

OG&E FUEL FAQs

Updated March 2025

Frequently Asked Questions

Why is my bill increasing?

- Every monthly customer bill includes the direct cost of fuel to produce electricity.
- The price of fuel has increased this year. Many electric companies, like OG&E, use fuel to generate electricity in power plants.
- As fuel prices increase, it can impact the fuel charge on customer bills.

When will I see the increase on my bill?

- The fuel factor will be implemented on April 1. The average residential customer bill will increase by \$10.39 per month for the next nine months due to the increased cost of fuel prices over the last several months. The cost of fuel makes up approximately 30% of a customer's bill. Customers will see the increase in fuel charges reflected on their May 2025 bill.

How does OG&E help customers manage their bill and energy usage?

- We have a number of program offerings like [SmartHours®](#) and [Levelized Billing](#) to help customers manage both their monthly bill and energy usage.
- We offer a variety of home Energy [Efficiency Programs](#) that provide energy-saving tools, services and incentives to all customers. Call **844-413-3065** for more information or to sign up.

Do you offer payment assistance?

- We implemented a \$85 annual increase in OG&E's Silver Energy senior citizen discount.
- We offer payment assistance programs and pricing options to help customers manage their bills. If you need help paying your bill, we offer a payment plan for qualified customers.

Why is this happening now?

- Regulated electric companies like OG&E are required to notify the Arkansas Public Service Commission of adjustments to the Energy Cost Recover (ECR) factor.
- On April 1, 2025, OG&E's regular annual ECR factor update will go into effect.

When was the last time fuel costs were adjusted?

- Fuel factors were last changed in April 2024. At that time, the average natural gas price used to calculate the fuel factor was \$2.37/MMBtu.

Does the Arkansas Public Service Commission review fuel costs?

- Yes. The Arkansas Public Service Commission (PSC) has a thorough and transparent process to review fuel costs of electric companies.
- The changes to the ECR are subject to ongoing compliance and/or prudence audits conducted by the PSC.

What is OG&E doing to limit the impact to customers of the high cost of fuel?

- OG&E uses a variety of strategies when purchasing fuel to mitigate the impact on customers like:
 - » "First of Month" pricing, where a portion of fuel is purchased at a set price at the first of the month to address volatility over a specific time period.
 - » Pursuing additional fuel storage options to provide certainty in the price and amount of fuel on hand.
 - » As a participant in the wholesale market of the Southwest Power Pool, our customers enjoy the lowest-cost fuel available from a 14-state region every day.

Visit [OG&E.com/fuel](https://www.oge.com/fuel) to learn more about what this means for you.

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