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## **News Release**

Dated: August 16, 2017

### **Arkansas Public Service Commission Investigating Customer Concerns Regarding Oklahoma Gas and Electric Company Rate Increase**

In Order No. 8 of Docket No. 16-052-U, the Arkansas Public Service Commission approved a general rate increase for Oklahoma Gas and Electric Company (OG&E) that became effective in late May. A number of customers have contacted the Commission concerning higher than expected electric bills for OG&E. Upon becoming aware of this issue, the Commission's staff contacted OG&E and has been working with OG&E representatives to investigate the cause of the increase.

As a result of the Commission staff's investigation into the cause of the higher bills, the Commission and OG&E learned that, in addition to hotter June and July weather, OG&E experienced a technical error in its billing system for OG&E customers taking service under the Smart Hours program. As a result of that billing system error, OG&E's Smart Hours customers received an incorrect price on nine days during June and July. On those nine days during June and July, OG&E's billing system incorrectly designated and billed those days at a higher rate, and those nine days should have been designated and billed at a lower rate. The Commission's staff has been working with OG&E to correct the error and credit customer accounts. OG&E has issued a message directly to the affected customers. Once OG&E determines the individual customer credit amounts it will send letters to individual customers specifying the amount of each customer's bill credit. Beginning the week of August 21, 2017, OG&E will begin issuing bill credits to its customers to correct the billing error. If customers have questions about their individual accounts and credit amounts, they should contact OG&E using the contact information specified on their bills. If customers continue to have questions or concerns after contacting OG&E, they can contact the Commission's Consumer Services Section using the contact information specified on their bills.

The Commission's staff continues to work with OG&E to investigate the implementation of the recently approved rates to ensure that OG&E has correctly implemented the rates and has accurately calculated the customer's bills. The Commission's staff has worked with OG&E to provide additional educational information to its Smart Hours customers advising them on steps they can take to effectively use the Smart Hours tariff and to reduce their consumption during the peak hours of 2:00 p.m. to 7:00 p.m. Monday through Friday during the months of June through September. OG&E is also providing those customers with information about other programs that OG&E offers to help customers better manage their electric consumption. OG&E has provided that additional information to its Smart Hours customers. Customers should contact OG&E for more information about the Smart Hours program.

For any questions concerning this release, please contact John P. Bethel, Executive Director, at 501-682-1794.

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