



CUSTOMER GUIDE

At OG&E, we energize life, providing life-sustaining and life-enhancing products and services, while honoring our commitment to strengthen the communities we serve.

ABOUT OG&E

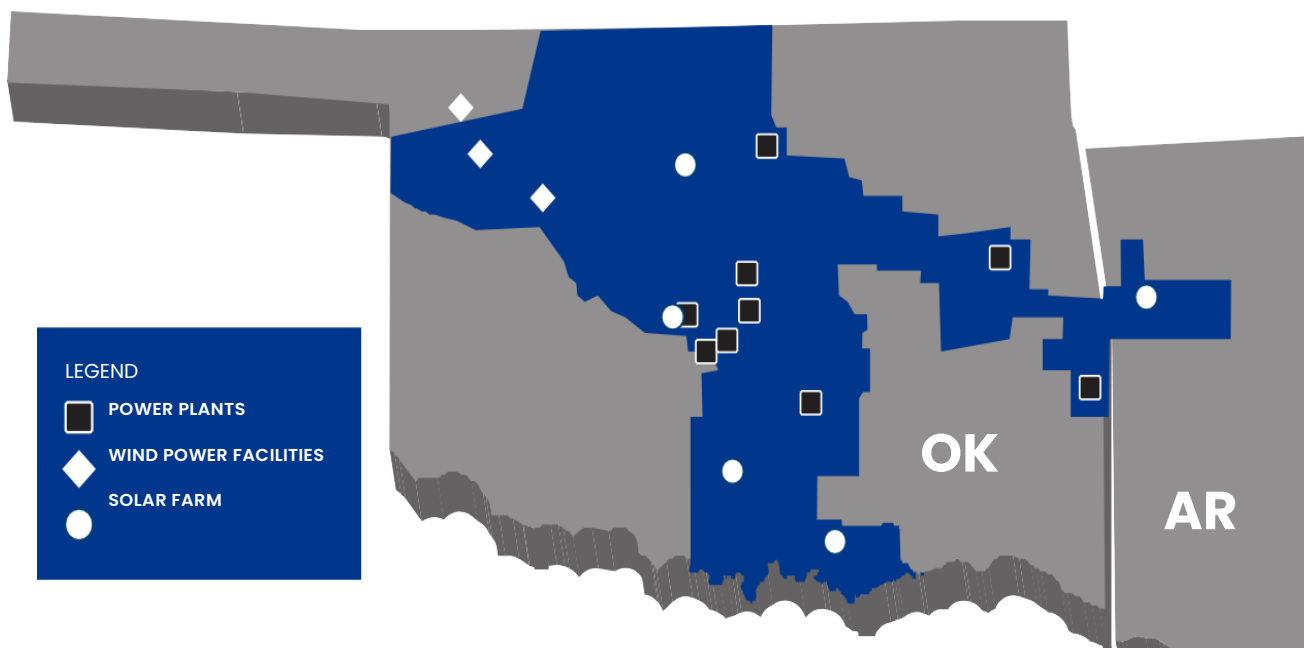
OG&E is a regulated, investor-owned, tax-paying electric company supplying power to nearly 900,000 customers across 30,000 square miles in Oklahoma and western Arkansas. We own and operate multiple active generating stations, wind farms, and solar farms across the service area. Additionally, we purchase power from three wind farms. With about 6,290 megawatts of capacity, OG&E generates electricity from natural gas, wind, solar, low-sulfur Wyoming coal and Oklahoma coal.

CUSTOMER SUPPORT

OG&E Customer Support is available at custcaredept@oge.com and **800-272-9741**. English and Spanish-speaking advocates are available from 8 a.m. - 5 p.m., CT, Monday - Friday, and our automated system and outage reporting are available 24 hours a day, 365 days a year.

More information: [OG&E.com/HelpCenter](https://www.oge.com/HelpCenter)

OG&E SERVICE AREA



OUTAGE SUPPORT

Loss of power can be caused by severe weather, trees, wildlife or equipment failure. System Watch® is OG&E's online outage monitoring system, providing real-time outage information. Access it at [OGEE.com/OutageMap](https://www.ogee.com/OutageMap) or on the OG&E app.

Ways to report an outage:

- **OG&E app** (available on [iOS](#) and [Android](#))
- **myOGEEalerts®** - Sign up at [OGEE.com/alerts](https://www.ogee.com/alerts) and text **OUT**
- **Online** at [OGEE.com/outages](https://www.ogee.com/outages)
- Call **800-522-6870**

Visit [OGEE.com/StormSafety](https://www.ogee.com/StormSafety) to learn what to do before, during and after an outage and other safety information.

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:

OG&E app (available on [iOS](#) and [Android](#)).

Online at [OGEE.com](https://www.ogee.com).

Text to pay by signing up for **myOGEEalerts** at [OGEE.com/alerts](https://www.ogee.com/alerts). Message and data rates may apply.

Auto Pay automatically deducts your payment from your checking or savings account on its due date. Visit [OGEE.com/AutoPay](https://www.ogee.com/AutoPay) for more information or to enroll.

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 where you may pay with cash, credit or debit card. Find a complete list of authorized kiosks at [OGEE.com/kiosks](https://www.ogee.com/kiosks) or by contacting OG&E Customer Support. A transaction fee will apply.

Call U.S. Payments at 877-306-9274. Pay with a checking account, savings account or credit card. Processing fees will apply.

LIVE SAFELY

Safety is at the core of everything we do at OG&E. We want our customers to live safely, too. Visit [OGEE.com/SafetyTips](https://www.ogee.com/SafetyTips) learn how to keep you and your loved ones safe.

UNDERSTANDING YOUR BILL

Your monthly OG&E bill provides more information than just your bill amount. This is a sample of a typical Oklahoma residential bill. Your bill is personalized based on your rate and account information, so it may be slightly different.

1. This section shows your total amount due by calculating your last month's bill minus payments that have been made. It also adds in your current month's charges to calculate your total amount due. It shows the dates in this billing period, plus any late payment fees.
2. This section shows the amount due and due date for your current bill, plus your account number. Your account number is needed when you contact us about your account or sign up for online services.
3. This is the name and service address associated with your account.

11. Sales taxes and franchise fees applicable to each customer can be found here.
12. You may see details about your bill, like program information, in this section. The fuel cost adjustment amount and the amount due if your payment is not received by the due date also appear here.
13. You can contact OG&E online at [OGE.com/ContactUs](https://www.oge.com/ContactUs) or by phone.
14. Learn what to do if you receive a Cut-off Notice.
15. Scammers target our customers by phone, email, and door-to-door, saying they work for OG&E. Visit [OGE.com/scams](https://www.oge.com/scams) to learn how to keep yourself and your account information safe.



View the interactive guide at [OGE.com/bill](https://www.oge.com/bill)

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 a portion of the fixed 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 support. \$13 per residential customer and \$50 per general service (GS-1) 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.

Residential rates shown below:

Summer Season

(Usage 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

(Usage 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. Customers pay for the fuel used to generate electricity without markup.

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.
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, SmartHours® Fixed (formerly Time-of- Use, "TOU"), SmartHours Overnight (formerly EV-TOU), Residential Guaranteed Flat Bill (R-GFB), SmartHours Daily (formerly Variable Peak Pricing, "VPP"), General Service (GS), GS SmartHours Fixed, GS Guaranteed Flat Bill, GS SmartHours Daily, 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. Learn more: [OGE.com/OKtariffs](https://www.oge.com/OKtariffs)

HOW TO READ YOUR ELECTRIC 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. More information: [OGE.com/MeterFAQs](https://www.oge.com/MeterFAQs)

BILLING AND PAYMENT OPTIONS

Paperless Billing

Access your bill anytime online or on the OG&E app. Sign up at [OGE.com/paperless](https://www.oge.com/paperless).

Average Monthly Billing

Level out bills from months of high electricity use with Average Monthly Billing. Your total annual cost for electricity remains about the same, but you have the convenience of a more consistent bill each month. See if you qualify: [OGE.com/AMB](https://www.oge.com/AMB)

Guaranteed Flat Bill

Lock in your energy costs with the same monthly payment for an entire year by enrolling in Guaranteed Flat Bill. See if you qualify: [OGE.com/GFB](https://www.oge.com/GFB)

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.

SILVER ENERGY SENIOR DISCOUNT

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.

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 SUPPORT FOR THE HEARING IMPAIRED

We are pleased to assist hearing and speech-impaired customers with the TTY to Voice device. Dial 711 or 800-722-0353 from the device to reach an operator who will contact OG&E on your behalf. The operator will verbally relay your typed message to our customer support advocate, who will answer verbally as the operator types back to you.

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.



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OGE.com

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