

	2003	2002	Change
Operating revenues <i>(in millions)</i>	\$11,251	\$10,549	6.7 %
Earnings from continuing operations <i>(in millions)</i>	\$1,474	\$1,318	11.8 %
Basic earnings per share	\$2.03	\$1.86	9.1 %
Diluted earnings per share	\$2.02	\$1.85	9.2 %
Dividends per share	\$1.38^{1/2}	\$1.35 ^{1/2}	2.2 %
Dividend yield <i>(percent)</i>	4.6	4.8	(4.2)%
Average shares outstanding <i>(in millions)</i>	727	708	2.6 %
Return on average common equity <i>(percent)</i>	16.05	15.79	1.6 %
Book value per share	\$13.13	\$12.16	8.0 %
Market price <i>(year-end, closing)</i>	\$30.25	\$28.39	6.6 %
Total market value of common stock <i>(year-end, in millions)</i>	\$22,229	\$20,339	9.3 %
Total assets <i>(in millions)</i>	\$35,045	\$33,721	3.9 %
Total Kilowatt-Hour sales <i>(in millions)</i>	192,138	184,436	4.2 %
Retail	151,618	151,885	(0.2)%
Sales for resale	40,520	32,551	24.5 %
Total number of customers <i>(year-end, in thousands)</i>	4,136	4,068	1.7 %