

Railroad Performance Survey

RETAC

September 17, 2008

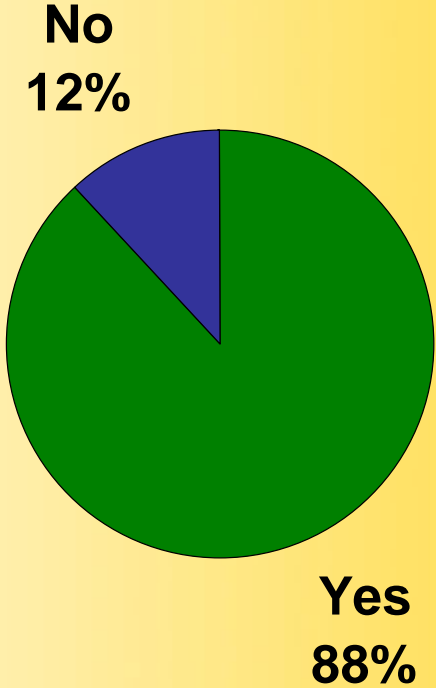
Jeff Wallace

Vice President, Fuel Services
Southern Company Services



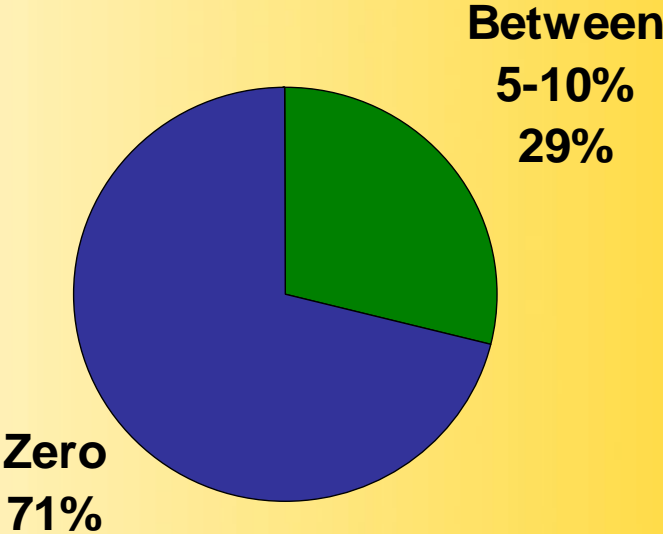
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1. Have the railroads provided adequate resources (power, crews and railcars) to meet your needs?



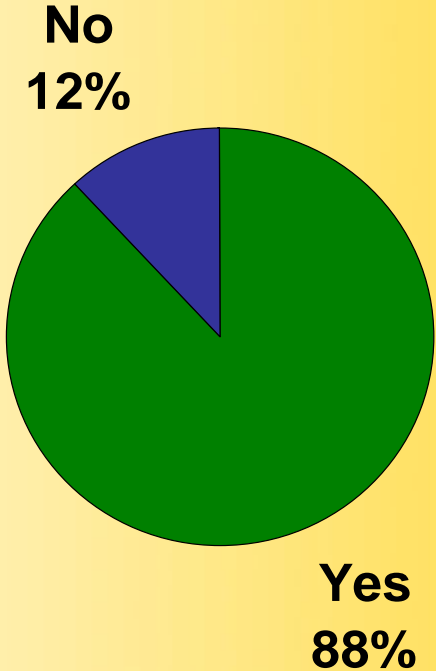
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2. What percentage of your mine/terminal loading permits has been missed due to railroad performance over the past quarter?



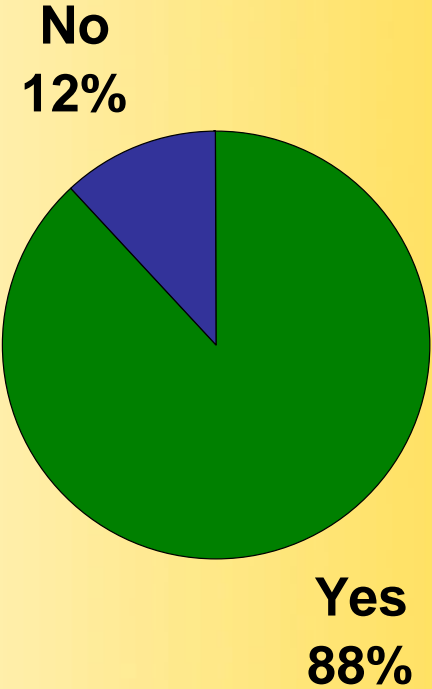
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3. Have the railroads provided timely deliveries to your plants to maintain proper inventory levels?



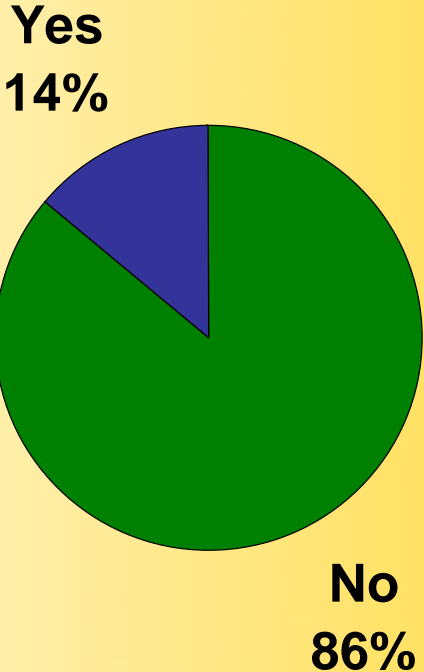
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4. Have the railroads delivered trains to your suppliers for loading on a timely basis?



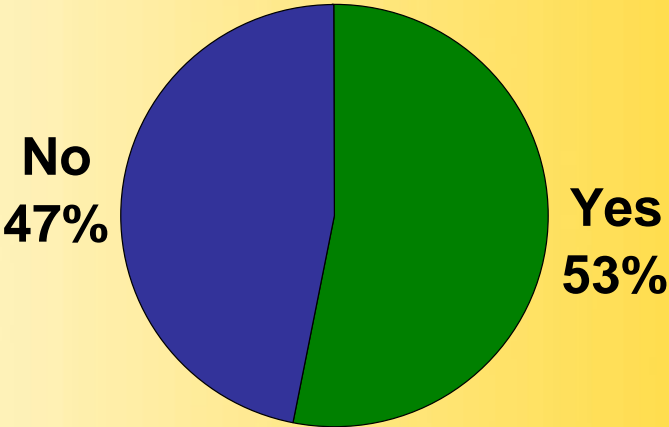
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5. Has the current increase in export shipments affected service to your suppliers or deliveries to your plants?



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6. Do you feel that you are receiving appropriate service for the price you are paying?



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7. Describe your overall satisfaction/dissatisfaction with your current rail service?

Very Dissatisfied

Neutral

Very Satisfied

| | | | | | | | | | |
|---|---|---|-------|-------|---|-------|-----|-------|----|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |
| | | | 12.5% | 31.3% | | 18.7% | 25% | 12.5% | |