



OG&E encourages online bill-pay customers to pay only through OGE.com

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OKLAHOMA CITY - Several OG&E customers have recently fallen victim to sophisticated online bill-payment vendors that collect fees on payments and hold them for extended periods, often making payments much later than the date designated by the customer. The company wants to spread awareness of how to avoid the trap.

Here's how it happens, according to company spokeswoman Kathleen O'Shea. "Customers often search web browsers such as Google, Bing and Yahoo for 'how to make OG&E payments.' The search results often yield several paid advertisement links that take customers to a third party, bill payment website. These vendors pay web service providers to have their website show up near the top of search results. These vendors are not affiliated with OG&E, and unlawfully use the company name and logo, which makes it appear as if the payment site is actually the OG&E website and that the customer is paying OG&E directly.

"By the time payments make their way to the customer's OG&E bill, the account will likely have a late payment fee attached to it, and, in some cases, that may trigger a required additional deposit or even a cut-off notice."

O'Shea also said OG&E is taking steps to directly address the matter with the vendors, but in the meantime wants to warn customers.

"The easiest way to avoid this scam if you like to pay your bill online is to go directly to oge.com and sign into your account to pay," O'Shea said.

There are a number of ways customers may pay their OG&E bill, including the newest option, text to pay. Customers can find those methods on the company's website at oge.com, "Ways to pay" under Billing & Payment Options. If you have questions, contact OG&E customer service at (800) 272-9741.

Oklahoma Gas and 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 842,000 customers. OG&E has 6,304 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.

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