



OG&E Web site offers online bill payment

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OG&E Electric Services now offers customers several convenient online billing services such as online bill payment, payment history tracking and electricity usage history.

"We've had an increased demand from customers who want more online services," said Brian Alford, OG&E spokesman. "We're pleased to offer a way for customers to pay and/ or view their bill via the Internet."

To activate their online account, customers will need to log on to www.oge.com and enter the personal activation code that will be included on their electric bill starting in January.

"A menu will prompt them to enter a password and user name," Alford said. "Customers who choose to pay their bill online will need to complete a registration process over our secure network that includes additional checking or savings account information."

Alford said the system is updated at each log on, which allows customers to get real-time information. Customers can view an actual copy of their bill and can choose to pay a portion or the entire amount due.

Unlike some Web sites that charge a fee to pay bills online, Alford said OG&E does not charge a fee to customers who pay from the OG&E Web site through their checking or savings account.

"In addition to receiving a paper bill in the mail each month, those who sign up for online billing will also receive an e-mail that lets them know that their current electric bill is ready to view on OG&E's Web site," Alford said.

Other convenient services offered by OG&E are: automatic bill payment, which allows customers have their electric bill payments withdrawn from their checking or savings account each month, and Average Billing, which helps customers manage their budget because their electric bill payments are averaged over the last 12 months. Their monthly payment will vary slightly but won't have the abrupt seasonal jumps.

OG&E, a regulated electric utility company, serves about 700,000 retail customers in Oklahoma and Western Arkansas, and a number of wholesale customers throughout the region. OG&E, with eight power plants capable of producing about 5,800 megawatts, generates about 70 percent of its electricity from low-sulfur Wyoming coal and 30 percent from clean-burning natural gas. The company delivers electricity across an interconnected transmission and distribution system spanning 30,000 square miles.

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