

Information Regarding a Recent Incident Involving Customer Information

We understand the trust our customers place in us and remain committed to protecting your information.

What Happened?

Through our active, ongoing monitoring, we recently discovered that an unauthorized third party accessed certain information about the utility accounts of a limited group of customers.

Through this activity, the unauthorized party gained access to limited contact information related to certain customer accounts such as name, address, phone, email, or last 4 digits of Social Security number, and other basic account details. The account information did not include bank account numbers, payment card numbers or driver's license numbers.

Upon discovery, we took immediate steps to address and resolve the issue. We have engaged law enforcement and are conducting a thorough investigation. Based on our review to date, we have not identified any evidence of ongoing unauthorized access.

Protecting customer information remains a critical priority to us.

Actions We're Taking

Our first priority was ensuring our customers' information is secure and preventing any further unauthorized access. We are also committed to keeping customers informed and giving them practical tools to help protect their information, so we're doing the following:

- We have notified law enforcement and are conducting a thorough investigation.
- We continue to have technologies and people actively monitoring our systems around the clock.
- Customers determined to have been affected are being notified directly via U.S. mail and electronically through email previously provided to us.
- The company is offering customers whose information was accessed one year of free credit monitoring through Equifax.

Frequently Asked Questions

What information may have been accessed?

The unauthorized party accessed certain information relating to customer accounts across Georgia Power, Alabama Power and Mississippi Power.

Based on our investigation to date, the limited customer account information that the unauthorized party gained access to includes the customer's name, mailing address, phone number, email, or the last 4 digits of their Social Security Number, and other basic account details.

No bank account numbers, payment card numbers or driver's license numbers were accessed.

What is the company doing in response?

Our first priority was ensuring our customers' information is secure and preventing any further unauthorized access. We have notified law enforcement and are conducting a thorough investigation.

We are also committed to keeping customers informed and giving them practical tools to help protect their information. Customers whose information was accessed are being notified and the company is offering them with one year of free credit monitoring through Equifax.

How will I know if my information was involved?

If your information is involved, you will receive direct correspondence from us in the form of an email and/or letter via U.S. mail with more details and instructions for enrolling in free credit monitoring.

What should I do, and where can I get more information?

Please check this page for the latest updates. You can also contact Alabama Power Customer Service at any time with questions on our dedicated assistance line at [1-800-900-6021](tel:1-800-900-6021), Monday - Friday, 6:00am - 6:00pm CST.

As a good personal security practice, we recommend that you not use the same password for different accounts, and that you update any use of duplicate passwords. Regularly review your accounts to detect and prevent unusual activity.

We always encourage our customers to be cautious and to beware of individuals claiming to be a Alabama Power representative. Be aware of attempts to contact you that you do not expect and be sure you are using an official phone number or website to confirm with any requestor that the contact is legitimate.

We will never threaten immediate disconnection or demand payment over the phone. If you're unsure whether someone is pretending to be a Alabama Power representative, hang up or don't reply, and call us directly at the number on your bill or our website. For more tips, visit [Alabama Power Fraud Protection & Awareness page](#).

How do I enroll in credit monitoring?

Instructions for how to enroll for the free one-year credit monitoring through Equifax the company is offering can be found in the notification letter you received via U.S. mail or email. There are also additional ways to monitor and protect your credit without enrolling, such as ordering your free annual credit report by visiting www.annualcreditreport.com, calling toll-free at [\(877\) 322-8228](tel:8773228228), or completing the Annual Credit Report Request Form on the U.S. Federal Trade Commission's (FTC) website at www.ftc.gov as well as contacting the major credit bureaus to place a "security freeze" on your credit report. More information on these additional resources is also available with the notification letter.

Need Further Assistance?

Call Our Dedicated Assistance Line

[1-800-900-6021](tel:18009006021)

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