Railroad Performance Survey

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

- Yes: 88%
- No: 12%
2. What percentage of your mine/terminal loading permits has been missed due to railroad performance over the past quarter?

- Between 5-10%: 29%
- Zero: 71%
3. Have the railroads provided timely deliveries to your plants to maintain proper inventory levels?

- Yes: 88%
- No: 12%
Railroad Performance Survey

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

- Yes: 88%
- No: 12%
Railroad Performance Survey

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

- Yes: 14%
- No: 86%
6. Do you feel that you are receiving appropriate service for the price you are paying?

- Yes: 53%
- No: 47%
Railroad Performance Survey

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

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<th>Very Dissatisfied</th>
<th>Neutral</th>
<th>Very Satisfied</th>
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- Very Dissatisfied: 12.5%
- Neutral: 31.3%
- Very Satisfied: 12.5%