

## Plant availability

Fossil	85.09%
Nuclear	90.99%
Hydro	86.51%
Combustion Turbine	97.85%
Co-Generation	93.23%
Combined Cycle	90.79%

## Territorial sales 2019

<b>Total revenue</b>		<b>\$5,701,342,527</b>
Residential	42.95%	\$2,448,683,545
Commercial	28.67%	\$1,634,753,789
Industrial	24.43%	\$1,392,732,682
Resale	3.52%	\$200,473,464
Other	0.43%	\$24,699,047

## Kilowatt-hour sales 2019

<b>Total kWh sales</b>		<b>57,431,932,336</b>
Industrial	38.57%	22,147,839,490
Residential	31.80%	18,264,230,452
Commercial	23.62%	13,567,471,450
Resale	5.71%	3,279,532,220
Other	0.30%	172,858,724

## 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](http://apcShorelines.com)**

Purchase Appliances:  
**[smartneighbor.com/collections/  
appliances](http://smartneighbor.com/collections/appliances)**

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

Internet:  
**[alabamapower.com](http://alabamapower.com)**

# FACT CARD

## 2020

Figures are complete for 2019



Alabama Power

## Customers

<b>Total</b>		<b>1,488,235</b>
Residential	86.07%	1,280,955
Commercial	13.46%	200,349
Other*	0.47%	6,931

\*includes 6,173 industrial customers

## Employees

**6,324**

## Retirees

**5,473**

## How our total revenues were spent in 2019

Fuel and purchased power	24.26%
Other operation and maintenance	29.18%
Depreciation and amortization	12.71%
Federal, state and local taxes	10.79%
Interest charges and preferred stock dividends	5.92%
Earnings available for common dividends and earnings retained in the business	17.14%

## Power Delivery

**Total poles and towers 1,575,577**

### Total transmission

Towers	10,450
Poles	112,330

### Total distribution

Towers	4
Poles	1,452,793

### Miles of line

Total	85,176
Transmission	10,684
Distribution	74,492

### Service reliability

2019	99.97%
2018	99.98%

**Service territory: 45,000 square miles**

**Total nameplate capacity: 10,793 megawatts**

## Generation (kilowatt-hours) percentages\*

Coal	44.11%
Nuclear	24.30%
Oil and Gas	23.27%
Hydro	8.32%

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



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