



Oct 25, 2012

To Whom it May Concern:

Ray Poirier came to Consumers Energy as an Applications Portfolio Manager through an IT consulting company, HCL America, that Consumers Energy was in the process of transitioning a majority of the daily technical support and application enhancements to for many of the Consumers Energy primary SAP based business support applications. Ray's focus was in our Customer Relationship and Billing area where many of the Consumers Energy primary business activities reside. This application suite included but was not limited to our SAP Customer Relationship Management, Device Management, ISU Billing and FICA accounting activities for our approximately 6.4 million customers. Ray also had responsibility for a wide arrangement of other non-SAP related applications. Ray played a key role in leading the transition and stabilization the portfolio through his team of nearly 50 support employees located both onsite and offshore. His team was responsible for the management and resolution of daily incidents to keep our IT operations running, for delivering multiple application minor enhancements to our SAP and non-SAP applications, for adherence to negotiated service level agreements and for the reporting function of these work activities to Consumers Energy management. Ray was able to streamline these activities and associated processes with Consumers Energy collaboration to make his team the most dynamic and effective team. His leadership, his attention to detail, his ability to see the big picture and ability to streamline processes will be missed. Please call me or e-mail me directly for any reference you may need concerning Ray's ability and performance during his tenure here at Consumers Energy.

Sincerely,

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