## Boxes

3.1 California takes steps to avert summer power shortages 42  
5.1 The 2002 Mission Statement of AES Corporation 78  
5.2 The 2002 Company Profile of Westar Energy 79  
5.3 The 2002 Company Profile of the CES Company 80  
5.4 2002 Company Profile of Artesian Resources Corp 81  
5.5 Profile of a Public Utility District 81  
5.6 The environmental policies of Xcel Energy 83  
6.1 Hodgkinson’s Four Laws of Leadership 99  
7.1 Consumer perceptions of utility prices 124  
8.1 Trading activities of Dominion Resources, Inc 134  
8.2 Marketing in a diversified gas company 141  
9.1 Integrating communications systems architecture 149  
9.2 Investment in information technology in a small investor-owned utility 154  
9.3 Utility chief information officers discuss plans and problems 154  
9.4 Data warehouse problems and safeguards 155  
11.1 KBC Advanced Technologies’ human resources policies 193  
12.1 South Jersey Industries: a typical utility holding company 200  
12.2 Governance in a large regional power cooperative 207  
13.1 How restructuring brought changes to one integrated utility 221  
13.2 Cross-border interconnect by a Texas utility 227  
14.1 CenterPoint Energy: a diversified energy delivery company 239  
14.2 How El Paso Electric Company manages its gas purchases 241  
15.1 Supplying water to the citizens of Lacy 255  
15.2 Veolia Environment of Paris: a water multinational firm 263  
16.1 Coal makes a comeback 274