



OG&E Offers Tips on Storm-Related Outages

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Web-based outage reporting system an industry leader

OKLAHOMA CITY - As spring approaches, power outages caused by storms become more likely. On its Website www.oge.com, OG&E Electric Services has tips and an outage reporting system called System Watch™ with many useful features to help customers during storms.

"Most outages last less than two hours," said Brian Alford, OG&E spokesman. "Unfortunately, major storms can result in outages that last for extended periods of time. That's why planning ahead and checking System Watch™ are two important steps customers can take to weather the storms."

System Watch™ was launched in 2001 and is recognized as one of the best of its kind in the nation. In addition to providing a list of communities where outages are affecting 50 or more customers across the OG&E service territory, the system's online maps shows the locations of the communities with the following features:

- Layer controls that can be turned on and off to display county lines, interstate highways and the OG&E service boundary
- A zoom-in feature for a close up view of an area
- Weather radar images

The System Watch™ site also provides daily and weekly electricity outage history, information on how power is restored during storms, telephone numbers to report outages and a list of cities and towns served by OG&E.

Some of the tips on the Website to help customers prepare for storms include the following:

- Assemble a "storm" kit that contains items such as battery-powered radio and/or television, flashlights with fresh batteries and a wind-up clock. Keep the kit in a central location where every family member can easily access it.
- Develop a list of emergency telephone numbers to keep on hand during an outage. Include OG&E's telephone number to report outages. Customers in the Oklahoma City area should call 272-9595. All others should call 1-800-522-6870. Cordless telephones will not work if the power is out. A corded telephone is needed for backup. Any outage also can be reported online at www.oge.com.
- Keep a supply of bottled water, canned foods and items like dried fruit, granola, crackers, nuts and juice. Have a hand-operated can opener available.
- Log on to System Watch™ located at www.oge.com, for storm preparedness tips and real-time information.
- People who live alone, are homebound, have life-support equipment or who live in a secluded area, should arrange for someone to check on them during severe weather.

System Watch(TM) also includes advice to customers who lose power during a storm to take the following steps:

- Check to see if a fuse has blown or if the circuit breaker has tripped. If that's not the problem, call OG&E. Don't assume the neighbors have called. During large, widespread outages, OG&E activates its automated answering system that can handle up to 1,800 calls at a time. The system generates an outage ticket that is sent to work crews.
- Disconnect or shut off any appliances that will come back on automatically when power is restored. This includes furnaces, air conditioners, water heaters, refrigerators, freezers and water pumps. Also, make sure electric space heaters, electric ranges, washers, dryers and televisions are shut off. Leave one or two lamps switched on to know when the power comes back on. When the power comes back on, turn appliances on one at a time.

Other important safety tips listed on the OG&E Website include:

- Stay away from downed power lines. Lines can appear to be harmless and still be live and dangerous.
- If a person or object is in contact with a power line, don't touch the person, object or line. It is dangerous to do so. Call OG&E immediately at 1-800-522-6870.
- Assume all objects touching the lines also are energized. Never attempt to remove trees or limbs from utility lines. Notify OG&E at 1-800-522-6870.
- Be mindful of your surroundings. Never attempt to turn off your power, open circuit breaks, remove fuses or operate switches while standing in water.

OG&E, Oklahoma's largest electric utility, serves approximately 735,000 customers in a service territory spanning 30,000 square miles in Oklahoma and western Arkansas. OG&E is a subsidiary of Oklahoma City-based OGE Energy Corp., which also is the parent company of Enogex Inc., a natural gas pipeline business with principal operations in Oklahoma and Arkansas.

Contact:

