

STAKEHOLDER ENGAGEMENT

Stakeholder engagement is foundational to our success. We share information and receive feedback from our stakeholders in various ways, creating a positive impact in the community. The table below outlines our engagement by stakeholder group.

Stakeholders	Ways We Engage	Topics
Customers	<ul style="list-style-type: none"> Website Mobile app Direct customer communication (email, text messages) Billing statements and inserts Press releases, media and social media Customer surveys Customer contact (call center, hotline, online forms) Account managers (large commercial and industrial) Integrated resource planning process 	<ul style="list-style-type: none"> Reliability Energy usage, and affordability billing, and payment options Energy management, and energy efficiency Customer assistance programs Outage, and storm response Public safety Customer satisfaction
Communities	<ul style="list-style-type: none"> Community partnerships Roundtables and community meetings Nonprofit, Chamber of Commerce sponsorships OGE Energy Corp. Foundation grants Volunteerism Community assistance agencies Environmental partners and stakeholders First responder training Tribal and Indigenous partnerships 	<ul style="list-style-type: none"> Customer service Reliability and infrastructure investments Public safety Weather, outages, and storm response Customer assistance programs Energy access and affordability Philanthropy and volunteerism Careers, jobs, and employment Economic and community development Energy efficiency Environmental matters
Economic Development Partnerships	<ul style="list-style-type: none"> Project consultations Promote economic development initiatives Ongoing support for projects 	<ul style="list-style-type: none"> RFP responses Data and research services Program evaluation Stakeholder training Community assessments and strategic planning
Employees	<ul style="list-style-type: none"> Intranet Engagement surveys Quarterly meetings Training events Volunteerism Employee resource groups Performance reviews Ethics hotline 	<ul style="list-style-type: none"> Culture, values, beliefs Safety, and health Employee development and training Key company activities and decisions Career opportunities and referrals Employee satisfaction Performance management Total rewards Awards and recognition
Regulators	<ul style="list-style-type: none"> Rate review proceedings Ongoing outreach Rate review stakeholders 	<ul style="list-style-type: none"> Reliability Rates, billing, and payment options Energy management, and energy efficiency Storm response Customer satisfaction Cyber and physical security Environmental matters
Local, state, and federal government	<ul style="list-style-type: none"> Local emergency response agencies Cyber and physical analysts Regulatory meetings and hearings Employee PAC Franchise agreements State agency and legislative hearings 	<ul style="list-style-type: none"> Reliability Affordability Energy infrastructure Cyber and physical security Community assistance Legislation and regulation Storm response Public safety
Shareholders	<ul style="list-style-type: none"> Earnings calls and presentations Annual shareholders meeting Investor relations communication Investor conferences and roadshows Investor relations website News releases 	<ul style="list-style-type: none"> Company performance and outlook Corporate stewardship and governance Proxy information including governance, executive compensation, and items to be voted on by shareholders Community & stakeholder engagement Shareholder interests and expectations Risk management
Suppliers	<ul style="list-style-type: none"> Supplier industry groups Supplier performance reviews 	<ul style="list-style-type: none"> Industry trends including supply chain lead times Sustainable supply chain development including supplier diversity and community support Onboarding Safety training and performance monitoring and audits
Industry Associations	<ul style="list-style-type: none"> Edison Electric Institute EPRI 	<ul style="list-style-type: none"> Policy Industry concerns Technology/ Cybersecurity Climate-Related