



OG&E's "myOGEalerts" sends notifications to customers

January 23, 2018

Customers may opt to receive alerts that include restoration estimates, billing and payment information

OKLAHOMA CITY— Beginning in February, OG&E will add billing and payment options to its myOGEalerts customer notification platform. The new options will allow customers to pay their bill by text and receive payment confirmation from OG&E.

Since November, when OG&E launched myOGEalerts, more than 360,000 customers have enrolled to receive more information about their electric service through text, email or voice notifications. The platform allows customers to receive alerts for power outages in their area, get status updates and restoration times, report outages by text and be notified when power is restored. Customers also can find a variety of service information by signing in at oge.com, calling the 24-hour outage line or checking SystemWatch™, OG&E's online outage map.

"We've had positive feedback on myOGEalerts. Customers see this as peace of mind with power outage information and soon will have that same peace of mind with bill payment," said Terena Boyer, Director Customer Operations. "Text to pay has become a very popular option for customers with many of the companies with which they do business. It just makes sense to offer it as a convenient way to pay your electric bill."

Customers who already have an online account with oge.com have been automatically enrolled for e-mail alerts. Along with new enrollees, they can personalize their preferences among text, phone and/or email updates. They can also choose family members to receive alerts – up to five mobile phones, landline phones and/or emails for each account.

About OG&E

Oklahoma Gas & Electric Company, a subsidiary of OGE Energy Corp. (NYSE: OGE), is Oklahoma's largest electric utility. For more than a century, we have provided customers in Oklahoma and western Arkansas the safe, reliable electricity needed to power their businesses and homes at rates below the national average. Our employees are committed to generating and delivering electricity, protecting the environment and providing excellent service to our more than 840,000 customers. OG&E has 6,700 MW of electric generation capacity fueled by low-sulfur coal, natural gas, wind and solar. OG&E is recognized as a leader in smart grid technology, leveraging this platform to provide customers with the award-winning SmartHours® program and setting the stage for an electric vehicle program that will include some level of public charging infrastructure, and advanced LED street and security lighting. OG&E employees live, work and volunteer in the communities we serve. For more information about OG&E, visit us on the Internet at <http://www.oge.com> or follow us on Facebook: www.facebook.com/ogepower and Twitter: @OGandE.