




## *Resolution*

### **Office of the Ohio Consumers' Counsel Governing Board**

#### **In Honor of Employees of the OCC and the Consumer Services Division**

- WHEREAS,** **The Consumer Services and Outreach and Education Divisions** have provided exemplary service to Ohioans; and
- WHEREAS,** **The Consumer Services and Outreach and Education Divisions** have served as ambassadors between the OCC and the public by addressing utility complaints and inquiries and providing customer education to more than one million Ohioans; and
- WHEREAS,** **The Consumer Services and Outreach and Education Divisions** helped and trained hundreds of social service professionals in counties throughout Ohio to provide access to assistance programs and otherwise serve utility customers; and
- WHEREAS,** **The Consumer Services Division** helped secure direct savings for customers through informal mediation with utilities, avoiding the need for costly litigation; and
- WHEREAS,** **The Consumer Services Division** advocated improvements in consumer protection policies, rules and regulations to help customers maintain utility service; and
- WHEREAS,** **The Outreach and Education Division** reached thousands of Ohioans through speeches and presentations explaining complicated changes to utility laws and offering tips about energy conservation to customers seeking to lower their utility bills; and
- THEREFORE, BE IT RESOLVED,** that the Governing Board of the Office of the Ohio Consumers' Counsel commends Maria Durban, Matt Jones, Anita Bolin, Laura Galleger, Kim Lee, Lisa Cain, Barbara Mullins, Brian Bayless, Jackie Stephens, Anitra Wheeler, Béatrice de Courtivron, Jeana Deletra, Angela Butler, Brian Vogt, Amy Carles, Paul Kostyu, Ali Lehman, Andy Tinkham, Chris Allwein, Mike Idzkowski, Jody Kyler, Maria Rodriguez, Sue Orme, Clair Childers, Alex Sanchez, and Colin Peters for their outstanding contribution to the advocacy efforts of the OCC; and
- BE IT FURTHER RESOLVED,** that on this 19th Day of July in the year two thousand eleven, the Governing Board of the Office of the Ohio Consumers' Counsel wishes the aforementioned employees success and happiness in all of their future endeavors.

I verify that the above resolution have been approved and ratified by the OCC Governing Board on this 19th day of July, 2011.



Jerome G. Solove, chairman  
Ohio Consumers' Counsel Governing Board