



OG&E to Resume Service-Disconnects Sept. 6

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Company offers a number of options for customers having trouble paying their bill

OKLAHOMA CITY – OG&E announced today that beginning Tuesday, Sept. 6, it will resume disconnecting service for nonpayment of electric bills. Following record July heat, the company said it would not disconnect residential service for nonpayment of electric bills during the month of August.

"The August moratorium helped several thousand Oklahomans preserve their power during this record heat," said OG&E spokesman Brian Alford. "There were a few days during the month where high temperatures were low enough to allow us to disconnect service. Those customers scheduled to be disconnected were able to keep their power on, and in many cases, were able to create pay arrangements to manage through this high bill season."

Alford noted that in July and August the company offered nearly 44,000 installment plan agreements to customers. In addition, nearly 14,000 switched to average monthly billing and more than 1,000 customers switched to the guaranteed flat bill program during that time.

"We continue to recognize that some of our customers will need more time to pay their electric bill, and we'll continue to be as flexible as we can during the next few months," Alford said. "Levelized billing plans continue to be a great option for customers, and we'll continue to offer residential customers who have fallen behind on their bill up to six months to catch up. Turning off a customer's electricity is the last thing we want to do, but we can't provide service indefinitely to customers who don't pay for it."

While OG&E hasn't disconnected any residential customers since June 28, all charges have continued to accumulate on customer bills, which are higher this summer as a result of increased use of air-conditioning. Regulatory rules in Oklahoma and Arkansas prohibit utilities from disconnecting electric service during periods of extreme heat.

OG&E will work with customers who qualify to create payment plans. Call (405) 272-9741 in the Oklahoma City metro area or (800) 272-9741 in other areas, weekdays between 8 a.m. and 5 p.m. Customer service representatives will be available during these hours to discuss payment arrangements; OG&E's automated voice system operates 24 hours a day, seven days a week.

OG&E, a subsidiary of Oklahoma City-based OGE Energy Corp. (NYSE: OGE), serves more than 786,000 electric customers in Oklahoma and western Arkansas.