



640 Tillery Street, Suite 600
Austin, TX 78702

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October 13, 2014

To: Ms. Mary Jo Kunkle
Executive Secretary
Michigan Public Service Commission
4300 W. Saginaw Highway
P.O. Box 30221
Lansing, MI 48909

**Re: Provision Power and Gas, LLC Alternative Gas Supplier License Application
Docket No. U-17733**

Dear Ms. Kunkle,

Please see attached for Provision Power and Gas, LLC's application for license as an Alternative Gas Supplier in the state of Michigan. The requested financial data and risk management policies are considered confidential and have been provided under separate cover.

Please do not hesitate to contact me with any questions or concerns.

Respectfully,

Tri M. Vo
President
Provision Power and Gas, LLC
P: 713-677-3410
E: tri@provisionpg.com

PART I – FITNESS

1. Name, Michigan office address, phone and fax numbers, email address and company website:

**Provision Power and Gas, LLC
120 N. Washington Sq. Suite 805
Lansing, MI 48933
1-800-930-5427
www.provisionpg.com**

2. Name of contact person, phone number and e-mail:

**Tri Vo
P:713-677-3410
tri@provisionpg.com**

3. If principal place of business is outside Michigan, provide name, address, telephone number, and e-mail.

**Provision Power and Gas, LLC
640 Tillery St Suite 600
Austin, TX 78702
P:713-677-3410
tri@provisionpg.com**

4. Name, telephone number and e-mail of 24-hr contact person for customers.

**Tri Vo
P:713-677-3410
care@provisionpg.com**

5. Type of legal entity (corporate, Limited Liability Company, Partnership, etc.):
- a. Date and State legal entity was organized: **August, 13th, 2014 - Delaware**
 - b. Purpose for which the legal entity was organized: **Limited Liability Company**
 - c. Please submit your certificate of Authority to Transact Business in MI. **Please see attached, Exhibit A.**

6. Specify type of provider (utility, marketer, utility affiliate)

Marketer

7. Business affiliation (whether utility or other)

Other, wholly owned by Elevation Energy Group, LLC.

8. FERC authorization type(s) and number(s) if applicable:
Not applicable

9. Broker's name, address, telephone number, and e-mail (if applicable list all)

Not Applicable

10. Please list past or future planned name changes (if applicable)

Not Applicable

11. The applicant has not ever done any of the points stated in Part 1.11. They are as follows:

- a. Misled a potential customer and thereby induced that potential customer to sign a contract; **No**
- b. Defaulted on a contract; **No**
- c. Did not abide by the terms of the contract; **No**
- d. Exited the market due to the imposition of any energy related penalties or findings; **No**
- e. Committed any violations of law or business ethics in connection with the provision of energy or energy-related products and services anywhere in the United States that resulted in a criminal or civil conviction or agreement to pay a penalty including any settlement imposed by a court or administrative agency? **No**

12. Please submit a separate legal affidavit, signed by a corporate officer with proper authority, which shall attest to the competence of the company's employees to market natural gas as an AGS.
Please see attached, Exhibit B.

PART II – COMPLIANCE COMMITMENT

A supplier must demonstrate that it has the necessary technical and managerial capabilities to ensure adequate service to customers in Michigan. Please provide a complete summary of information covering the applicant's:

1. Corporate/Company history with Biographies of Key Personnel (this may include experience as a supplier of retail energy, including natural gas or electricity);

Please see attached, Exhibit C.

2. All service quality and reliability issues:

- The total number of customer complaints;
- Any and all violations or failures to perform on customer contracts, obligations to sell, serve or otherwise provide gas to customers by the applicant or any predecessor or affiliate entity;

Provision Power and Gas, LLC is a new entity and therefore has had no customer complaints or violations.

3. Audited financial statements of the applicant for its two most recent fiscal years or other documentation, by affidavit, providing detailed factual data pertaining to applicant's financial standing. Please submit financials under separate cover if considered confidential;

Provision Power & Gas, LLC is a new entity and therefore does not have financial statements for the two most recent fiscal years. In lieu of said statements, Provision Power and Gas, LLC will provide Proof of Current Funds (Bank Statements) to demonstrate financial viability. Please see attached, Exhibit D.

Upon approval, Provision Power and Gas will seek a line of credit from RB International. The members of Provision Power and Gas have previously worked extensively with RB International and anticipate the continuance of this relationship without issue.

4. Please provide the means for the required \$100,000 bond or letter of credit to ensure adequate service to customers in Michigan. Draft language will be provided at a later date;

Please see attached, Exhibit E.

5. Overview of business plan including risk management strategy or policy;

Provision Power & Gas's business plan includes all facets of an alternative gas supplier. Provision Power & Gas manages its risk very carefully and in accordance with its risk policy. Natural gas commodity risks are managed using hedges. Provision Power & Gas's business model does not include any speculation and is based solely on servicing its customers.

Please see attached, Exhibit F, for supplemental information regarding Provision Power and Gas, LLC's Risk Management Strategy or Policy.

6. Outline of staffing and procedures for responding to customer inquiries and customer complaints.

Provision Power & Gas is proud to be a small American owned and operated company. It is staffed during regular business hours (9AM – 5PM) with a team of trained energy customer care specialists. After hours, customers are able to enroll, request changes, and cancel their accounts at www.provisionpg.com and via care@provisionpg.com.

Our customers are at the core of our business, so any concerns are promptly addressed. Customers have the option to contact us both via phone and email with any inquiries they might have. Our phone representatives receive extensive training and can resolve most customer concerns within a few minutes. In the event that a representative is unable to directly assist a customer, the customer is forwarded to the customer care manager. The customer care manager is most often able to

immediately address the concern without any delay. Occasionally a difficult or confusing question will arise, and if this occurs, the customer care manager uses all available resources (including sales recordings, TPV recordings, and data received from the Utility) to find a solution - usually within one business day.

Please see attached, Exhibit G, for supplemental information regarding Provision Power and Gas, LLC's Compliance Commitment.

PART III - COMPLIANCE COMMITMENT

By signing this application and providing the affidavit letter required in item 12 of this application, the applicant and its representatives (1) certify that the information provided herein is accurate and complete and (2) agree to abide by the provisions of this agreement including the Terms and Conditions for a Michigan alternative natural gas supplier.

Signature: _____ Date: 10/13/14

Name and Title: Tri Vo President Date: 10/13/14

Exhibit A

Provision Power and Gas, LLC

Alternative Gas Supplier Application

Part I- Fitness, Response 5C

Certificate of Authority to Transact Business in Michigan
(Please see next page.)

MICHIGAN DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS

FILING ENDORSEMENT

This is to Certify that the APPLICATION FOR CERTIFICATE OF AUTHORITY

for

PROVISION POWER AND GAS, LLC

ID NUMBER: E9019U

received by facsimile transmission on September 9, 2014 is hereby endorsed.

Filed on September 9, 2014 by the Administrator.

This document is effective on the date filed, unless a subsequent effective date within 90 days after received date is stated in the document.



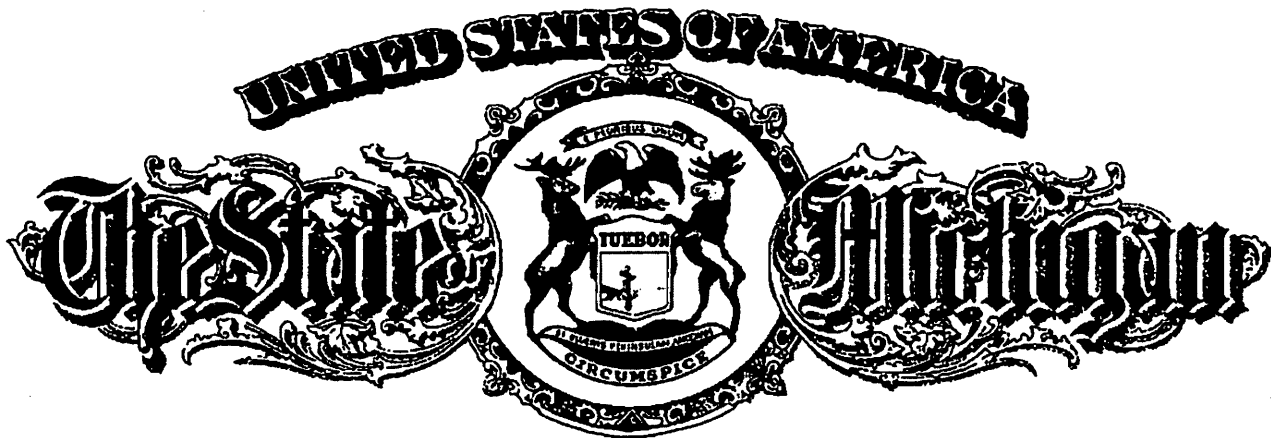
In testimony whereof, I have hereunto set my hand and affixed the Seal of the Department, in the City of Lansing, this 9th day of September, 2014.

A handwritten signature in black ink, appearing to read "Alan J. Schefke".

**Alan J. Schefke, Director
Corporations, Securities & Commercial Licensing Bureau**

Sent by Facsimile Transmission





Department of Licensing and Regulatory Affairs

Lansing, Michigan

This is to Certify that the annexed copy has been compared by me with the record on file in this Department and that the same is a true copy thereof.

This certificate is in due form, made by me as the proper officer, and is entitled to have full faith and credit given it in every court and office within the United States.

In testimony whereof, I have hereunto set my hand, in the City of Lansing, this 9th day of September, 2014

Alan J. Schefke, Director
Corporations, Securities & Commercial Licensing Bureau

Exhibit B

Provision Power and Gas, LLC

Alternative Gas Supplier Application

Part I – Fitness, Response 12

Affidavit of Tri Vo, President
(Please see next page.)

Exhibit C

Provision Power and Gas, LLC

Alternative Gas Supplier Application

Part II- Compliance Commitment, Response 1

Corporate/Company History with Biographies of Key Personnel

Corporate Structure

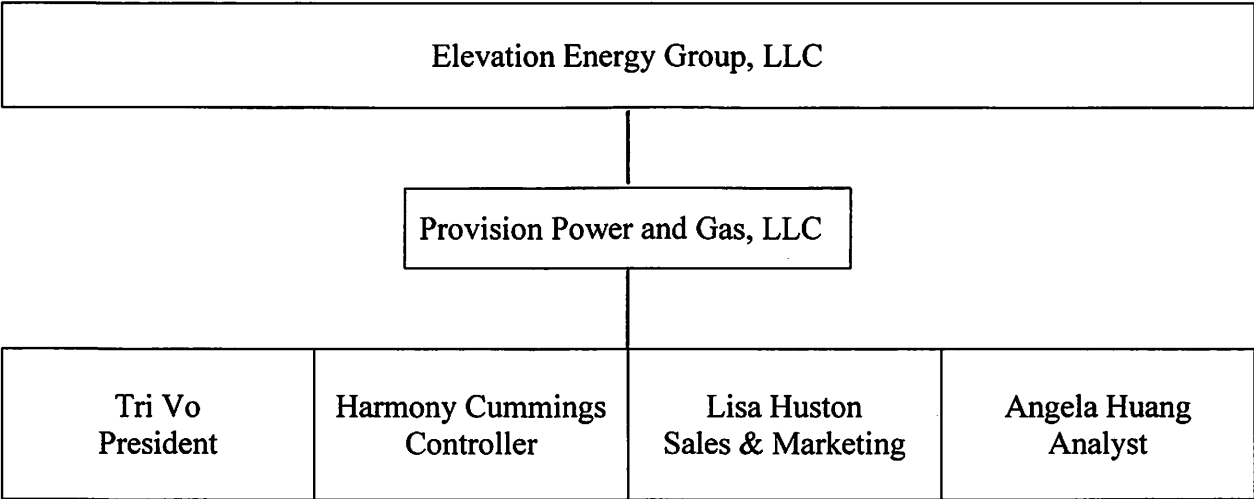


Exhibit C (continued)

Provision Power and Gas, LLC

Alternative Gas Supplier Application

Part II- Compliance Commitment, Response 1

Tri Vo – President

Tri Vo is the President of Provision Power & Gas. Tri started his career as a natural gas scheduler at Texla Energy Management. At United Energy Trading, Tri originated deals and traded the Gulf, Southeast, Northeast, and Appalachia regions. Along with his trading expertise, Tri also developed retail natural gas programs in California and Ohio. While developing these programs, Tri took an active role in overseeing all aspects of the retail business including trading, scheduling, accounting, and customer service.

Harmony Cummings – Controller

Harmony Cummings is the Controller at Provision Power and Gas, LLC. She has 12 years of accounting experience, 6 of which are in the energy sector. She has overseen the operational accounting functions for multifaceted energy logistics projects which have had over \$700 million in monthly transactions. She is currently responsible for monthly settlements, financial reporting, regulatory reporting and compliance, sales tax, payroll, inventory tracking, budgeting and projections. In addition, she provides back up for natural gas trading and scheduling. Harmony holds an Executive MBA and an MBA in Human Resource Management.

Lisa Huston – Senior Sales and Marketing Manager

Lisa Huston is currently the Senior Sales and Marketing at Energy 95, LLC and will bring her natural gas marketing experience to her work at Provision Power and Gas, LLC. She has eight years of outside sales and marketing experience in industries ranging from healthcare to publishing. Lisa's role at Provision Power & Gas, LLC will entail creating comprehensive multimedia sales campaigns, coordinating with outbound sales centers, and monitoring sales to ensure compliance with all applicable regulations. She will also train and manage the Customer Care team to provide friendly and efficient service to callers. Lisa holds a Bachelor of Science in both Psychology and Sociology as well as a minor in Political Science.

Angela Huang –Analyst

Angela Huang is a marketing analyst at Provision Power & Gas. She is responsible for reporting, daily transactions, and scheduling. She holds Business Honors and Finance bachelor degrees with a minor in Actuarial Mathematics from the University of Texas at Austin. Additionally, Angela graduated from Dell's two year Financial Development Program where she held four different roles within the following teams: Treasury, Americas End User Computing, Corporate FP&A, and Software and Peripherals. Most recently, Angela has worked at Energy 95, LLC as an Analyst.

Exhibit D

Provision Power and Gas, LLC

Alternative Gas Supplier Application

Part II- Compliance Commitment, Response 3

Audited Financial Statements or Other Documentation by Affidavit

CONFIDENTIAL MATERIAL

Submitted pursuant to Motion for Confidential Treatment and Filed Under Separate Cover with
the Executive Secretary

Exhibit E

Provision Power and Gas, LLC

Alternative Gas Supplier Application

Part II- Compliance Commitment, Response 4

Required \$100,000 Bond or Letter of Credit

CONFIDENTIAL MATERIAL

Submitted pursuant to Motion for Confidential Treatment and Filed Under Separate Cover with
the Executive Secretary

Exhibit F

Provision Power and Gas, LLC

Alternative Gas Supplier Application

Part II- Compliance Commitment, Response 5

Risk Management Strategy or Policy

CONFIDENTIAL MATERIAL

Submitted pursuant to Motion for Confidential Treatment and Filed Under Separate Cover with
the Executive Secretary

Exhibit G

Provision Power and Gas, LLC

Alternative Gas Supplier Application

Part II- Compliance Commitment, Supplemental

Customer Procurement and Management Procedures

In addition to the customer inquiries/complaints procedures outlined in Part II of the application, Provision Power and Gas, LLC has enacted the following protocols to ensure the security of all customer data:

Customer Enrollment:

Provision Power and Gas follows strict protocols regarding customer enrollments. All sales calls are recorded in their entireties and stored for future reference. In addition to meeting all requirements as outlined in the applicable Tariffs, including a 30-day unconditional right for the customer to cancel the contract (both verbally and in writing), Provision Power and Gas employs the following safeguards:

1. Third Party Verification (TPV) for all phone sales.
2. Regular Quality Control checks for all phone sales.
3. Electronically-available *Terms of Service* for all internet sales.
4. Mailed Terms of Service for all sales.
5. Recorded customer care phone conversations for quality assurance and customer protection.
6. Regular, proactive customer care training for all representatives.

IT Security:

Provision Power and Gas is committed to maintaining the privacy of customers' personal information. Any information collected during the enrollment process will be used solely for purposes related to Provision Power and Gas's supply services and will not be shared with any unauthorized third parties. The enrollment website utilizes 256 bit encryption and HTTPS protocol to ensure the security of all customer data.

Outside parties are unable to access Provision Power and Gas's confidential Customer Information, and all customer care representatives are assigned a unique username and secure password to ensure accountability. The Provision Power and Gas office is passcode protected, and the passcode is changed at varying intervals to ensure the safety and security of all employees and customer data.

Exhibit G (continued)

Provision Power and Gas, LLC

Alternative Gas Supplier Application

Part II- Compliance Commitment, Supplemental

Customer Procurement and Management Procedures

Billing:

Provision Power and Gas will bill customers using the consolidated billing services offered by the local Utility. Customer care representatives will be available via phone to answer any billing or gas rate questions. Questions or concerns can also be directed to our customer care team via email 24 hours a day, 7 days/week.