

OGE Members Frequently Asked Questions

1. Who gets FR Clothing?

Any New Member who requires FRC for their job would be eligible for the New Hire Allotment Program. To qualify new members **MUST** have supervisor approval.

2. How do I place an order online?

Website Demo Video [▶](#)

3. What type of FR clothing is a new member allowed to get?

New members who qualify for FR clothing are entitled to the New Hire Allotment program. OG&E New Member Allotment Program: All items from OG&E's One Utility Catalog are available to New Members to order a combination of garments up to the maximum quantity per category listed below;

- Five (5) Uniform Shirts and Five (5) Pair of Pants or Jeans.
- FOR MEMBERS WITH WORK ASSIGNMENTS REQUIRING HI-VIS APPAREL: Two (2) Hi Vis Shirts
- One (1) Mid-Weight Jacket. Options include sweatshirts, hoodies, zip-ups, fleece garments and crewnecks.
- One (1) Bib (Insulated/Non-Insulated Duck-style)
- One (1) Jacket OR Vest (Unlined or Insulated, Duck-style)

4. Where can I find my available balance?

You can find your available balance in your online account or by calling our Customer Service Department at 1-800-356-3433 Monday-Friday 7:00 am to 6:00 pm CST.

5. What if I've spent over my allowance?

If you have used all of your stipend you can still make purchases using your personal credit card. (NON OGE Credit Card)

6. Who pays for the logos for our garments?

The member's stipend pays for the logo. There are different logo prices depending on the logo chosen and the configuration of that logo.

7. Who pays for shipping of our order?

OGE pays for shipping. Shipping is not taken out of the member's stipend.

8. Who pays taxes?

OGE pays for taxes where applicable.

9. How do I do a return?

Return Process Video [▶](#)

10. How do I add something to my catalog?

All requests to have garments added to you program must be sent to the OG&E FR Committee. You can contact your safety professional to begin the OGE PPE request process.

11. Why aren't all garments in the Oklahoma Store available to me?

OGE selects the garments that they would like their members to wear. Any questions regarding this should be referred to the OG&E FR Committee.

12. Can I use my mobile phone to place orders?

Mobile Phone Ordering Video [▶](#)

13. Why do garments fit differently?

Proper Fit Video [▶](#)

14. How do I know if I should replace my FR Clothing?

Care and Maintenance Video [▶](#)

15. Why is it important to wear my Arc Rated and Flame Resistant PPE?

Importance of FRC Video [▶](#)

16. What if I have general questions about Arc Rated and AR/FR topics?

Tyndale FR 101 Video [▶](#)

17. What should I do if my garments become damaged due to a foreign substance?

Please see your safety professional or contact your FR team member representative.

18. What can I do if my garment needs to be repaired?

If you have a small repair issue and you do not want to send your garment to us to repair we can send you a Tyndale FR Thread Kit for you to be able to do the repair yourself. If it is a larger repair you can contact our Customer Service Department at 1-800-356-3433 and they will be able to assist you in getting the necessary form and UPS Label to send your garment to us for the repair. *****Please note garments in need of repair must be laundered/clean prior to shipping to Tyndale*****

19. What kind of repairs can Tyndale perform free of charge?

- Fixing minor tears
- Fixing minor holes less than 1"
- Buttons
- Repair a seam
- Hemming of pants- Note that Carhartt, Ariat, Wrangler and Cinch pants are typically not able to be hemmed. Pants that are hemmed from the original inseam are not returnable.
- Repairing/replacing a broken zipper (Tyndale brand garments)

20. What happens if my garment is defective?

Tyndale warrants all products, whether manufactured or distributed by Tyndale, against manufacturer defect. Tyndale will repair or replace any garment at no charge that is determined by Tyndale to have a manufacturer's defect. If you think you have a garment that has a manufacturer defect please contact our Customer Service Department at 1-800-356-3433 and they will be able to assist you.

21. What repairs/alterations will Tyndale NOT perform?

- Tyndale will not repair general wear and tear such as worn cuffs and collars thighs, elbows and seat area.
- Tyndale does not perform:
 - "Fit" alterations
 - Altering the waistband
 - Shortening the body length
 - Changing chest size
 - Adjusting neck opening



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