

OG&E SmartHours Program

Market Partner Referral Bonus Incentive Terms & Conditions

Businesses registered and approved for OG&E SmartHours Program as a Market Partner have the opportunity to earn a referral bonus for educating and inducing new, qualifying OG&E Oklahoma customers (referred to herein as “customer”) to enroll and remain on a SmartHours rate plan during the applicable Summer Season (June 1 – September 30).

Participating Market Partners must:

- Ensure that all Market Partner staff members engaged in customer education and enrollment activities have completed training with the Program Administrator.
- Utilize communication standards and materials provided by the Program Administrator in all customer engagement activities.
- Abide by applicable processes for enrollment tracking provided by the Program Administrator in the training referenced above, including sharing the customer engagement opportunities with the Program Administrator a minimum of 10 business days prior to the education and enrollment activity, so that enrollments can be appropriately attributed to the Market Partner.
 - o *Any referral activities undertaken by the Market Partner without the required 10 business day notice to the Program Administrator (via the SmartHours Market Partner Event Approval Request Form) and approval of the form delivered via e-mail to the Market Partner may not be eligible for a Referral Bonus.*
- Behave in accordance with the [Market Partner Code of Conduct](#) in all customer interactions.

During education and enrollment efforts, unless otherwise specified in advance of the event, Market Partners must abide by processes outlined in the Market Partner training to enable the Program Administrator to capture customer name, service address, phone number, and email address so that the attribution of enrollment to the Market Partner can be confirmed post-event.

The Referral Bonus is a one-time payment equal to **\$15 per customer account** that enrolls in a SmartHours rate plan and stays on the rate through September 30 of the applicable Summer Season. If more than 5,000 eligible customer accounts are referred, bonuses will be awarded on a first-come, first-served basis, as determined by the enrollment date of the referred participants. Market Partners engaged in SmartHours participant referrals should work with the Program Administrator to monitor ongoing referral activity by the Market Partner network.

Eligible referrals will be evaluated on an ongoing basis with reporting provided to the Market Partner by the Program Administrator within ten (10) business days of each approved engagement activity. Final review and approval of Referral Bonus payments will be conducted on or before October 15 of the applicable Summer Season, based on the following criteria:

- Participants were not already enrolled on a qualifying SmartHours rate plan at the time they were referred by the Market Partner. *Customers switching from SmartHours Fixed to SmartHours Daily or otherwise switching among SmartHours rate plans will not qualify for a Referral Bonus.*
- Participants remained enrolled through September 30.
- Referral may not be claimed by another Market Partner. *Market Partners should work with the Program Administrator to ensure referral attribution is appropriately accounted for.*

Referral bonus payments shall be issued after the applicable Summer Season and no later than November 15 to Market Partners that have submitted all required payment information, including payee business name, address for check issuance, and payee’s W-9. Payment to eligible Market Partners will be made in the form of a check, are considered non-employee compensation, and will be reported to the IRS on Form 1099-NEC, and the Market Partner is responsible for all applicable taxes.