



Speakers Bureau

Providing education and resources about utilities services.

Your Residential Utility
Consumer Advocate

Office of the Ohio
Consumers'
Counsel

**SPEAKER
BIO**



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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. She has since reclaimed her position with OCC in November 2014.

As a senior outreach and education program specialist, one of Amy's major responsibilities is to conduct presentations on a wide range of utility topics, including electric, natural gas, telephone and water, for social and human service agencies, community and professional organizations and other interested groups. She also plays an active role in educating consumers about OCC's services by meeting with consumers, answering their questions and distributing informative materials such as fact sheets, brochures and newsletters. Amy coordinates OCC's outreach and education efforts in the Northwest Ohio area.

Prior to returning to OCC, Amy served as program coordinator and executive director for the non-profit organization 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 Animal Control office operations, wrote grants and coordinated the Paws for a Cause: PAWS fundraiser. In the past, Amy also was a consumer education coordinator with the Ohio Attorney General's office as well as the director of complaint management and dispute resolution and the director of advertising review for the Better Business Bureau serving Northwest Ohio and Southeast Michigan.

Amy earned her bachelor's degree in Organizational Management from Bluffton University in 2011. Prior to this, she graduated from Owens Community College with an associate's degree in Sales and Marketing with a certificate in Supervision and earned a certificate in Management Advancement for Public Service in Public Relations and Marketing from the John Glenn Institute for Public Service and Public Policy at The Ohio State University.

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.

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