

OG&E FUEL FAQs

Updated April, 2024

Frequently Asked Questions

How do fuel costs impact my monthly bill?

- Every monthly customer bill includes the direct cost of fuel to produce electricity.
- The price of natural gas has decreased this year. Many electric companies, like OG&E, use natural gas to generate electricity in power plants.
- As natural gas prices decrease, we can lower the fuel charge on customer bills.

Will I see a decrease on my monthly bill this summer?

- Yes. The average residential customer bill will be \$25 lower this summer compared to last summer because of the lower fuel charge and depending on energy usage. Before this adjustment, about 30% of your electric bill was for fuel. With this change, the fuel charge will now be about 20% of your electric bill.

Where will I see the decrease?

- The fuel factor is changing May 1, 2024. Customers will see the reduction in fuel charges reflected on their June 2024 bills.
- The cost of fuel is included in the "Current Electric Charges" section and the Fuel Cost Adjustment per kilowatt hour in the "Billing Information" on page 2 of the bill.
- The "Billing Information" section is where you will see the factor change from your May bill to your June bill.

How does OG&E help customers manage their bill and energy usage?

- We have a number of program offerings like [Average Monthly Billing](#), [SmartHours®](#) and [Guaranteed Flat Bill](#) to help customers manage both their monthly bill and energy usage.
- We offer a variety of home [Energy Efficiency Programs](#) that provide energy-saving options, services and incentives to all customers at no additional cost.

Do you offer payment assistance?

- We offer payment assistance programs and pricing options to help customers manage their bills. If you need help paying your bill, we offer a payment plan for qualified customers.
- The Low Income Assistance Program (“LIAP”) can help offset the impact of bill increases on customers with low income. The credit was increased by \$3 in 2023 and currently amounts to \$13 per month for qualifying customers. The credit appears as “LIAP CREDIT” under the “Residential Rate” on your bill. The credit applies to all individually metered residential customers who are certified to OG&E by the Oklahoma Department of Human Services for payments under the federally funded [Low Income Home Energy Assistance Program \(LIHEAP\)](#). Once certified, customers receive the credit for the next 24 billing months.

Is OG&E profiting from fuel costs?

- No. OG&E cannot profit from fuel purchases. OG&E cannot keep any over recovery of fuel costs from each six-month adjustment period.

Why is this happening now?

- Twice per year, in April and October, electric companies like OG&E are required to notify the Oklahoma Corporation Commission (OCC) if changes to the annual fuel cost adjustment factor are needed. The fuel factor is used to calculate the monthly fuel cost to generate electricity on customer bills.
- Each fuel cost adjustment factor change reflects changes in the actual cost of fuel incurred over the prior six months as well as OG&E’s expectation for fuel costs over the next six months.
- Customers only pay for the actual cost of fuel and this process reduces volatility on customer bills.

Does the Oklahoma Corporation Commission review fuel costs?

- Yes. The Oklahoma Corporation Commission (OCC) oversees electric companies, including reviewing and approving fuel costs of electric companies. Every year, the OCC conducts a Fuel Prudence review of OG&E's fuel cost.

What does OG&E do to limit the impact to customers when the cost of fuel increases?

- OG&E has a team dedicated to ensuring the cost our customers pay for fuel is as low as possible.
- OG&E uses a variety of strategies when purchasing fuel to minimize the impact on customers like:
 - » "First of Month" pricing, where a portion of fuel is purchased at a set price at the first of the month to address volatility over a specific time-period.
 - » Adding additional fuel storage options to provide certainty in the price and amount of fuel on hand.
- As a participant in the competitive wholesale market of the Southwest Power Pool, our customers enjoy the lowest-cost generation available from a 15-state region every day.

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