

A Force for Growth & Prosperity



2013 CITIZENSHIP HIGHLIGHTS



CEO Message



When we talk about how DTE Energy powers the world in which we live, we mean so much more than the services and products we provide.

Every day I am impressed by the energy that employees bring to work here at DTE. In ways large and small, we are making a difference in our world. From our environmental leadership to our philanthropy to the many examples of our commitment to the communities we serve, our employees shine. They are the ones who are driving this company. It is their energy that makes us successful.

The stories of how our employees shine - how they impact every customer, every neighbor, every person we touch in our daily work - are woven throughout this corporate citizenship report. This report is our opportunity to share with you where we are in the pursuit of our aspiration 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.

We recognize we still have challenges. We are not yet where we want to be, but we are taking the steps to get there. One of the principles that guides our work is continuous improvement. Wherever we are today, we know we can and will do better. We owe that to our customers and community.

Three major pillars undergird our approach moving forward: supporting the development of strong and responsible energy policy in Michigan and nationally; investing in natural gas infrastructure; and leveraging new technologies to enable superior operations and customer service.

Long-term energy and climate policy in Michigan and the country, which promise much environmental progress, must also deliver reliability, adaptability and affordability. We have already started retiring older and less-efficient coal-fired power plants; over the next 10 years, we will transition our aging coal-fired power generation fleet to a cleaner, more diverse generation portfolio.

We are also making significant investments in system reliability to lower the frequency of power outages and improve how quickly we restore power. Sometimes severe weather events make this priority all the more tangible, such as the Christmas week ice storm last year that impacted more than 200,000 of our electric customers. It demonstrated the importance of what we do and the demands placed upon our employees.

Investments in our natural gas infrastructure are also a key part of our long-term strategy. It is paramount that we maintain the safety and integrity of our system of underground natural gas pipes through a robust program of inspections, maintenance and upgrades.

Additionally, we are upgrading our communications systems to better use technology so that we can provide excellent customer service.

We are inextricably linked each day to our customers and our communities by our purpose: We serve with our energy, the lifeblood of communities and the engine of progress. This sense of purpose sustains us and inspires us, and helps us to bring our best energy, focus and talent to work. The work we do at DTE is vital. The services we provide are fundamental to the functioning of society.

DTE is committed to all the communities where we live and serve. Our corporate citizenship report serves as a clear and transparent look at how we act as a force for growth and prosperity.

We look forward to an open dialogue with you about our corporate citizenship. I invite you to read our full report at dtecitizenship.com and I encourage your feedback via our citizenship@dteenergy.com inbox.

Gerry Anderson
Chairman and CEO
DTE Energy



Community



We are the lifeblood of the communities we serve

A diversified energy company, DTE Energy connects with people's lives on a continual basis, providing critical support for health, quality of life, comfort and convenience. We also engage in many activities to improve the lives of Michigan residents who are our neighbors, our customers and our employees.

DTE Energy: a positive economic force for Michigan



ANCHORED FIRMLY IN DETROIT

DTE Energy remains a strong corporate citizen and a champion of our hometown, where we've been based for more than 150 years. We believe that optimism about the future of Detroit is high.



Energize Detroit

DTE Energy has begun an initiative in our downtown headquarters neighborhood to create more reasons for people to be outside, improve walkability and encourage residential and retail growth. As part of this ongoing plan, we have purchased and are renovating a long-vacant, historic Art Deco office building.



Upgrading Detroit's Electrical System

We have been working hard in Detroit to completely remake the city's street lights. As part of this three-year project, we are advising the city on a plan to fix or replace 500 street lights each week. We also are in the process of improving electric reliability to Detroit schools and major institutions by converting existing Public Lighting Department customers to DTE's system over the next three to five years.

Powering Michigan's Prosperity

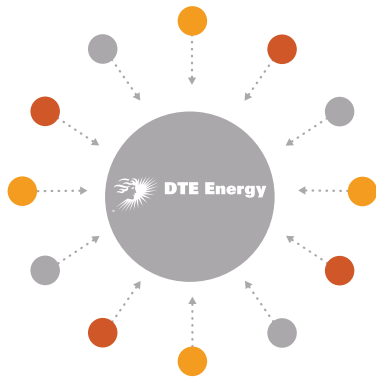
Michigan cannot prosper without a strong economy. DTE Energy is one of the original seven leaders in Pure Michigan Business Connect, an \$8 billion public-private initiative established in 2011 that prepares and develops Michigan suppliers to provide services to companies across the state.

In 2013, DTE was named "Corporation of the Year - Consumer Products" for the fourth year in a row by the Michigan Minority Supplier Diversity Council.



Our Commitment

In May 2013, we pledged to spend **\$1 billion** with Michigan-based suppliers by the end of 2015. By the end of 2013, we had already spent \$809 million more with in-state suppliers.



Supply Chain Diversity

DTE Energy recognizes the importance of cultivating business relationships with a diverse group of suppliers.

DTE works with **200+** minority and women-owned businesses

\$302M spent in 2013 with certified diversity suppliers

more than **90%** of those dollars spent in Michigan

Giving Back

DTE Energy serves some 450 towns, cities and suburbs across Michigan, each with unique needs and expectations. We're listening - and responding - to those needs. We partner with hundreds of organizations through a number of ways, including donations, volunteering and even helping charities raise more funds. This benefits our customers and the communities they call home.

DTE ENERGY IN THE COMMUNITY

We're proud that during 2013 our employees continued their legacy of giving time and money. Dozens of charitable, cultural and educational groups received financial and volunteer support from our employees. In 2013, the DTE Energy Foundation also granted nearly \$350,000 to match employee gifts and to enhance volunteer projects.



With support from the DTE Energy Foundation and hundreds of DTE volunteers, more than **15,000** seniors received hot meals on Christmas Day



Nearly **500** teens and young adults from metro Detroit and Muskegon held summer and part-time jobs funded by the DTE Energy Foundation



In 2013 our employees contributed **\$1.6 million** to United Way agencies

Serving With Our Energy

As the economy stumbled and corporate philanthropy dried up, the DTE Energy Foundation has stepped up its efforts to address more of the community's basic human needs.

In 2013, the DTE Energy Foundation provided more than **\$10 million** in grants.



237
awards & grants =

\$266,500

Our employees and retirees volunteer thousands of hours to make their communities a better place. The DTE Energy Foundation gives a special award to recognize those who volunteer at a single organization for 40 hours or more per year. The award includes a grant made in the recipient's name to the nonprofit organization they serve.

VOLUNTEERING IS PART OF OUR CULTURE

Hundreds of employees volunteered across our state on our inaugural DTE Cares Day:



packed and delivered **784** bags of groceries

cleaned and beautified the facilities of **6** nonprofit organizations



assisted in building **1** new home and helped restore **2** homes in partnership with Habitat for Humanity

picked **10,000** pounds of fruits and vegetables



We also promote engagement between DTE's senior leadership and community organizations so our leaders can see our work through the eyes of those we serve.

DTE Energy directors team with **140** neighborhood associations statewide to address local concerns



Customers



We see our work through the eyes of those we serve

Customer focus is a key priority at DTE Energy.

We strive to delight our customers with a **+1 customer experience**, an interaction with DTE that exceeds expectations.



We know many factors affect customer satisfaction and we continually improve our programs to provide those +1 experiences.

DTE is in the top 25% of its peer group in the J.D. Power residential customer satisfaction rankings at both the electric and gas utilities. Michigan's families and businesses deserve the best experience. We are working hard to be ranked No. 1 in customer satisfaction by 2017.

J.D. POWER RESIDENTIAL CUSTOMER SATISFACTION

Electric Utilities



DTE Electric
5th place
in 2013
among Midwest
electric utilities

DTE Electric goal
1st place
in 2017

Gas Utilities



DTE Gas
2nd place
in 2013
among Midwest
gas utilities

DTE Gas goal
1st place
in 2017

RELIABILITY: THOSE WE SERVE HAVE THE RIGHT TO EXPECT IT



We are spending \$1.5 billion on system reliability improvements. And in 2013, we launched an initiative to lower the frequency of outages and improve how quickly we restore power following an outage. Ultimately, we will upgrade more than 1,800 circuits, benefiting more than 1.5 million customers in our service territory.

Keeping Energy Affordable

DTE is doing all it can to reduce rates and keep them affordable. We have kept operations and maintenance costs at or below where they were in 2007.

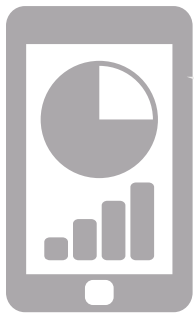
Jan 2014:
6.5% decrease
 in electric residential
 rates, or an average of
\$80 per year

**average DTE
 electric bill:**
12% lower than
 U.S. average

our goal:
 2018 rates
 no higher
 than 2013

TECHNOLOGY ENHANCES SERVICE

We're increasingly using technology to give customers better information about their power outages and restoration work.



Mobile Apps

In 2012, we introduced our **Outage App** to provide customers a way to report outages, get estimated restoration times, pay bills and exchange other important information.

In 2014, we are launching **DTE Insight**, a new mobile app designed to help customers save energy in real time.

Advanced Meters

EMPOWER CUSTOMERS TO
 MANAGE THEIR ENERGY USE

IMPROVE RESPONSE TIME TO
 POWER OUTAGES

ELIMINATE ESTIMATED BILLS



ASSISTING OUR CUSTOMERS IN NEED

DTE Energy's newly launched Low-Income Self-Sufficiency Plan is an innovative program to assist our low-income customers in staying on track with their utility payments before they get to a crisis.



28,947
 customers
 enrolled in 2013

\$5M donated by DTE Energy to **The Heat and Warmth Fund (THAW)** and the **Michigan Community Action Agency on Aging** to help vulnerable Michigan families stay warm

ENERGY EFFICIENCY: WE OFFER MANY WAYS TO SAVE YOUR ENERGY DOLLARS

Since 2009, DTE has helped our customers:



Save enough electricity to power all of
 the homes in Ann Arbor, MI for **3** years

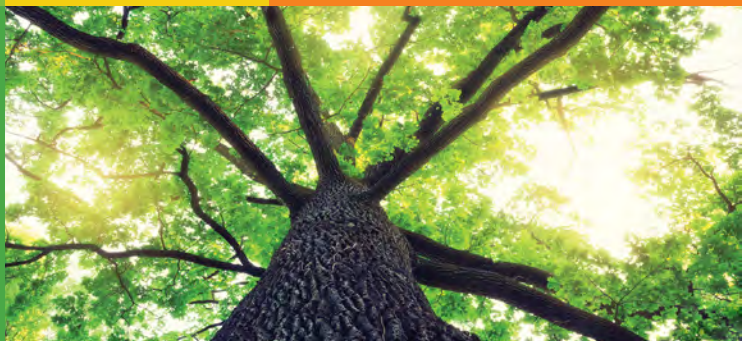


Save enough natural gas to heat all
 the homes in Ann Arbor, MI for **1** year

Since 2009 more than 750,000 electric and more than 450,000 gas customers have directly participated in DTE programs that promote more efficient and cost-effective energy use. DTE Energy is investing another \$222 million through 2015 in energy efficiency education and programs to help our customers save energy and money.



Environment



Leading the way on environmental excellence

Serving our customers and the community goes beyond the delivery of safe, reliable and economical energy products and services. DTE Energy also has a responsibility to be stewards of our natural resources and our environment.

We demonstrate our commitment to the environment through certification of our DTE Electric and DTE Gas facilities to the ISO 14001 standard for environmental management. They also are recognized under Michigan's Clean Corporate Citizen program.

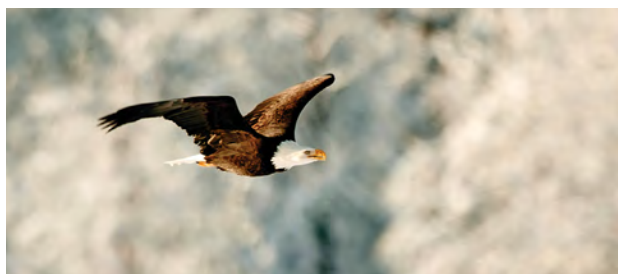
PASSION FOR OUR LAND AND NATURAL RESOURCES

DTE Energy is one of the largest landowners in Michigan and our properties are home to hundreds of species of wildlife. We develop and maintain thousands of acres of land and provide habitat for hundreds of species of birds, mammals, fish and insects. Our work has been recognized by the Wildlife Habitat Council and the Michigan Department of Environmental Quality.

In 2013, we participated in the groundbreaking at the Detroit River International Wildlife Refuge Gateway in Trenton, Michigan, a unique site along the Detroit River and western shoreline of Lake Erie. Portions of our Fermi 2 and Monroe Power Plant sites are incorporated into the refuge.

33
Clean Corporate
Citizen designations

30
DTE Energy
Wildlife Habitat
Council Certified sites



180 bald eagles in winter residence at Monroe Power Plant in 2014



Reclaiming Legacy Sites

The company today is in various phases of cleanup of 15 former manufactured gas plant sites throughout Michigan. One of these projects is helping to prepare the property for construction of a segment of the Detroit Riverwalk from Mt. Elliot Park to the MacArthur Bridge.

Michigan's Energy Future: Working toward balanced and affordable energy solutions

We are continuing on our journey to become the best-operated energy company in North America. We support responsible regulation that enables us to power Michigan's energy future with cleaner generation and state-of-the-art reliability and services.



DTE will meet the Michigan **10%** renewable energy goal by the end of **2014**.

We envision a thoughtful, managed transition from a fleet of power plants that is dominated by coal-fired technology to a cleaner, greener fleet. Today and for the foreseeable future, **natural gas and wind** are the most economical sources of new generation for Michigan.

Energy Investments Over the Next 5 Years:

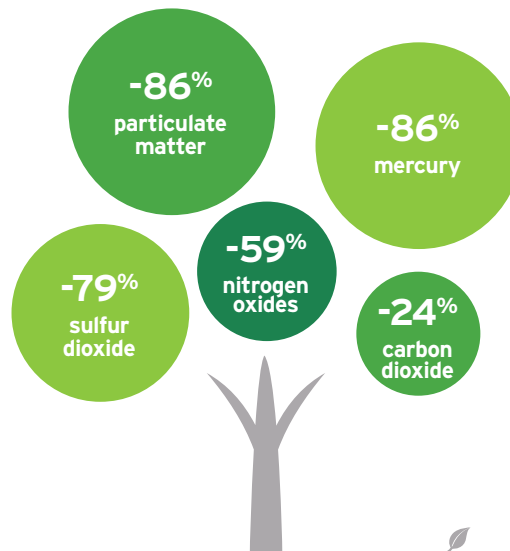


In addition to investing in new, cleaner energy generation, we also are retiring some of our aging and less efficient coal-fired plants. Our future fleet of electric generation technologies will be more diverse than it is today, and managed in a way that protects Michigan's natural resources.

IMPROVING AIR QUALITY

In the last 40 years, DTE Electric has dramatically reduced emissions from our power plants while customer demand for electricity has grown. In the last decade, we have accelerated our emission reductions to meet new federal emission requirements, including the Mercury and Air Toxics Standards.

DTE Electric Emissions Reductions 2007-2018 (projected)



\$2B
spent to meet new state and federal emission requirements over the past decade



About Us



We serve with our energy, the lifeblood of communities and the engine of progress

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. For thousands of DTE employees, this is more than just a job. We share a unified purpose: to serve with our energy, the lifeblood of communities and the engine of progress.

OUR BUSINESSES AT A GLANCE

Utilities Providing energy to more than half of Michigan residents

 **DTE Electric**
2.1M
customers

 **DTE Gas**
1.2M
customers



\$9.6B
net revenue
2013

Non-Utility Business Units Located across the U.S.



Power and Industrial Projects

Delivers energy products and services to industrial, commercial and institutional customers; provides coal transportation and marketing; and sells electricity from biomass-fired energy projects.



Gas Storage and Pipelines

Controls two natural gas storage fields in Michigan plus gathering pipeline systems in Michigan and Pennsylvania. The two storage facilities in Michigan operate separately from our regulated gas utility assets. We also hold partial ownership of two interstate pipelines serving the Midwest, Ontario and Northeast markets.

DTE Energy has held operating costs flat while costs have increased for other utility companies:

Our relentless drive to continuously improve has produced industry-leading cost savings since 2007.

0%
change in operating costs for DTE Electric

average for industry:
33% increase

-5%
change (decrease) in operating costs for DTE Gas

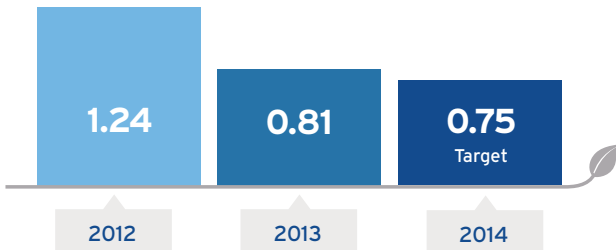
average for industry:
16% increase

WE PUT THE HEALTH AND SAFETY OF PEOPLE FIRST

Employee Safety

We believe that every employee should come to work knowing that they will go home to their family safe and healthy at the end of the day. Our focus helped us to achieve our best safety performance yet in 2013.

The rate of DTE Energy's work-related injuries and illnesses reported to OSHA (Occupational Safety and Health Administration):



* The rate is a calculation of injuries and illnesses against all DTE employee hours worked.

Public Safety

At DTE, the safety of the public always is our overriding priority. During storms, public safety teams protect against the dangers of downed wires. They may securely tape off and barricade an area or stand by the site until a crew can come and clear the hazard.



Pipeline integrity is steadily improving through a multi-year effort to replace old gas pipelines.



at least **66** miles of pipeline retired or replaced annually for next 5 yrs

\$52M budgeted to retire/replace 78 miles of main in 2014

WE PLAY TO WIN AS A TEAM

At the core, our **9,900** employees drive this company. They allow us to live our purpose and be a force for growth.

In 2013 and again in 2014, DTE Energy earned Gallup's Great Workplace Award, the first energy company to be so honored. The award recognizes "an extraordinary ability to create an engaged workplace culture." We see this as key to our success.





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