



Joyce Hayes-Giles

Senior Vice President, Customer Service
Detroit Edison and Michigan Consolidated Gas

Joyce Hayes-Giles is senior vice president of customer service for Detroit Edison, an electric utility serving 2.2 million customers in Southeastern Michigan and Michigan Consolidated Gas Company (MichCon), a natural gas utility serving 1.3 million customers in more than 550 communities throughout Michigan. Both companies are subsidiaries of DTE Energy (NYSE: DTE), a Detroit-based diversified energy company involved in the development and management of energy-related businesses and services nationwide. Hayes-Giles is responsible for providing customer service, which includes call centers, business offices, billing services, meter reading and credit and collection.

Hayes-Giles previously served as vice president of corporate resources at MCN Energy Group, the former parent company of MichCon. She joined MichCon as manager of compensation in 1978. Through various director-level positions with the company, she led employees in customer relations, material management, administrative services, customer information and physical assets. Prior to joining MichCon, Hayes-Giles was employed with the Automobile Club of Michigan, Chrysler Corporation and Connecticut General Life Insurance Co.

Hayes-Giles earned a bachelor of arts degree in psychology from Knoxville College. She also earned a master of business administration degree from the University of Detroit and a law degree from Wayne State University Law School.

Her professional affiliations include membership in the Detroit, State of Michigan and Wolverine bar associations; the Women's Economic Club of Detroit; Leadership Detroit Alumni Association; Delta Sigma Theta Sorority, Inc.; and The Links, Inc. She serves on both the local and national board of directors of the American Association of Blacks in Energy. In addition, she is actively involved in the community and has served on various boards, including past Board Chair of Marygrove College, past Board Chair of the Urban League and the NAACP-Detroit Chapter. Current boards include: the Music Hall, THAW, and the DTE Energy Foundation. She also serves on the Detroit Regional Chamber's

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Nominating Committee and their Planning Committee for the annual legislative conference. Joyce currently is the Detroit School Board Vice President.

In 2007, Hayes-Giles was recognized by Crain's Detroit Business as one of Detroit's Most Influential Women, and was also presented the Political Service Award from the Fannie Lou Hamer Political Action Committee. In 2006, she was appointed by Governor Jennifer M. Granholm to the Mentor Michigan Leadership Council. She was also selected as one of the country's Most Distinguished Black College and University Graduates by US Black Engineer & Information Technology magazine. In addition, she was recognized in the Inaugural Edition of Who's Who in Black Detroit as one of Detroit's Most Influential Leaders. In 2005, she was awarded the Booker T. Washington's Two Way Street Award. She has also been recognized by Corp! Magazine as one of Michigan's "Most Powerful African-American Leaders" and in 2005 as one of Michigan's "Extraordinary African-American Achievers." She received the Lewis H. Latimer award from the American Association of Blacks in Energy. She was also selected for "Who's Who Among Black Americans" and was recognized by Crain's Detroit Business as one of Metro Detroit's Most Influential Black Business Leaders. In 2000, she was selected as one of the finalists in Grant Thornton's Executive Woman of the Year award. She was chosen as an Outstanding Young Woman of America in 1981 and received a NAACP 100 Club Award. On the national level, she made Minority Business News USA's list of "Women Who Mean Business" and Women's Informal Networks Most Influential African American Women for 1998.