



OG&E Offers Customers New Pay-By-Phone Option Service aimed at convenience

May 28, 2002 4:00 AM EDT

OG&E Electric Services launched the third in a series of convenient payment options Thursday with a new Pay-By-Phone option.

OG&E customers who enroll in the program can use a toll-free telephone number to authorize their electric bill payment through an automatic draft from their checking or savings account. The payment service is available 24 hours a day, seven days a week. There is a \$1 fee for each telephone transaction.

"Over the past several years, convenience and technology have become increasingly important to many of our customers," said Brian Alford, spokesman. "Customers are requesting more options, and this is one more service we can offer to accommodate their needs."

This year, the company also began offering two additional payment options aimed at convenience and technology use. Online Billing and Credit Card Billing are now used by thousands of customers, Alford said. OG&E expects a similar response to the phone payment service.

Enrollment in the in the Pay-by-Phone service is available 6 a.m. to 7 p.m., Monday through Friday by calling 1-877-306-9274. First-time callers will be transferred to a representative of ChoicePay, the company contracted to provide the phone payment service.

The representative will set up an account with information from the customer's billing statement and bank account. Once an account is established, payment can be made anytime using menu options at the same phone number. The options are available in Spanish and English.

As always, utility payments may be made through the mail or in person to a customer service agent at a walk-in location.

OG&E serves 700,000 customers through an interconnected network of power lines and related equipment spanning 30,000 square miles in Oklahoma and western Arkansas.

Media contact:
Brian Alford
Manager, Corporate Communications
Phone: (405) 553-3187
alfordbt@oge.com
Financial contact:
Eric Weekes
Treasurer
Phone: (405) 553-3581
weekeseb@oge.com