



# Speakers Bureau

*Providing education and resources about utilities services.*

Your Residential Utility  
Consumer Advocate

Office of the Ohio  
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**SPEAKER  
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## **Tonja Stewart Shaw**

### ***Biographical Information***

#### **Senior Outreach & Education Program Specialist**

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Tonja Stewart Shaw joined OCC as a Senior Outreach and Education Specialist in February 2023. As an outreach specialist, Tonja's responsibilities include giving speeches to community and professional organizations on a wide range of utility topics.

Previously, Tonja worked in public service at the Public Utilities Commission of Ohio (PUCO) as the Low-Income Programs Specialist for more than 31 years. Tonja was responsible for overseeing all aspects of the Percentage of Income Payment Plan (PIPP Plus), consumer protections, coordinating the annual winter heating season campaign which included the issuance of the special reconnect order and conducting statewide training on energy assistance programs.

Tonja earned her Bachelor of Arts degree in Journalism with a concentration in Public Relations from The Ohio State University, and a Master of Science Administration in Strategic Leadership from Central Michigan University.

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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](http://www.occ.ohio.gov).

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