

SPEAKERS BUREAU

PROVIDING EDUCATION AND RESOURCES ABOUT UTILITIES SERVICES



Office of the Ohio Consumers' Counsel

"Your Residential Utility Consumer Advocate"

www.occ.ohio.gov

**SPEAKER
BIO**



Amy Carles

Biographical Information

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Amy Carles is a Senior Outreach and Education Program Specialist with the Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate. Amy's first term with OCC spanned from June 2004 until July 2011, and she returned to the office in November 2014.

As a Senior Outreach and Education Program Specialist, Amy is responsible for conducting presentations on a wide range of utility topics related to electric, natural gas, telephone and water for social service agencies, community and professional organizations and other interested groups. She also educates Ohio consumers

about OCC's services in a variety of ways, such as staffing resource tables, fairs and expos, speaking with consumers and answering their questions, and distributing fact sheets and other materials. Amy coordinates OCC's outreach and education efforts in the West Central and Northwest Ohio area.

Before returning to OCC in 2014, Amy was the program coordinator and executive director for the non-profit Hancock County Saves at OSU Extension, Hancock County. There, she strengthened community outreach and developed, coordinated and taught financial literacy programs. She also worked for the Humane Society & SPCA of Hancock County where she assisted with agency operations, wrote grants and coordinated fundraisers. Prior to rejoining OCC, Amy served as the consumer education coordinator with the Ohio Attorney General's office and was also the director of complaint management and dispute resolution and director of advertising review for the Better Business Bureau serving Northwest Ohio and Southeast Michigan.

Amy holds a bachelor's degree in Organizational Management from Bluffton University. She also has an associate's degree in Sales and Marketing with a certificate in Supervision from Owens Community College. Amy also earned a certificate in Management Advancement for Public Service in Public Relations and Marketing from The Ohio State University John Glenn Institute for Public Service and Public Policy.

The Office of the Ohio Consumers' Counsel (OCC), the residential utility consumer advocate, represents the interests of 4.5 million households in proceedings before state and federal regulators and in the courts. The state agency also educates consumers about electric, natural gas, telephone and water issues.

To receive utility information, brochures, or schedule a presentation, residential consumers may call 1-877-742-5622 toll free in Ohio or visit the OCC website at www.occ.ohio.gov.

The Office of the Ohio Consumers' Counsel is an equal opportunity employer and provider of services.

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