

Plant availability

Fossil	91.53%
Nuclear	87.29%
Hydro	87.88%
Combustion Turbine.....	95.71%

Territorial sales 2010

Total revenue.....	\$5,339,832,514.28
Residential	42.76% .. \$2,283,420,224.89
Commercial	28.75% .. \$1,534,949,784.64
Industrial	23.04% .. \$1,230,461,571.97
Resale.....	4.95%\$264,079,886.31
Other.....	0.50%\$26,921,046.47

Kilowatt-hour sales 2010

Total kwh sales.....	60,543,151,034
Industrial	34.06%20,621,950,203
Residential	33.72%20,417,032,149
Commercial	24.31%14,719,039,671
Resale.....	7.55%4,569,259,932
Other.....	0.36%215,869,079

Other important information

Automated Power Outage Reporting:

1-800-888-APCO (2726)

Customer Service (statewide):

1-800-245-2244

Business Call Center:

1-888-430-5787

Electrical safety information and to schedule presentations:

1-800-806-SAFE (7233)

Reservoir Information System:

1-800-LAKES11

Purchase appliances online:

YourApplianceCenter.com

Appliance Sales and Service:

1-800-613-9333

Internet site:

www.alabamapower.com

E-mail address:

alabamapower@southernco.com

FACT CARD

2011

figures are complete for 2010



Always on.SM

Customers

Total	1,439,016
Residential 85.8 percent	1,235,128
Commercial 13.7 percent	197,336
Others* 0.5 percent	6,552
*includes industrial customers	5,770

Employees

Employees	6,552
Retirees	5,085

Where our dollars went in 2010

I. Fuel and purchased power	37.50%
II. Other operation and maintenance	24.97%
III. Depreciation and amortization	10.66%
IV. Federal, state and local taxes	8.15%
V. Interest charges and preferred stock dividends	6.27%
VI. Earnings available for common dividends and earnings retained in the business	12.45%

Transmission and distribution

Total poles and towers	1,533,879
Total transmission	
<i>Towers</i>	10,969
<i>Poles</i>	110,594
Total distribution	
<i>Towers</i>	4
<i>Poles</i>	1,412,312

Miles of line

<i>Total</i>	91,985
<i>Transmission</i>	10,488
<i>Distribution</i>	81,497

Service reliability

2010	99.97%
2009	99.97%

Service territory: 44,500 square miles

Total nameplate capacity: 12,222 megawatts

Generation (kilowatt-hours) percentages*

Coal	61.76%
Nuclear	18.50%
Oil and Gas	14.54%
Hydro	5.21%

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

You can count on Alabama Power for:

Reliability - Alabama Power keeps your lights shining and electric service available 99.97 percent of the time.

Energy-saving advice - Go to alabamapower.com for energy efficiency tips that can save you money on your power bill.

Environmental stewardship - Alabama Power has invested \$2.7 billion in the past decade to install equipment significantly reducing emissions at its power plants. Over the next few years, the company plans to spend another \$400 million to reduce emissions even more to provide a cleaner environment for all.