



## Provision | Gas Customer Choice Plan Summary

Thank you for choosing Provision! We're proud to be your local alternative gas supplier. Your utility will always deliver your natural gas, and we'll always work hard on your behalf to ensure you're on the best rate and plan for your personal usage. Please retain these documents for your records.

### About Your Plan

Supply Type	Utility	Rate Type	Rate	Entire Term	Cancel Fee	Green
Natural Gas	DTE	Monthly Variable Rate	\$0.30/Ccf	1 Month	\$0	100%

### About Your Natural Gas Service Providers

Your Alternative Gas Supplier		Your Gas Distribution Utility	
Provision P.O. Box 6036 Austin, Texas 78762 <a href="mailto:care@provisionpg.com">care@provisionpg.com</a>	<b>Customer Service:</b> 800-930-5427 8:00 a.m. - 6:30 p.m. CST, M-F  <b>To Report a Natural Gas Leak:</b> 800-477-5050 (24/7)	DTE Gas Company P.O. Box 740786, Cincinnati, OH 45274-0786	<b>Customer Service:</b> 800-477-4747 8:00 a.m. - 6:00 p.m. CST, M-F  <b>To Report a Natural Gas Leak:</b> 800-477-4747 (24/7)

### Common Questions

When will my new natural gas plan start?	For new enrollments, your service will begin in 1-2 billing cycles after your utility has accepted your enrollment with Provision. If you are an existing customer renewing into a new plan, these terms will be reflected on your bill after the first available billing cycle once your utility confirms your new rate.
How will I be billed?	You will continue to receive a single bill from your utility, which will include Provision's supply charges and your utility's delivery charges. The Provision supply charges will reflect your new rate plan.
What happens when my term is over?	Your entire term is one month. Once your term is over, if you have not already selected a new rate plan, you will automatically be placed on our monthly variable rate plan. We will send you a letter 60 days prior to your contract ending to remind you to select a new plan.
What's the difference between a supplier and utility?	Your utility takes care of everything related to the distribution of natural gas to your home, including repairs, maintenance and emergencies. In Michigan, you have the right to choose an alternative gas supplier, like Provision, to manage your gas supply, so you can access different rate plans options that are not available from your local gas distribution utility, in order to best suit your usage and budget.
What if I'm not happy with my plan?	Your happiness is our only goal. If you are not totally satisfied, please reach out so we can find a way to make it right. Call 800-930-5427 between 8:00 a.m. and 6:30 p.m. CST, Monday through Friday, or at <a href="mailto:care@provisionpg.com">care@provisionpg.com</a> anytime.
How do I cancel my service?	If you'd like to cancel your service, or learn about other rate plan options, please contact us at 800-930-5427, M-F between 8:00 a.m. and 6:30 p.m. CST, or at <a href="mailto:care@provisionpg.com">care@provisionpg.com</a> .

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*You have 30 days from your enrollment date to change your mind about choosing Provision Power & Gas. To cancel, please contact your gas distribution utility using the contact information listed above.*



## Provision | Gas Customer Choice Terms & Conditions

Residential and Small Commercial (500 Mcf or less)

Customer Care: 800-930-5427 | Monday through Friday, 8:00 a.m. to 6:30 p.m. CST

- 1. Purchase Agreement:** Provision Power & Gas, LLC, ("Provision"), is licensed by the Michigan Public Service Commission ("MPSC") to provide natural gas to Utility customers as an alternative gas supplier. By enrolling with Provision, the customer consents to this Contract and the terms contained herein and authorizes Provision to become his/her alternative natural gas supplier.
- 2. Rate and Entire Term:** See Plan Summary.
- 3. Early Termination Fee:** If customer cancels this Contract before the Entire Term, the customer may be charged a Cancel Fee, as shown on the Plan Summary. Provision agrees to supply the Utility with natural gas which will be distributed to the Customer at the registered service address(es) on a month-to-month basis as demarcated by the Customer's meter reading dates and until cancelled by notice as provided by this Contract. For Fixed Rates, Provision will provide a 60-day written notice prior to contract expiration. At the end of the Entire Term, the Customer will be placed on the monthly variable rate plan. The monthly variable rate will fluctuate based on the NYMEX settle price + an amount not to exceed \$5.00/Mcf.
- 4. Green Natural Gas Charges:** If you are enrolled with a "green" rate, 100% of the carbon footprint of all natural gas consumed under your plan will be offset proportionately by Provision through the purchase of carbon credits from certified carbon reduction projects. All offsets are based on 1 therm = 11.7 lbs of CO<sub>2</sub> (U.S. Energy Information Administration.) Provision will retire all due carbon credits in Provision's name on a third-party registry, ensuring a transparent and verifiable offset. The customer will be charged for their green gas consumption by multiplying their monthly usage with the rate specified in Section 2 of this document. This price includes the additional cost of providing a carbon offset service and is incorporated into the customer's natural gas supply charge on their bill.
- 5. Cancellation:** The Customer has a 30-day unconditional right to cancel this Contract without a termination fee following the date the Customer signs the Contract. Provision is not responsible for any charges or other billing disputes between the Customer and the Utility or another supplier. A \$10.00 (ten dollar) switching fee may be charged by the Utility if the Customer switches suppliers more than once within a 12-month period. Such fee is subject to Utility rules. The Customer should contact Provision to cancel this Contract: 800-930-5427.
- 6. Change in Terms of Service:** Provision may make changes to the terms and conditions in this Contract at any time by providing notice in writing at least thirty (30) days before any said changes.
- 7. Billing:** The Customer will continue to receive a monthly bill from the Utility. This bill will include Provision's monthly variable Gas Commodity Charge which replaces the Utility's Gas Cost Recovery (GCR) Factor. All billing terms and conditions set forth by the Utility and the Utility's Tariff apply. The Provision rate excludes state and local taxes.
- 8. Regulatory:** By entering this Contract, the customer guarantees that the enrolled accounts are residential or small commercial. In the event of a Force Majeure as defined by the Utility or any transmitting or transporting entity, Provision is not responsible for supplying natural gas. Any liability not excused by Force Majeure or otherwise shall be limited to actual direct damages and in no event shall either Provision or the Customer be liable for consequential, incidental, punitive, exemplary, or indirect damages or lost profits. This Contract shall be interpreted under the laws of the state of Michigan.
- 9. Entire Contract:** This document represents the entire Contract between Provision and the Customer and supersedes all other contracts, verbal and written, that have come before it.
- 10. Customer Service and Dispute Resolution:** Provision's customer care desk is available during normal business hours at: 800-930-5427 or may be reached at [care@provisionpg.com](mailto:care@provisionpg.com). Written notices may be sent to mailing address: P.O Box 6036 Austin, Texas, 78762. If the Customer's inquiry is not resolved after contacting Provision, he or she can contact MPSC: 800-292-9555.

