Our customers expect that we are always here – that the lights go on when the switch is flipped, and the power comes back after a storm shuts it down.

Detroit Edison

We are always here, in good weather and in bad, to provide the products and services that our customers expect. Doing our job day and night – and doing it right – involves a vast network of employees, infrastructure and equipment. That's why Detroit Edison expects to spend approximately $600 million annually over the next several years for power plant efficiency, electric system maintenance, reliability upgrades and line clearance – all of which will bring direct benefit to our customers.

Pole top maintenance work is completed in conjunction with line clearance and incorporates visual inspections and thermal scans. To supplement these infrastructure upgrades, we're also working on poor-performing pockets of circuits to resolve complaints from customers who have frequent outages. A small percentage of transformers are behind a majority of these complaints.

"We want to find the root cause of these outages and make the corrections necessary to improve performance," says Joe Matusz, senior engineering specialist.

Overall, our electrical system is one of the most reliable in the nation. Detroit Edison ranks in the first quartile of utility companies with the fewest system interruptions when compared with more than 95 other utilities across the U.S. and Canada. Continuing line clearance and pole top maintenance work, and concentrating on other reliability

Here at the Monroe Power Plant, Claire Jennings, an environmental compliance specialist, tests air samples. For more on what DTE Energy does to monitor the impact of our operations and keep the environment safe for our customers, visit our Corporate Responsibility Report at dteenergy.com/crreport

Linemen Charles Dortenzio and James Shaw work on a distribution circuit. This work requires trimming 1,200 trees, repairing 101 pole tops and replacing roughly eight outdated poles.

programs, such as breaker replacement and secondary power line improvements, are all part of our commitment to deliver the energy our customers need, when they need it.

Electric reliability is critical in satisfying our customers, but it's not the only driver. We recognize that all of the work we do – whether it's in an office, a power plant, in the field or on the phone – affects the quality of our service. And we're working hard to improve.

We spent the early months of 2007 taking a hard look at our customer service practices to identify improvement opportunities, then implemented changes. We added a touchtone option to our automated telephone system and enhanced the training of our customer representatives. We revised some payment policies and processes to better meet the needs of customers struggling to pay their bills. We created more effective customer communications.

This is just the beginning. Our goal is to exceed the expectations of our customers who want reliable service at a good price, helpful and courteous treatment, and clear communications by a company that cares. We intend to give them that – and more.

Visit us online at
dteenergy.com

The statistics are staggering. 7,000 tons of structural steel and ductwork. 3.5 million labor hours. Approximately $219 million spent in 2007, with an estimated investment of $2.4 billion through 2018.

Detroit Edison

Installation of emissions control equipment and technologies are fundamentally changing the face of Detroit Edison's power generation fleet.

The Monroe Power Plant, located near the shores of Lake Erie, has four power-generating units that produce more than 3,000 megawatts of electricity. Monroe is one of the nation's largest and most efficient coal-fired plants, comprising nearly 30 percent of Detroit Edison's capacity. Adding selective catalytic reduction equipment, or SCRs to the units, will help reduce 90 percent of nitrogen oxide (NOx) emissions. Other equipment will control more than 95 percent of sulfur dioxide emissions and reduce mercury emissions 80 percent, with further reductions planned.

Detroit Edison's cleanest electric generating asset is the 1,130 megawatt Fermi 2 nuclear power plant. Nuclear energy is safe, cost effective and does not emit carbon or other greenhouse gases. We believe it, along with an expansion of our renewable investments, is the best option to meet our state's growing needs and emerging carbon restraints. We're currently preparing a license application to build a second nuclear unit at our Fermi 2 site, although the state's current regulatory structure contains stumbling blocks to new plant construction. The partially regulated and partially competitive structure in Michigan must change to provide the certainty required for new power plant investments.

Environmental installations at the Monroe Power Plant will help us reduce a majority of nitrogen oxide and sulfur dioxide emissions. More than 400 permanent and 500-800 temporary construction workers are assigned to the project, making the plant one of the largest employers and taxpayers in Monroe County.