

Plant availability

| | |
|--------------------|--------|
| Fossil | 80.07% |
| Nuclear | 91.55% |
| Hydro | 80.93% |
| Combustion Turbine | 91.62% |
| Co-Generation | 87.22% |
| Combined Cycle | 92.79% |

Territorial sales 2018

Total revenue **\$5,576,551,622.39**

| | | |
|-------------|--------|--------------------|
| Residential | 41.87% | \$2,335,175,722.48 |
| Commercial | 28.30% | \$1,578,302,582.54 |
| Industrial | 25.61% | \$1,428,119,858.97 |
| Resale | 3.76% | \$209,460,317.68 |
| Other | 0.46% | \$25,493,140.72 |

Kilowatt-hour sales 2018

Total kWh sales **59,002,516,984**

| | | |
|-------------|--------|----------------|
| Industrial | 38.99% | 23,005,571,291 |
| Residential | 31.57% | 18,626,137,579 |
| Commercial | 23.50% | 13,867,963,181 |
| Resale | 5.62% | 3,316,323,721 |
| Other | 0.32% | 186,521,212 |

Other important information

Automated Power Outage Reporting:
1-800-888-APCO (2726)

Customer Service (statewide):
1-800-245-2244

Business Service Center:
1-888-430-5787

Electrical Safety Information and to
Schedule Presentations:
1-800-806-SAFE (7233)

Reservoir Information System:
apcShorelines.com

Purchase Appliances:
**smartneighbor.com/collections/
appliances**

Appliance Sales and Service:
1-888-447-6278

Internet:
alabamapower.com

FACT CARD

2019

Figures are complete for 2018

 **Alabama Power**

Customers

| | | |
|--------------|--------|------------------|
| Total | | 1,480,476 |
| Residential | 86.02% | 1,273,526 |
| Commercial | 13.51% | 200,032 |
| Other* | 0.47% | 6,918 |

*includes 6,158 industrial customers

Employees 6,650

Retirees 5,753

How our total revenues were spent in 2018

| | |
|-------------------------------------------------------------------------------|--------|
| Fuel and purchased power | 28.23% |
| Other operation and maintenance | 27.23% |
| Depreciation and amortization | 12.44% |
| Federal, state and local taxes | 11.08% |
| Interest charges and preferred stock dividends | 5.86% |
| Earnings available for common dividends and earnings retained in the business | 15.16% |

Power Delivery

Total poles and towers 1,570,430

Total transmission

| | |
|--------|---------|
| Towers | 10,510 |
| Poles | 112,500 |

Total distribution

| | |
|--------|-----------|
| Towers | 4 |
| Poles | 1,447,416 |

Miles of line

| | |
|--------------|--------|
| Total | 84,821 |
| Transmission | 10,654 |
| Distribution | 74,167 |

Service reliability

| | |
|------|--------|
| 2018 | 99.98% |
| 2017 | 99.98% |

Service territory: 45,000 square miles

Total nameplate capacity: 11,815 megawatts

Generation (kilowatt-hours) percentages*

| | |
|-------------|--------|
| Coal | 48.41% |
| Nuclear | 22.64% |
| Oil and Gas | 21.54% |
| Hydro | 7.41% |

*Includes 50 percent of SEGCO units 1-4, A output



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