

## FINANCIAL HIGHLIGHTS

*dollars in thousands, except per share amounts*

	Year Ended December 31,			Growth Rate	
	2004	2003	2002	2004 vs 2003	2003 vs 2002
<b>INCOME HIGHLIGHTS</b>					
Operating revenues	<b>\$ 2,899,725</b>	\$ 2,759,494	\$ 2,405,250	5.1%	14.7 %
Income from continuing operations	<b>\$ 235,218</b>	\$ 225,803	\$ 236,563	4.2%	(4.5)%
Net income	<b>\$ 243,195</b>	\$ 240,579	\$ 149,408	1.1%	61.0 %
<b>BALANCE SHEET HIGHLIGHTS</b>					
Total assets – year-end	<b>\$ 9,896,747</b>	\$ 9,519,042	\$ 9,139,157	4.0%	4.2 %
Common stock equity – year-end	<b>\$ 2,950,196</b>	\$ 2,829,779	\$ 2,686,153	4.3%	5.3 %
<b>PER SHARE HIGHLIGHTS</b>					
Earnings per share from continuing operations – diluted	<b>\$ 2.57</b>	\$ 2.47	\$ 2.78	4.0%	(11.2)%
Net income – diluted	<b>\$ 2.66</b>	\$ 2.63	\$ 1.76	1.1%	49.4 %
Indicated annual dividend – year-end	<b>\$ 1.90</b>	\$ 1.80	\$ 1.70	5.6%	5.9 %
Book value per share – year-end	<b>\$ 32.14</b>	\$ 30.97	\$ 29.40	3.8%	5.3 %
<b>STOCK PERFORMANCE</b>					
Stock price per share – year-end	<b>\$ 44.41</b>	\$ 40.02	\$ 34.09		
Stock price appreciation	<b>11.0%</b>	17.4%	(18.5)%		
Total return	<b>15.9%</b>	23.1%	(14.8)%		
Market capitalization – year-end	<b>\$ 4,076,965</b>	\$ 3,657,025	\$ 3,115,142	11.5%	17.4 %