DTE Energy saved the following resources by using 8,000 pounds of New Leaf Reincarnation 100, made of 100% recycled fiber, designated Ancient Forest Friendly™ and manufactured with electricity that is offset with Green-e® certified renewable energy certificates. Calculation based on research by Environmental Defense Fund and other members of the Paper Task Force.
At DTE Energy, our aspiration is to be the best-operated energy company in North America and a force for growth and prosperity in the communities where we live and serve.

Building an Engaged and Diverse Workforce

2014 was the 8th consecutive year that DTE Energy improved its score on the Gallup employee engagement survey.

Gallup Engagement Score compared to other companies (percentile)

DTE's Vice President of Diversity and Inclusion new executive position created in 2014

Health & Safety

Recognized by the National Business Group on Health for our ongoing commitment to employee health and wellness (one among 63 companies across the US)

Diversity

Our ultimate aim is zero injuries and occupational illnesses. Our long-term progress in safety performance over the past several years shows an improving trend.

DTE Energy has a long history of hiring a diverse workforce and fostering an inclusive work environment. We are evaluating our existing diversity and inclusion initiatives and driving continuous improvement in this area.

We recognize, appreciate, celebrate and leverage the unique backgrounds and strengths that our employees bring to DTE.
Environmental Stewardship

Transforming Electric Generation

Our generation mix will shift from predominantly coal to a more balanced mix of coal, natural gas, renewables and nuclear. This is a result of new environmental regulations and the aging of our fleet of coal-fired power plants.

DTE Electric Generation Output (percentage)

In 2014, we completed a nearly $2b program to install state-of-the-art emission controls at the Monroe Power Plant, our largest generating plant and the fourth largest coal-fired plant in the country.

Air Emissions

In 2014, the River Rouge Power Plant gained certification under Wildlife Habitat Council Corporate Lands for Learning program, joining the Monroe Power Plant in achieving this milestone. The program recognizes sites for developing and implementing education and outreach programs.

Protecting Natural Resources

DTE Electric Generation Output (percentage)

DTE is one of the largest landowners in Michigan. We maintain thousands of acres of land in its natural state and provide habitat for hundreds of species of birds, mammals, fish and insects.

Protecting Natural Resources

187 MW of new wind capacity enough to power 86,000+ homes

1,000+ MW of natural gas-fired generation purchased by DTE Electric in 2015

16.3% reduction in CO₂ compared to 2010 baseline

On track to achieve our goal of 20% reduction by 2020

DTE Electric Generation Output (percentage)

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In 2014, the Foundation provided nearly $12 million in grants, which includes $750,000 to match employee donations.

- 21% Human Needs
- 10% Environment
- 13% Education
- 13% Leadership
- 4% Diversity
- 11% Development
- 27% Other

$27m combined corporate donations and Foundation grants which includes:

- $10m to the Heat and Warmth Fund (THAW) and United Way
- $5m to the “Grand Bargain” for Detroit

$1.6m spent on Michigan education early childhood, K-12 and post-secondary education programs

DTE supports training in skilled trades and technical education:

- Careers in Energy Week every October
- Community college partnerships
- Apprenticeships
- STEM education (science, technology, engineering and math)

$922m spent on...
Driving Economic Progress

10,000 people employed by DTE at the end of 2014

12,000 retirees

* each figure represents 200 employees

Michigan-Based Supplier Spend
(units in million dollars)

2010 2011 2012 2013 2014 2015

475 600 825 922 950

$1.25b increased spending on Michigan-based suppliers since 2010
creating 5,000+ Michigan jobs

$1.25b

$159m spent with Detroit-based suppliers in 2014

$370m spent with certified diverse suppliers in 2014

$370m

Additional commitments to Michigan-based suppliers

$5b over next 5 years

Examples include:

- Investing in wind power and landfill gas projects
- Installing emission controls, cooling water systems and by-product management
- Upgrading electrical circuits and natural gas infrastructure

Capital investments during 2014 totaled more than $2 billion, primarily projects focused on reliability, renewable energy resources and environmental controls

$2 billion
**J.D. Power Rank vs. Midwest Peers**

DTE Energy is ranked “Highest in Customer Satisfaction With Business Natural Gas Service in the Midwest”

**Using Technology to Enhance Customer Service**

Customer Experience initiative in 2014 resulted in better communications and convenience

DTE Insight mobile app more than 55,000 customer downloads

Allows users to monitor electricity use, improve efficiency and track savings

**Advanced meters installed in 2014**

- Residential Electric: 1,636,921 installed = 69% of Customers
- Residential Gas: 549,720 installed = 45% of Customers
- Commercial Electric: 130,761 installed = 62% of Customers
- Commercial Gas: 36,596 installed = 36% of Customers

**Natural Gas Safety and Reliability**

We maintain the safety and integrity of our system of underground natural gas pipes through a robust program of inspections, maintenance and upgrades.

- 84 miles of gas pipeline replaced or retired in 2014
- 160 miles of gas pipeline annually going forward

**Residential energy efficiency programs reached**

550,000+ electric customers

Residential app users reduced monthly bills by 1.2%
Severe weather has a significant impact on our power delivery infrastructure. We have stepped up our efforts to reinforce our electric distribution network by upgrading utility poles, wires and other equipment and improving regular maintenance programs.

Because two-thirds of our power outages are associated with trees, we are renewing emphasis on tree trimming, in consultation with customers and affected communities.

DTE Energy pioneered an innovative program called the Low-Income Self-Sufficiency Plan to help economically stressed customers bridge the gap between extreme-weather utility bills and reduced government aid. This proactive, year-round assistance program helps customers budget for their energy payments, avoid service interruptions during hard times, and puts them on a path to self-sufficiency.

A key part of this work is replacing older gas mains made of cast iron or unprotected steel with mains composed of safer, longer-lasting materials.

Customer Energy Efficiency

DTE's energy efficiency programs help customers reduce their energy use, capturing both electric and natural gas savings. Specific measures include installing more efficient appliances and lights, adding insulation, weatherizing homes and conducting boiler tune-ups.

DTE Energy is committed to managing our rates to keep energy affordable for our customers. Reasonable electricity rates, for businesses as well as residential customers, contribute to the strength and competitiveness of Michigan's economy.

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DTE customers have saved enough electricity and natural gas to:
- power all the homes in Ann Arbor for 3.5yrs
- heat all the homes in Ann Arbor for 1.5yrs

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DTE Energy's Aspiration is to be the best-operated energy company in North America and a force for growth and prosperity in the communities where we live and serve. This statement isn't an empty catchphrase like so many that litter cubicles across corporate America. It grew out of our employees' genuine desire to help build a better future for Michigan and its communities. It arose out of the economic crisis of 2009-2010, when we looked outward and saw a still struggling region. Our employees asked “what can we do to help?” Our answer to them: become a best-operated company that provides our customers with excellent service, and use our economic scale to help our communities grow and prosper.

Our Aspiration can only be realized through the exceptional energy of our 10,000 employees. To create a great company, our employees must be fully engaged and bring their best energy and focus to work every day. We measure engagement using the Gallup employee engagement survey, and I am very proud of our improvement over the last seven years. In 2014, we earned our third consecutive Gallup Great Workplace Award - the only utility to ever win this award.

An engaged workforce also is tightly linked to our customer satisfaction. We take great pride in the progress made in improving our customer service performance. We will continue our efforts to improve these outcomes, which now benchmark at or near the top of our peer group.

One of the most important strategic issues for DTE is the coming fundamental transformation of electric power production in Michigan and across the country. We absolutely agree it is time to move toward a cleaner, greener generation mix; however, the path to achieving those goals must also support both a thriving business climate in Michigan and the needs of low income customers.

Being a leading corporate citizen also means giving back to the communities where we live and serve. 2014 was an extraordinary year in the history of Detroit and our region, as we took the first steps toward a much brighter future. So in that light, DTE Energy and the DTE Energy Foundation provided by far the highest level of giving in our company’s history: $27 million.

This 2014-2015 Corporate Citizenship Highlights Report provides our stakeholders with a quick snapshot of the work we are focused on for our customers, our environment and our communities. For an in-depth look at our story, please see our full report at www.dtecitizenship.com. I also invite you to share your feedback at citizenship@dteenergy.com.