

Editorial Style Guide

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For additional information, see the *Chicago Manual of Style*. The University of Chicago Press. Chicago and London. 1982; *The American Heritage Dictionary of the English Language*. Third Edition. Houghton Mifflin Company. Boston, New York, and London. 1982.

Abbreviations

Names of Countries

1. In text, the abbreviation U.S. may properly be used as an adjective but not as a noun.

U.S. foreign policy is changing rapidly.
But: The diplomat returned to the United States.

States

1. When standing alone, the names of states, territories, and possessions of the United States should always be spelled out. It is also preferable to spell them out in text when they follow the name of a city or other geographic term.

He arrived in Seattle, Washington, last week.

2. In lists, tables, footnotes, bibliographies, and indexes, the names of states, territories, and possessions may be abbreviated, generally using the two-letter zip code designations.

Capitalization

EPRI Terms

1. The EPRI name is always written in full caps.
2. Names for EPRI's governing bodies, and its advisory committees ordinarily are caps and lowercase, even when the names appear in shortened form.

Board of Directors; the Board; Board members; Board policy
EPRI's Advisory Council; the Council
Research Advisory Committee (RAC); the Committee

3. Full names of EPRI divisions and targets are caps and lowercase.

Energy Conversion Division; the division
Residential Heat Pump Technology Target; the target

4. Official names of centers are caps and lowercase; but shortened names or paraphrases are usually lowercase.

Center for Materials Fabrication; the Center;
the materials fabrication center

Non-EPRI Terms

Capitalization of the names of government agencies, institutions, companies, universities, and associations generally follows the style for EPRI divisions and targets.

Department of Energy; DOE
Edison Electric Institute; EEI; the Institute
Oregon State University; the University
But: Oregon State and George Washington universities

Personal Titles

In text, official and professional titles are caps and lowercase when they precede personal names, but they are normally lowercase otherwise.

Dr. John Morgan, the president of Electric Utilities, Inc.
President Morgan, the president

However, in listings such as the title page of an EPRI report, official and professional titles are caps and lowercase regardless of whether they follow the name or are used alone.

Jack Smith, Project Manager
Doris Black
Principal Investigator

In Titles, Headlines, and Other Display Matter

1. Cap and lowercase all words in a title or head, with the exception of articles (the, an, a), coordinating conjunctions (for, and, or, but, nor), and prepositions of three letters or less (unless they are the first or last word of the title or head). Prepositions of four or more letters are capped.

The Coal Outlook for the 1990s

This rule applies to all hyphenated compounds in a title or head as well.

Solar-Thermal Generating Stations
State-of-the-Art Feedwater Heater Technology
Merry-Go-Round Tactics
But: An Expert System for On-Line Diagnostics
A Survey of Off-the-Shelf Equipment

An Assessment of In Situ Experiments

- In a title or head, the first word following a colon is always capitalized.

Municipal Solid Wastes: A Problem or an Opportunity

- To avoid being misread, most scientific abbreviations follow their normal capitalization style, regardless of the style of the title or head in which they appear:

Rating of 40 mHz Questioned
 RATING OF 40 mHz QUESTIONED
 But: AC and DC Transmission Studies

Chemical Elements

Periodic Table of Chemical Elements	
Name	Symbol
Actinium	Ac
Aluminum	Al
Americium	Am
Antimony	Sb
Argon	Ar
Arsenic	As
Astatine	At
Barium	Ba
Berkelium	Bk
Beryllium	Be
Bismuth	Bi
Boron	B
Bromine	Br
Cadmium	Cd

Calcium	Ca
Californium	Cf
Carbon	C
Cerium	Ce
Cesium	Cs
Chlorine	Cl
Chromium	Cr
Cobalt	Co
Copper	Cu
Curium	Cm
Dysprosium	Dy
Einsteinium	Es
Erbium	Er
Europium	Eu
Fermium	Fm
Fluorine	F
Francium	Fr
Gadolinium	Gd
Gallium	Ga
Germanium	Ge
Gold	Au
Hafnium	Hf
Helium	He
Holmium	Ho
Hydrogen	H
Indium	In

Iodine	I
Iridium	Ir
Iron	Fe
Krypton	Kr
Lanthanum	La
Lawrencium	Lr
Lead	Pb
Lithium	Li
Lutetium	Lu
Magnesium	Mg
Manganese	Mn
Mendelevium	Md
Mercury	Hg
Molybdenum	Mo
Neodymium	Nd
Neon	Ne
Neptunium	Np
Nickel	Ni
Niobium	Nb
Nitrogen	N
Nobelium	No
Osmium	Os
Oxygen	O
Palladium	Pa
Phosphorus	P
Platinum	Pt

Plutonium	Pu
Polonium	Po
Potassium	K
Praseodymium	Pr
Promethium	Pm
Protactinium	Pa
Radium	Ra
Radon	Rn
Rhenium	Re
Rhodium	Rh
Rubidium	Rb
Ruthenium	Ru
Samarium	Sm
Scandium	Sc
Selenium	Se
Silicon	Si
Silver	Ag
Sodium	Na
Strontium	Sr
Sulfur	S
Tantalum	Ta
Technetium	Tc
Tellurium	Te
Terbium	Tb
Thallium	Tl
Thorium	Th

Thulium	Tm
Tin	Sn
Titanium	Ti
Tungsten	W
Uranium	U
Vanadium	V
Xenon	Xe
Ytterbium	Yb
Yttrium	Y
Zinc	Zn
Zirconium	Zr

Compound Words

A compound word is a combination of two or more words used to express a single concept. Consistency in the treatment of compounds is always difficult. There are wide variations in acceptable style, and the rules that do exist sometimes conflict or overlap. More important than absolute consistency in the formation of compounds is the union or separation of the elements so that terms can be easily read, understood, and pronounced.

Compound Nouns

1. A compound noun or adjective consisting of a short verb plus a word that normally functions as a preposition or an adverb is usually solid, unless a hyphen is needed for readability.
 - runoff
 - tie-in
 - breakdown
 - burnup
2. It is preferable to spell out the name of a chemical compound (lowercase) in text the first time it is used. Subsequently, the chemical symbols can be used, especially in equations and formulas.
3. An isotope of an element that is designated by its chemical symbol should be written with the mass number displayed as a superscript preceding the symbol.

use of ²³⁸U for fuel
the shipping of 60C

4. An isotope written out in text is lowercase and is followed by a hyphen and the mass number written on the baseline.

uranium-238
plutonium-32
cobalt-60

Compound Adjectives

1. Hyphenate words and abbreviations that form a compound adjective immediately preceding a noun, particularly if one element is a past or present participle or if meaning or readability is enhanced.

EPRI-sponsored study
two-phase flow
real-time power system applications
light-dark cycle
well-known Chexal-Lellouche correlation method

2. Hyphenate compound adjectives containing units of measure and time.

a 24-ft (7.3-m) room
1-in.-(2.54-cm) diameter pipe
one-half hour
six-year-old study
a 3-m pole
a 600-MW plant
10-year period
200-hp engine

3. If a compound adjective does not contain a past or present participle, if there is no chance of misreading it, or if the adjective contains a symbol (\$, °C, %), no hyphen is necessary.

fossil fuel plant
\$20 million budget
air quality standards
an 800°C metal temperature
low energy rate
4% solution

4. Do not hyphenate compound adjectives formed from scientific terms (e.g., chemical, disease, and plant names) unless a hyphen appears in their noun form.

carbon dioxide gas
methyl bromide mixture
sodium chloride solution
prickly pear cactus

whooping cough vaccine
equivalent uranium content

But: hydrogen-oxygen reaction (to differentiate two elements versus one chemical compound)

5. In almost all cases, hyphenate **high-** and **low-** adjectival compounds.

high-voltage transmission
high-energy physic
But: lower energy rates
high coal prices
low level waste (see Style Guide for other exceptions due to industry standards)

6. Hyphenate a compound adjective formed by an adverb plus an adjective or participle, especially if the adverb can be misread to modify the noun following the compound.

best-equipped plant
long-awaited results
above-mentioned criteria
well-preserved specimens

7. If the adverb ends in **-ly**, the compound is open.

roughly equivalent amounts
thoroughly tested materials

8. Omit the hyphen if a compound adjective is preceded by an adverb that modifies only the first word of the compound.

a well-equipped plant
a very well equipped plant

9. A compound adjective that follows the noun is ordinarily not hyphenated unless it is shown with a hyphen in the dictionary.

That plant is best equipped for the job.
Their energy policy was ill-advised.

10. A compound adjective whose second element is a letter or a numeral is usually not hyphenated.

Phase 1 results
Type 304 stainless steel

11. A compound adjective that is a foreign language phrase is not hyphenated unless it is hyphenated in the original language.

per diem rate
in situ experiment

12. With compound adjectives that drop a repeated element, the hyphen is retained to indicate parallel relationships. This guideline also holds true for adjectives formed with prefixes or suffixes.

diamond- or rotary-drill rig
long-, mid-, or short-range plans
30- to 40-year plant life
pre- and post-1995 data

13. However, if the last adjective or a prefix is ordinarily solid, it remains so.

surface- and groundwater studies
mono- and polycellular materials
pre- and postcombustion cycles

14. A slash is used to indicate alternatives, to separate the numerator and denominator in numerical fractions, to designate certain electrochemical notation, and with the phrase "and/or." It does not replace a hyphen or a dash.

go/no-go gag
high-heat and/or high-speed applications
on/off cycling
input/output device
ac/dc transmission lines
sodium/sulfur battery
3/4-in. (1.9-cm) steel pipe

Prefixes and Suffixes

1. A word combined with a prefix is ordinarily solid (one word), even if the combination results in a double vowel.

pretest; posttest
microorganism
milliwatt
subbituminous
deemphasize
nonnuclear

2. Hyphens are used to set prefixes and suffixes off from proper nouns, proper adjectives, and numerals.

post-Copernican
Florida-like
pre-1995
intra-AIAA

3. A hyphen is used to distinguish between words with the same spelling but different meanings and to prevent misreading, mispronunciation, or visual confusion.

re-treat (to treat again)
bell-like

re-fuse (to fuse again)
de-ashing
de-alloying
supra-auditory

4. A hyphen is used with a prefix that applied to a two-word hyphenated compound and with a prefix that is doubled.

non-heat-producing machinery
sub-subprogram

5. A hyphen is used to connect a prefix and an open compound.

pre-Civil War days
post-industrial revolution technology

Measurements, Numbers, and Equations

EPRI uses the International System of Units (SI) measures to meet the global information needs of its customers. In text, where both U.S. and SI units are used, the U.S. unit is followed by the SI unit in parentheses. Where the joint format inhibits readability, authors may use footnotes or provide supplementary SI tables in the text or appendixes. In some cases, it may be preferable to develop two versions of a document, one with U.S. measures and one with SI measures. In some instances, certain technologies may require the use of SI units only.

Because billion means a thousand million (prefix giga) in the United States but a million million (prefix tera) in many other countries, the term should be avoided and scientific notation 10^9 or 10^9 used instead.

In general, avoid using M to indicate thousands, MM to indicate millions, or C to indicate hundreds, as they conflict with SI prefixes. However, there are certain units outside the SI which are recognized as having to be retained because of their practical importance or because of their use in specialized fields. Such usages should be clearly explained.

For example, &M& used with English fuel and energy units may mean thousands (for example, Mcf for thousand cubic feet of natural gas) and MM may mean millions (for example, MMBtu). &M& applied to capacity is used to mean millions and &M& used with metric fuel and energy units means millions.

Authors may use their judgment about rounding. A precise conversion may be advisable in technical reports; in other documents a level of precision comparable to the original unit may be appropriate.

For further information about using SI units, see the *American National Standard for Metric Practice*. [Institute of Electrical and Electronics Engineers](#), Inc. New York. October 1992.

Measurements

As with numbers, there are variations in the treatment of units of measure. What is important is the consistent use of **one** style within an EPRI publication. The following general rules apply:

1. A unit of measure is usually abbreviated or expressed as a symbol when it is used with a numeral. Used alone, however, it is spelled out (unless its abbreviated form is an accepted term).

75 kg/s

But: The calculation is based on kilograms per second.

17%

But: What percent of the nation's energy supply depends on oil imports?

The plant's Btu-generation level was high.

2. Even when used with a numeral, units of time that are not considered units of measure (i.e., days, weeks, months, years) are **not** abbreviated, unless they are used in relation to another unit of measure.

The project team saw a successful end to their 12-year program.

Evidence showed the five-month goal was unattainable.

On average, the mine's coal output was 6 t/d (5.4t/d).

3. A measurement appearing infrequently may be expressed by a numeral with a spelled-out unit.

700 kilograms

6-minute intervals

4. Periods are not ordinarily used with abbreviations for units of measure.

Hz

gal

kg

kWh

But: To distinguish the preposition **in**, **in.** should be used as the abbreviation for **inch** when it stands alone (e.g., 6 in.). When used with an exponent (in²) or as part of a compound unit of measure (in/s), the period is omitted.

5. The singular and plural forms of most abbreviated units of measure are the same.

1 m; 40 m

1 bbl; 5 bbl

1 Btu; 100 Btu

6. The plurals of spelled-out units of measure are formed in the usual way

1 volt; 15 volts

1 joule; 200 joules

1 ohm; 100 ohms

7. Spelled-out units of measure are singular when the absolute quantity is less than 1.

3/4 kilometer

0.5 volt
 10^{-18} curie
0.09 mill

8. A singular verb is ordinarily used with a unit of measure conveying the idea of a whole, regardless of the quantity given.

The record showed that 300 t/d was solid waste.
Of the total budget, \$2,172,000 goes to research.

9. A unit of measure or a symbol is usually not repeated in a range or a series if the unit follows the numeral.

1-5%
1, 5, and 10° F (-17.2, -15, and -12.2°C)
300 to 500 microseconds
6- x 6-ft (1.8- x 1.8-m) facility

10. However, if a symbol representing the unit of measure precedes the numeral, it is repeated.

\$10-\$20
\$6 million to \$10 million

11. For temperatures and angles, the degree symbol should be used rather than the spelled-out form or an abbreviation.

100° C
180° angle
But: 5 K

12. A space (preferred) or a hyphen is used to indicate multiplication in spelled-out compound units of measure.

newton meter
newton-meter

13. When the compound is abbreviated, a dot centered vertically (multiplication symbol) is used.

N·m

14. The word **per** is used to indicate division in spelled-out units of measure.

meter per second

15. A slash is used when the compound is abbreviated.

m/s
kg/m

16. Only one slash should be used in an expression unless parentheses are used.

J/(mol·K) or (J/mol)/K

17. In display **per** is used in the text.

300/h

Numbers

Use English units, followed by SI (International System of Units) units in parentheses. For further information, see the *American National Standard for Metric Practice*. [Institute of Electrical and Electronics Engineers](#), Inc. New York. October 1992.

In all cases involving numbers, Arabic numerals are preferred to Roman numerals except as page numbers in front matter.

In general, a numerical figure is easier to understand than a numerical word expression, particularly in technical and scientific text. However, the following represent some exceptions:

1. Use words to express
 - Numbers from zero through nine that are not used with units of measure
 - A number that begins a sentence, whether it is greater or less than 10 (if possible, recast a sentence to avoid beginning it with a spelled-out number)
 - Fractions, except with units of measure or scale
 - two-thirds of the scientists
 - one-half of the samples
 - Ordinal numbers when used in text
 - third phase
 - first priority twentieth century twenty-third report
2. Numerals are preferred for all numbers in the following cases:
 - All numbers 10 and above
 - In tables and illustrations
 - With units of measure (which include units of time less than a day), whether these units are spelled out, abbreviated, or expressed in symbols
 - 5-mg doses
 - 4000 Btu/h (4420 KJ/h)
 - 10 L/min
 - 12°C
 - 5 Hz
 - 4 in.

- Percentages, as in a 30% heat loss
- Arithmetic expressions, as in divided by 8
- Decimals or fractions used with units of measure or scale

1.63 cm
3/4-in (1.9-cm) pipe
1/4-scale reactor
0.001 ml

- Ratios, as in 1:1000
- Clock times and dates (except centuries)

The meeting will be held at 10:30 a.m.
The workshop, held October 5-6, 1995, attracted 300 utility representatives.

- Page numbers, as in seen on page 7
- Sums of money
- Points on a scale, as in a Richter reading of 6.8
- Actual numerals, as in excluding rows 4 through 9
- Series of four or more numbers, as in 2, 4, 6, and 8
- Acidity or alkalinity, as in a pH of 3
- Size or configuration

6- x 6-ft (1.8- x 1.8m) facility
9 x 9 assemblies
70x magnification

3. Numerals may be combined with units of millions and above but not with thousands

400 million people
But: 220,000, not 220 thousand

4. Use scientific notation for numbers over 1k.

10^{**6} for million
 10^{**9} for billion

5. When two numbers are used in sequence, one number (usually the first) is spelled out.

At that time, the company had designed eleven 2.5-MW prototypes.

6. Similar numbers within a sentence or a paragraph are treated alike, usually following the style of the highest number.

The risk is 1 in 100.
The three phases of the study will take 5, 8, and 10 years, respectively.

7. However, numbers in different categories need not be treated alike, even if they appear in the same sentence; and numbers in the same category need not be treated alike if one begins the sentence.

EPRI has scheduled 23 projects to begin over the next six years.
Twenty-four of the scientists were men, and 16 were women.

8. Commas are ordinarily used in numerals of five digits or more but not in four-digit numerals.

1563 rad/s
\$75,000

9. However, in table columns combining four-digit numerals and numerals of five digits or more, commas should be used for all.

10. 32,000 1000

11. 4,500 2000

12. 126,300 3000

13. ----- ----

14. 164,000 6000

15. A zero is ordinarily used before a decimal point.

0.01%

16. Plurals of spelled-out numbers take **s** without an apostrophe; so do plurals of numerals unless they would be misread.

in twos and threes
the nineties
1980s
1s, 2s, and 3s
But: three Roman numeral I's.

17. Ratios may be expressed several ways:

- o Numerical ratios usually take a colon
- o Symbolic ratios usually take a slash, such as in the x/y ratio
- o Ratios expressed in words usually take a hyphen, such as in a cost-benefit ratio
- o For clarity, the word **to** may be used with either words or numerals.

signal-to-noise ratio
a ratio of 1000 to 1

18. When enumerating items in a sentence, use a number with a single parenthesis and divide items by commas.

The field test and analytical measurements included: 1) coal and tire-derived fuel consumption, 2) boiler thermocouple readings, and 3) laboratory analyses of coal, bottom ash, and fly ash samples collected during each test.

Equations

1. Displayed equations may or may not contain punctuation. If punctuation is used in one series of equations, it must be used in all.
2. One space is generally inserted before and after each operation sign (+, -, /, x, =) in an equation. When not in equations, operational signs or other symbols immediately precede the numeral with no space (e.g., +/-800, <50).
3. If equations in a report are numerous, they should be numbered by section. However, if the report contains few equations, they may be numbered consecutively throughout the report.
4. The style for text references to equations is eq. 1 (or eq. 1-1 if the equations are numbered by section).

Miscellaneous Locations and Directions

Nouns and adjectives designating parts of the world or regions of a continent or a country generally are caps and lowercase, but compass directions and adjectives that are not part of an accepted geographic name are lowercase.

Southeast Asia
coalfields west of the Rockies
the West
eastern coal
southern California
Middle East

Trademarks

An effort should be made to determine if a name, slogan, or other form of commercial identification used in the text has been trademarked. The trademark should be used as an adjective followed by the generic name of the product. Trademarks should not be used in plural or possessive cases.

Lucite acrylic
Kleenex tissue
Masonite hardboard
Inconel alloy 600

Note: If the trademark is an acronym, it may take full caps.

LOMI decontamination process

To designate a trademark or service mark (service-related trademark) held by EPRI, capitalize the first letter of the trademark (unless it is an acronym, in which case it takes full caps) and follow the name with a superior ® (which represents the owners claim to the term as a trademark) ® or (registered trade- or service mark).

Clor-n-Oil® detection kit

Polysil®; dielectric material

If a company uses a TM or ®, the trademark should be cited at first reference in the title, Table of Contents, and text. Thereafter, *if the company allows it*, the term may be cited without the TM or ®.

Acronyms

When an acronym is introduced, the words from which it derives are given first and the acronym follows, full caps and in parentheses. Thereafter, only the acronym need be used, although in long documents, it may be helpful to spell out acronyms once in sections in which they occur.

The lockout program has been demonstrated to dramatically reduce the volume of solid low level waste (LLW) generated and to substantially decrease the cost of LLW management programs.

Computer Programs

The terms from which a computer program name derives are upper and lower case.

the Transmission Line Workstation (TLWorkstationTM)

If including the version of the program, cite:

TLWorkstationTM Version 2.4.

If using the program and version in a sentence, cite it in the following manner:

TLWorkstationTM Version 2.4 ties together several transmission line programs.

Generic Terms

In text, generic terms are lowercase, even when they are used to refer to specifics.

Wilsonville pilot plant
volumes 4 and 5
section 10
phase 3
class A rating

When referencing a multivolume report, cite it in the following manner:

A comprehensive study of methods for increasing SO₂ removal at Merom Station is found in EPRI report TR-103923, Vols. 1-3.

Notes

1. Explanatory footnotes should be used sparingly; information important enough to be given at all can usually be incorporated in the text without disrupting continuity. If a footnote is required (e.g., to clarify ambiguous terms), it usually appears at the foot of the page or column where it is cited.
2. In addition to explanatory footnotes, a note may be inserted to credit the source (document, date, and page number) of previously published materials, to acknowledge sponsorship or aid, or to comment on the table or illustration as a whole. A source note may be introduced by the word **source** or **sources**; a general note, by the word **note**.

Source: *Electrical World*, September 1995, p. 64.

References

A list of references, either at the end of each report section or in a separate section at the end of the report, is preferred to a bibliography. In proceedings, references are presented at the end of each technical paper.

Entries in reference lists are single-spaced, with one line of space between entries. Numbered references should correspond to text citations. The following examples, cited according to *The Chicago Manual of Style*, indicate EPRI's style preferences.

U.S. Department of Commerce. Bureau of the Census. *Statistical Abstract of the United States, 1990*. 110th ed. Government Printing Office, Washington, D.C., 1991. [government publication]

U.S. Nuclear Regulatory Commission. Office of Analysis and Evaluation of Operational Data. *Report to Congress on Abnormal Occurrences: October-December 1984*. NUREG-0090. Washington, D.C.: Office of Analysis and Evaluation of Operational Data, p. 191. [government publication with serial number]

Robert Jastrow, William Nirenberg, and Frederick Seitz. *Scientific Perspectives in the Greenhouse Problem*. Marshall Press, Ottawa, IL 1990, pp. 71-98. [book]

"The Push for Advanced Batteries." Customer Systems Division Report, *EPRI Journal*, April/May 1991, p. 36. [magazine article]

Feedwater Heater Survey. Electric Power Research Institute, Palo Alto, CA: August 1991. Report GS-7417. [report]

B.S. Phull, T.S. Lee, N.H. Martin, and B.C. Syrett, "Corrosion Inhibitors for FGD Systems," Paper No. 252, presented at the NACE Annual Conference CORROSION 187, San Francisco, CA (March 1987). [conference paper]

B.S. Phull, T.S. Lee, N.H. Martin, and B.C. Syrett, "Corrosion Inhibitors for FGD Systems," *Materials Performance*. Vol. 27, No. 2, p. 12 (1988). [scientific journal]

Across the Great Divide, produced by Arthur R. Dubs, written and directed by Stewart Raffill, starring Robert Logan, 102 min, distributed by Video Treasures, Inc., 1990, videocassette. [general videocassette recording]

Doffing Procedures for Firefighters' Contaminated Turnout Gear. Electric Power Research Institute, Palo Alto, CA: December 1991. Videocassette VT-100414. [EPRI videocassette recording]

Bibliography

Entries in the bibliography are listed alphabetically by author and are single-spaced, with one line of space between entries. Examples are shown below.

Barbour, I., et al. *Energy and American Values*. New York: Praeger Publishers, 1982. [book, 4 or more authors]

Buringh, P. "Organic Carbon in Soils of the World." *The Role of Terrestrial Vegetation in the Global Carbon Cycle*. New York: Wiley, 1984. [chapter in a book]

Caponetti, Roberto. "Sodium Cleaning Procedures for PEC Prototype Mechanisms." *Nuclear Technology* 70(3):408-423. [magazine article, single author]

Feasibility and Design of the Massive Aerometric Tracer Experiment (MATEX). EA-4305, 3 vols. Palo Alto, CA: Electric Power Research Institute, November 1985. [multivolume EPRI report]

Mukherjee, K., S. Sircar, and N.B. Dahotre. "Thermal Effects Associated with Stress-Induced Martensitic Transformation in TiNi Alloy." *Materials Science and Engineering*, September 1985, p. 75. [magazine article, 3 authors]

Schwartz, Peter. *The Art of the Long View*. New York: Doubleday, 1991. [book]

Phone Numbers

When including a general EPRI contact phone number in a document, use the EPRI Customer Assistance Center number, 800-313-3774, and the number 650-855-2121, which can be accessed outside the United States. Do not use alpha designations in phone numbers because many phones outside the United States do not have letters to correspond with numbers