

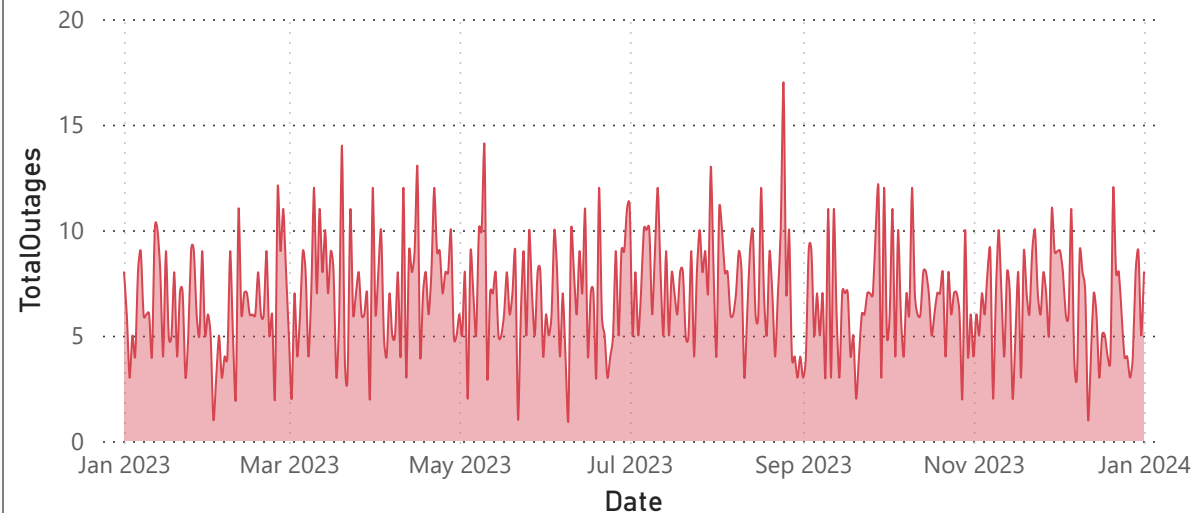


Electric Utility Co.

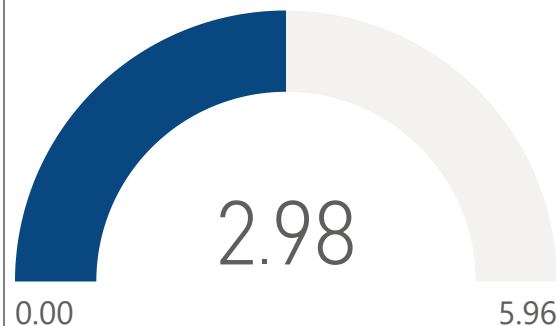


Executive Summary

Outages Over Time



AvgSatisfaction



Total Outages

5K

Weather Outage %

2.98

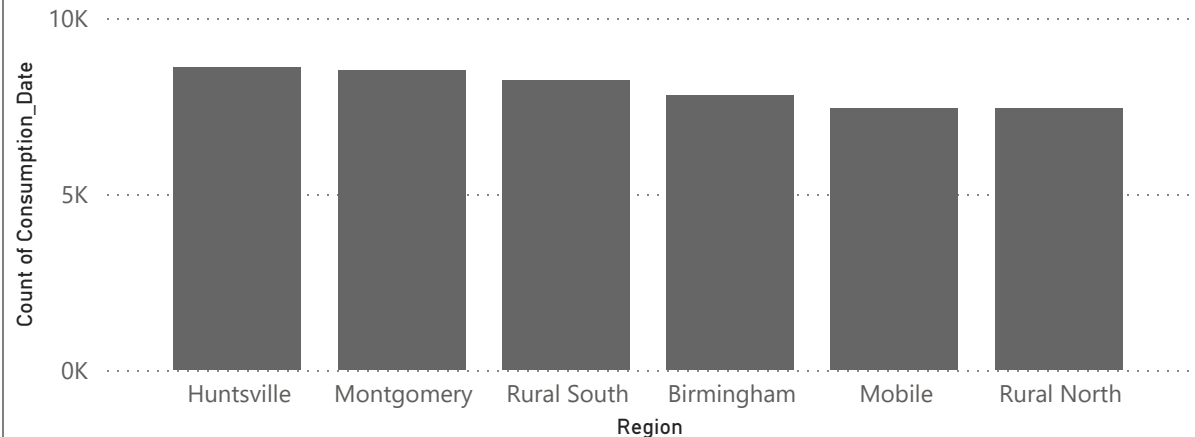
Avg Resolution Time

1.95

Peak Demand (kW)

111.43

Consumption by Region



Weather events drove ~42% of outages in 2024, concentrated in Rural South.

Peak demand in July aligned with heatwaves — grid strain risk is seasonal.

Avg resolution time = 3.5 hrs, slightly above SLA target of 3 hrs.



Outages & Weather

Customers Affected

2M

Avg Outage Duration

2.99

Weather Outage %

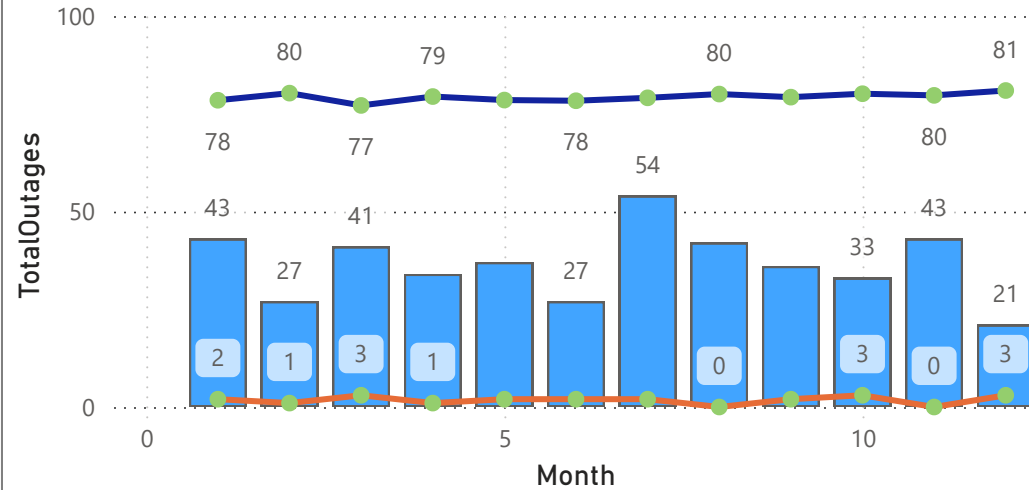
40.2%

Electric Utility Co.



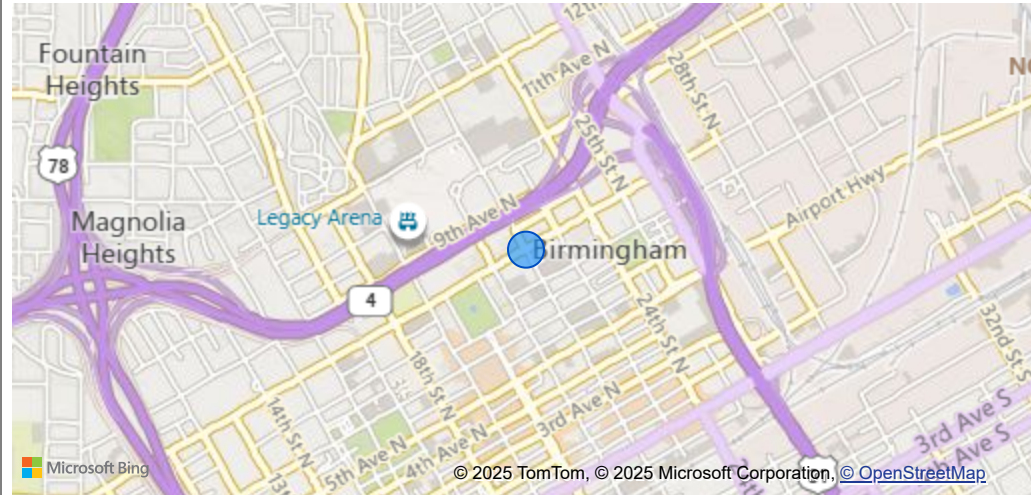
Weather Impact

● TotalOutages ● Average of Temperature_Max_F ● Sum of Storm_Flag



Outages by Regions

Region ● Birmingham



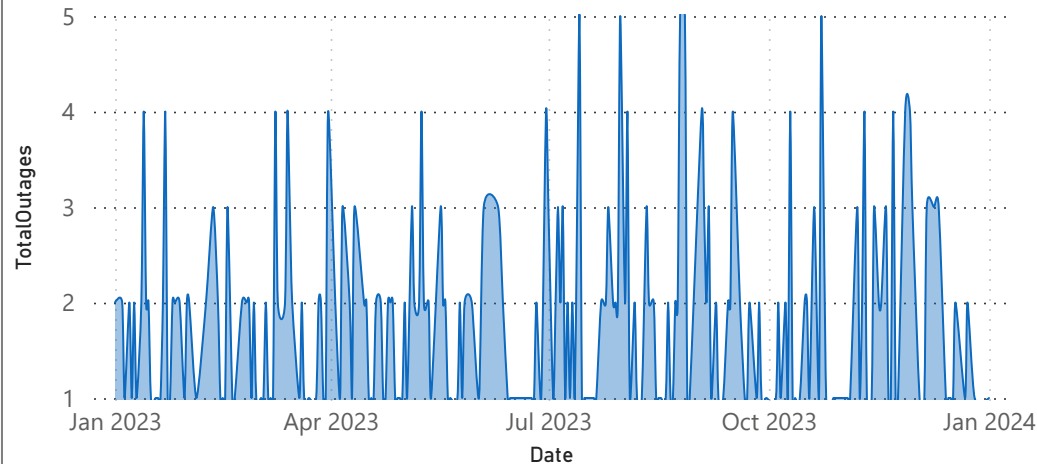
Date

All

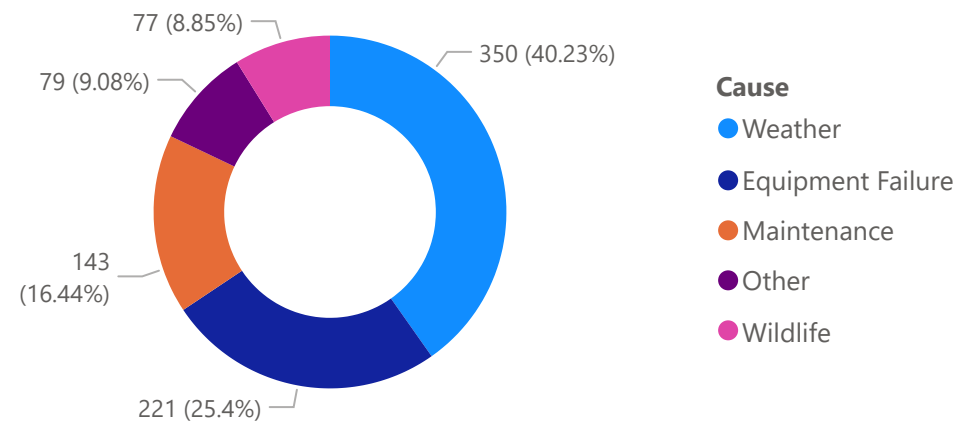
Region

- ☐ Select all
- ☒ Birmingham
- ☐ Huntsville
- ☐ Mobile
- ☐ Montgomery
- ☐ Rural North

Outages Over Time



Outages by Cause



Cause

- ☒ Select all
- ☐ Equipment Failure
- ☐ Maintenance
- ☐ Other
- ☐ Weather
- ☐ Wildlife



Consumption

Total Consumption

534.9M

Total Billing

54.8M

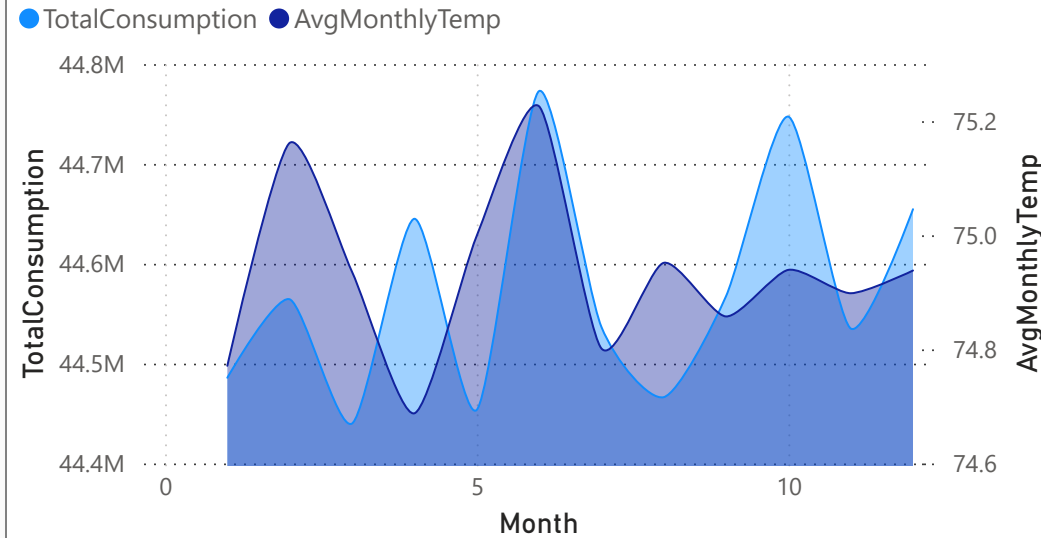
Peak Demand (kW)

111.4

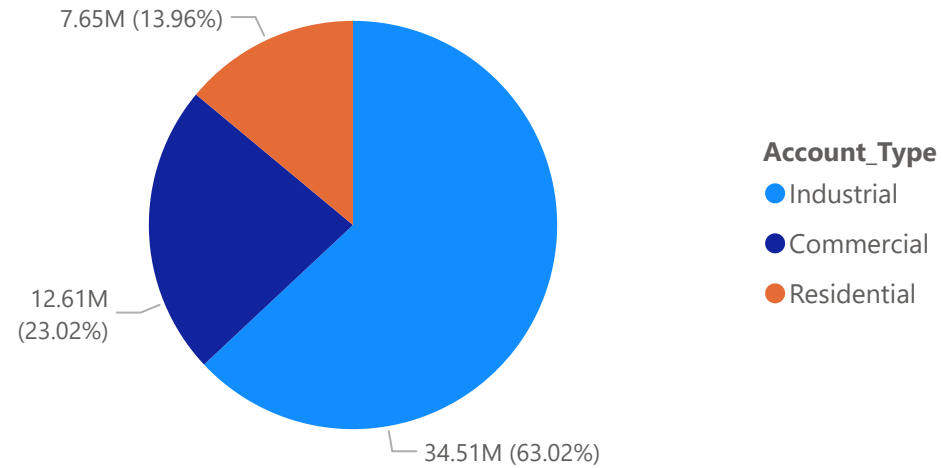
Avg Bill Per Cust

27.4K

Consumption Trend Over Time



Billing by Acct. Type



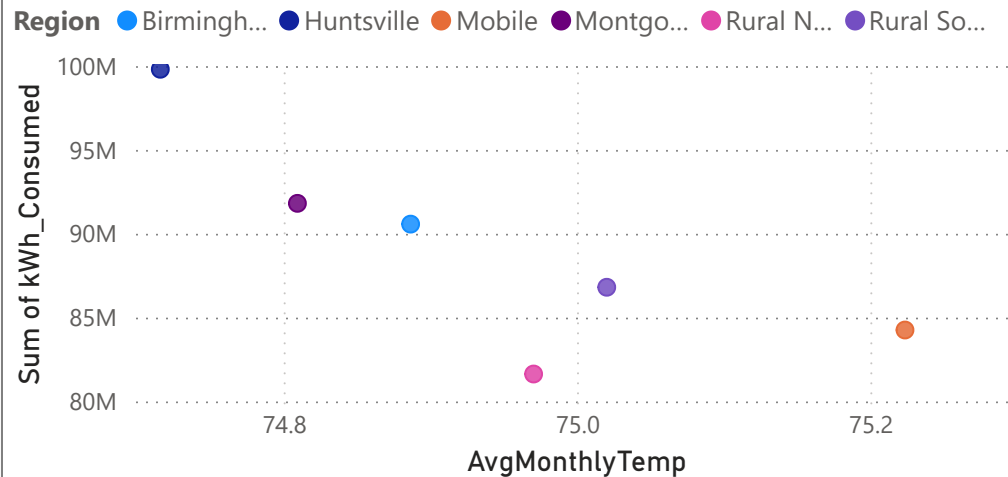
Date

All

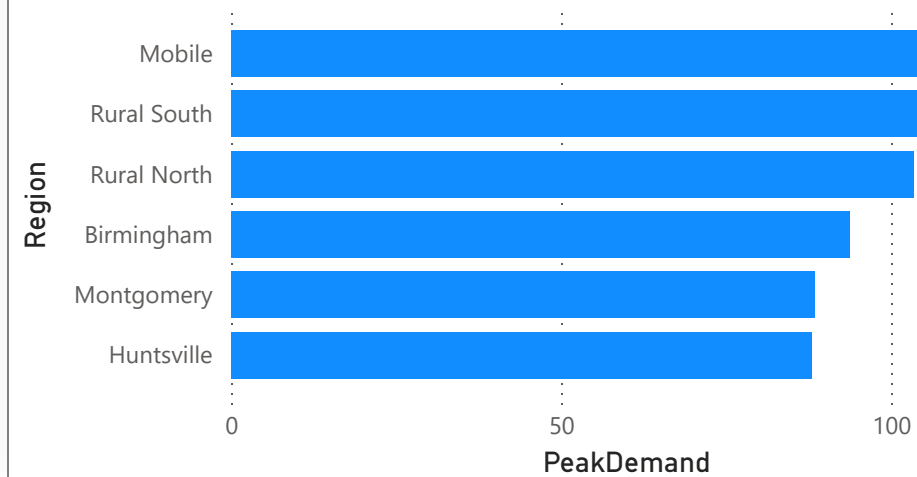
Account Type

- Select all
- Commercial
- Industrial
- Residential

Consumption to Temp Correlationon by Region



Peak Demand by Region



Region

- Select all
- Birmingham
- Huntsville
- Mobile
- Montgomery
- Rural North
- Rural South



Customer Service

Avg Resolution Time (hrs)

1.95

Avg Satisfaction (score)

2.98

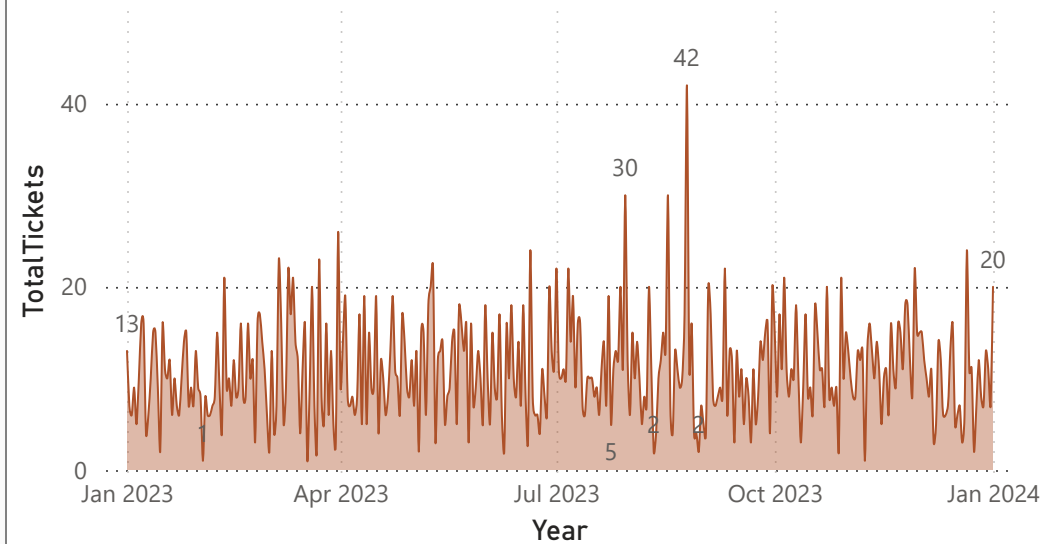
Tickets Per Outage

2.00

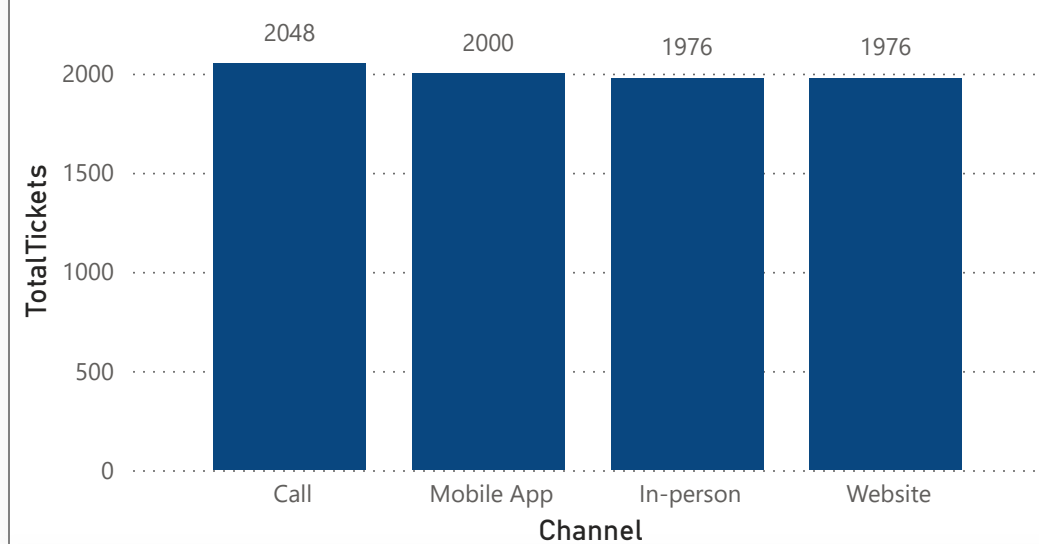
Total Tickets

27.4K

Tickets Over Time



Tickets by Channel



Date

All

Channel

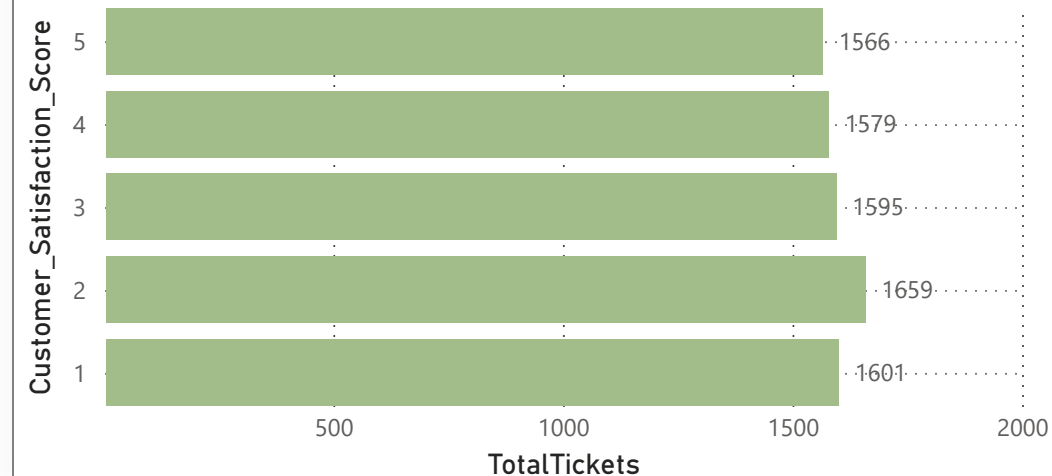
- Select all
- Call
- In-person
- Mobile App
- Website

Resolution Time vs. Satisfaction

Region ● Birmingham ● Huntsville ● Mobile ● Montgo... ● Rural N... ● Rural So...



Satisfaction Score Distribution



Region

- Select all
- Birmingham
- Huntsville
- Mobile
- Montgomery
- Rural North
- Rural South