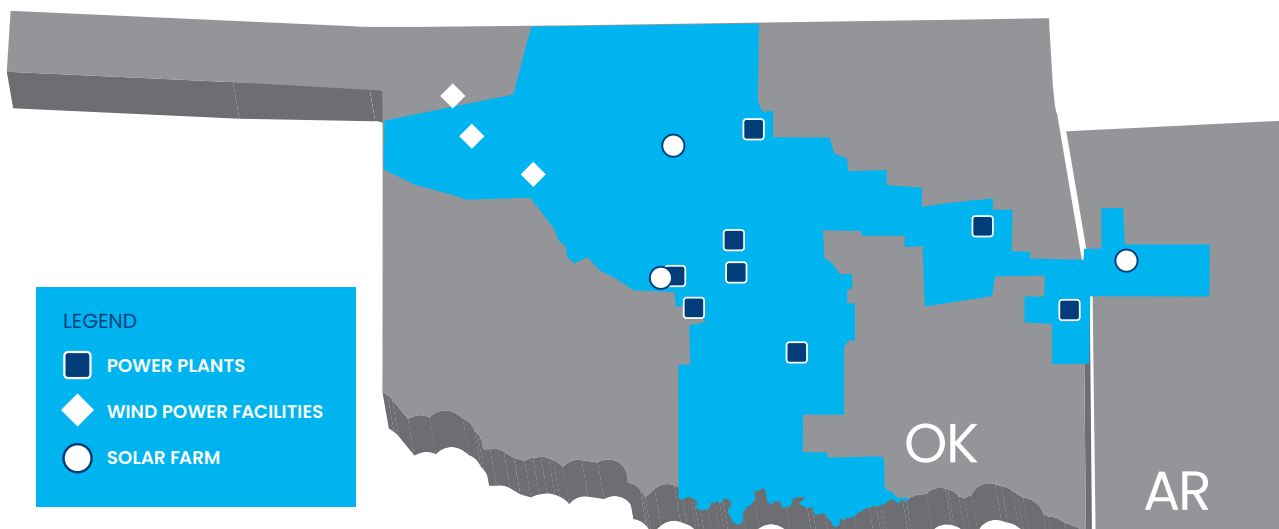
OG&E, with about 7,122 megawatts of capacity, generates electricity from natural gas, wind, solar, low-sulfur Wyoming coal and Oklahoma coal.

CUSTOMER SERVICE

OG&E Customer Service is available at 800-272-9741.

English and Spanish-speaking representatives are available from 8 a.m. to 5 p.m., CST, Monday through Friday, and our automated system and outage reporting are available 24 hours a day, 365 days a year.

OG&E SERVICE AREA



BE PREPARED

Experiencing a service interruption can be surprising. Loss of power can be caused by severe weather, trees, wildlife or equipment failure. You can sign up for [myOGEalerts™](#) to receive outage alerts and also get tips on what to do before, during and after an outage as well as storm and safety information at [OGE.com](#).

SYSTEM WATCH™

OG&E was the first utility to offer an online outage monitoring system. When outages occur, System Watch provides real-time outage information. System Watch can be accessed at [OGE.com/outages](#).

WAYS TO PAY YOUR 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 bill a few days after your meter is read. There are several convenient ways to pay your monthly electric bill:

By mail using the return envelope that is provided with your bill.

Our mailing address is: OG&E, P.O. Box 24990, Oklahoma City, OK 73124-0990.

In person at an authorized kiosk station in your area. You may pay with cash, credit or debit card at the kiosks. Find a complete list of authorized kiosks online at [OGE.com](#) or by contacting OG&E Customer Service. Note that a transaction fee may apply.

Auto Pay automatically deducts your payment from your checking or savings account on its due date. For more information or to enroll, visit [OGE.com](#).

Pay online by simply creating an account at [OGE.com](#).

Text to pay with [myOGEalerts™](#). Customers can sign up for [myOGEalerts™](#) at [OGE.com/alerts](#) to pay their bill by text.

Pay by phone via U.S. Payments. Customers can use a checking account, savings account or credit card. Simply call 877-306-9274. Processing fees will apply.

UNDERSTANDING YOUR BILL

The front side of your bill contains basic information as displayed on the SAMPLE BILL shown below.

- The name under which we bill your account.
- The address at which service is used.
- Your OG&E account number.
- The dates this billing period covers.
- The previous and current meter readings.
- 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.
- Kilowatt-hours used (present meter reading minus previous meter reading, times the meter constant).
- Any previous balance from prior billing(s) and the late payment charge on any past due amount will be listed here.
- The amount and date of the last payment credited.
- The rate plan under which your account is billed.
- The components of the current bill.
- Multiply the fuel adjustment factor times the kilowatt-hours used to determine the amount of fuel cost included in the charge for electric service. OG&E does not, and cannot by law, profit from the cost of fuel. Those costs are passed along directly to each customer.
- The total amount due (any previous balance and/or late payment charge plus the current bill).
- The amount of the late payment charge on the total amount due if not received by the due date.
- Customer Information Area (will be used for various messages pertaining to your electric service).
- Information about your average daily billing for the current period.
- Chart reflecting KWH usage over the past 13 months or your length of service at this address, whichever is less.
- Phone number to reach OG&E Customer Service.
- The amount due if payment is not received by the due date.
- Due date of the current bill.
- The amount, in addition to your bill, you desire to contribute to Lend-A-Hand (see explanation of this program elsewhere in this guide).
- The mailing address of the bill.
- The address where the bill and payment should be mailed in the return envelope.

1 CUSTOMER NAME				2 SERVICE ADDRESS			
FROM	TO	PREVIOUS METER READING	CURRENT METER READING	METER CONSTANT	KILOWATT HOURS	ACCOUNT NUMBER	
08/18/2010	07/18/2010	49149	51644	6.1	2485	3	
8 LAST PAYMENT CREDITED \$135.00 ON 06/24/2010							59 15CR 9
PREVIOUS BALANCE				RESIDENTIAL RATE		10	
CHARGE FOR ELECTRIC SERVICE				FRANCHISE FEE		11	
SALES TAX				FUEL ADJ FACTOR \$-0.009411KWH		12	
206.76				6.80			
11.72				CURRENT BILL		245.28	
ACCOUNT TOTAL				AVERAGE BILLING PAYMENT		13	
186.13				DUE BY 08/18/2010		14	
YOUR NEXT SCHEDULED METER READING DATE IS 08/17/2010							
TO PAY BY PHONE FROM YOUR CHECKING OR SAVINGS ACCOUNT, OR TO PAY BY CREDIT CARD CALL U.S. PAYMENTS AT 1-877-305-9274. PROCESSING FEES WILL APPLY.							
PER YOUR AUTHORIZATION, TOTAL AMOUNT DUE IS COMPUTED ON AVERAGE BILLING.							
YOUR ACTIVATION CODE FOR ONLINE BILLING REGISTRATION IS 1053652. TO ACTIVATE YOUR ACCOUNT GO TO WWW.UGE.COM							
**OG&E'S AUTOMATED INFORMATION IS AVAILABLE 24 HOURS A DAY. PAY YOUR BILLS QUICK AND EASY TO USE AND ANSWER YOUR MESSAGES. IF YOU ARE DUE DUES, SUCH AS BALANCE DUES, PAYMENTS AND METER READING DUES, YOU CAN EASILY MAKE OR REVISE PAYMENTS AND METER READING DUES. YOU CAN EASILY MAKE OR REVISE AUTOMATED PAYMENTS AND METER READING DUES. YOU NEED BY CALLING THE AUTOMATED CUSTOMER SERVICE CENTER AT 1-877-305-9274.							
				15 THE CURRENT BILLING PERIOD COVERS 30 DAYS OF SERVICE YOUR AVERAGE DAILY COST WAS \$7.87 PER DAY			
16 CHART REFLECTS YOUR KWH USAGE OVER THE PAST 13 MONTHS (D INDICATES CURRENT MONTH)							
REPORT POWER OUTAGE 800-522-6870		CUSTOMER SERVICE 800-272-9741		WWW.UGE.COM			
18 PORTION 12							
128077844-8				Lend-A-Hand Amount		21	
08/10/2010				Total Amount Paid		19	
138.00				MAKE CHECKS PAYABLE TO OG&E		20	
Name							
Address 22							
Oklahoma City, OK 73118							
PO BOX 24990 OKLAHOMA CITY OK 73124-0990 23							

NOTE: The bill shown here is an example of an Oklahoma residential customer's bill. Bills under other rate plans or in other jurisdictions may be slightly different.

HOW IS THE STANDARD RESIDENTIAL PRICE FOR ELECTRICITY CALCULATED?

The cost for electricity is a combination of the customer charge, energy charge, fuel adjustment amount, applicable taxes/fees and applicable riders.

Customer Charge:

A fixed monthly fee to cover the cost of providing service to each customer and will not change based on the customer's monthly usage. This charge includes costs such as the meter, distribution system, billing and providing customer service. \$13 per customer per billing cycle (this is also the minimum monthly bill amount).

Energy Charge:

A charge that varies based on a customer's chosen rate and how much electricity (kWh) a customer uses each month. For residential and small business customers, this charge covers the cost of infrastructure to provide electricity to the customer.

Summer Season

(OG&E revenue months of June through October of any year.)

First 1400 kWh per month @ 6.85¢ per kWh.

All additional kWh per month @ 7.60¢ per kWh.

Winter Season

(OG&E revenue months of November of any year through May of the succeeding year.)

First 600 kWh per month @ 6.85¢ per kWh.

All additional kWh per month @ 2.63¢ per kWh.

Fuel Adjustment Amount

This recovers the cost of fuel used to generate electricity. It also recovers any cost of electricity purchased from other suppliers. OG&E does not, and cannot by law, profit from the cost of fuel. Those costs are passed along directly to each customer.

Applicable Taxes/Fees

Sales taxes and franchise fees applicable to each customer. Franchise fees are the amount assessed by cities for use of the streets and alleyways. OG&E uses the streets and alleyways for its distribution system to deliver electricity to customers. In some areas, a gross receipts tax is assessed, in lieu of a franchise fee, for the same purpose.

Applicable Riders

There are two types of riders at OG&E:

1. Optional Rates: Programs to which customers subscribe, such as renewable energy programs and advanced time of use rates.
2. Cost Recovery Mechanisms: Riders that recover costs outside of OG&E's control (e.g. storm restoration costs) and costs for major infrastructure projects, such as grid enhancement. Riders that recover costs outside of OG&E's control are expected to be in place for many years. Riders that recover project costs for particular programs (e.g. energy efficiency programs) are expected to last the duration of the program.

Rate Schedules and other riders include:

Residential, Residential Time-of-Use (R-TOU), Residential EV TOU (R-EV-TOU), Residential Guaranteed Flat Bill (R-GFB), Residential Variable Peak Pricing (R-VPP), General Service (GS), GS TOU, GS Guaranteed Flat Bill, GS VPP, Oil and Gas Producers, Oil and Gas Producers TOU, Oil and Gas Producers VPP, Power and Light, Power and Light TOU, Large Power & Light Standard, Large Power and Light TOU, Public Schools-Small, Public Schools-Small-TOU, Public Schools-Small-VPP, Public Schools-Large, Public Schools-Large-TOU, Municipal Roadway and Area Lighting (closed), Outdoor

Security Lighting (closed), LED Lighting, Municipal Water Pumping, Municipal Water Pumping TOU, Municipal Water Pumping VPP, Day-Ahead Pricing, Flex Price, Low Income Assistance Program Rider, Utility Solar Program, Green Power Wind Rider, Fuel Cost Adjustment Rider, Rider for Annual Public Utility Assessment Fee, Military Base Tariff Credit, Load Reduction Rider, Storm Cost Recovery Rider, Renewable Energy Program Rider, Tax Change Rider, Energy Efficiency Program Rider, Automated Metering (Smart Meter) Opt-Out Rider, Economic Development Incentive Credit Rider, Production Tax Credit Rider, Southwest Power Pool Cost Tracker, Grid Enhancement Mechanism, Energizing Renewable Connections, Outside Certified Territory Rate, Interim Rate Rider, Winter Event Securitization Mechanism.

You may elect to transfer to a new rate plan subject to the terms and availability contained in the individual tariff. OG&E also has rate plans available to provide electric service to small power production facilities.

UNDERSTANDING YOUR USAGE

The best way to track 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 [OGÉ.com](https://www.oge.com) to view your Energy Insights.

BILLING AND PAYMENT OPTIONS

Paperless Billing

With Paperless Billing, view your bill online and have it sent straight to your inbox instead of your mailbox. There are no statements to misplace, no checks to write, and no stamps to buy. Sign up at [OGÉ.com/paperlessbilling](https://www.oge.com/paperlessbilling).

Average Monthly Billing

Know ahead of time what to expect each month with Average Monthly Billing. The plan is designed 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. Visit [OGÉ.com/amb](https://www.oge.com/amb) to learn more.

Guaranteed Flat Bill

Lock in your energy costs with the same monthly payment for an entire year when you enroll in Guaranteed Flat Bill. Your bill remains the same amount regardless of how much electricity you use in the heat of the summer or cold of winter. Visit [OGÉ.com/gfb](https://www.oge.com/gfb) to see if you qualify.

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.

The third party is not obligated to pay any past-due bills.

ELDERLY/PHYSICAL DISABILITY/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 who are 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 DISCOUNT

If eligible, customers who are subscribed to the Residential Time-of-Use (R-TOU), Residential EV Time-of-Use (R-EV-TOU) or Residential Variable Peak Pricing (R-VPP) rates will receive a \$5.00 discount during the five Summer Season months of the year that they are on these rates. To be eligible, primary account holder must be at least 65 years of age and must supply date of birth at time of signing up for these rates.

LEND-A-HAND

OG&E and The Salvation Army have partnered to offer assistance with energy bills through the Lend-A-Hand program. You can make a tax-deductible contribution when you pay your bill by entering the amount in the Lend-A-Hand space provided.

CUSTOMER SERVICE FOR THE HEARING IMPAIRED

OG&E provides customer service to customers with a hearing loss who use a device called Telecommunication Device for the Deaf (TDD). People who cannot speak also can use the device. TDD makes it possible for customers who cannot hear or cannot speak 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're located outside the Oklahoma City area, a toll free number is available: 800-532-6788.

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 to the customer. 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.

Deposits for non-residential customers 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 if any of the following conditions are met:

1. Payment is not received by the due date in two or more of the last 12 billing periods.
2. Service has been disconnected for nonpayment of bills in the last 12 months.
3. Payment has been made with a subsequently dishonored check two or more times in the last 12 months.