Each month, the Center for Consumer Protection will provide an article about an Attorney General’s Office Consumer Protection Chief.

I am honored to be the second “Chief of the Month” although a bit nervous as Parrell Grossman is a difficult act to follow. I have been in the Maine Attorney General’s office since 1988. I was hired shortly after I graduated from the University of Maine School of Law by then Maine Attorney General James E. Tierney. Some of you may know him.

For about ten years, I handled various civil, criminal and administrative cases. In 1999, I started working in the Consumer Protection Division and in 2004, I was promoted to Division Chief. Maine’s Consumer Protection Division includes: consumer, antitrust, charities, collections and tobacco matters.

We pursue a healthy mix of multi-state and local cases. Maine is geographically spread out but has a small population. Most of the population is concentrated in the southern part of the state. Western and northern Maine are quite rural. We also have many retirees and our population is among the oldest with an average age of 41.

We also have a dedicated team in the division who answer the consumer line. These hard working folks provide information and help to mediate consumer complaints. The line is busy all day long. They also help our dedicated and effective volunteer mediators. They resolve consumer complaints informally for many Mainers each year. Yes, we are called Mainers, not Mainiacs like some of you may think.

I enjoy my work tremendously. One of my favorite accomplishments was collecting a judgment from a home contractor who cheated consumers when he won a $500,000 scratch ticket from the Maine State Lottery and was bragging about it in a local bar.

In my spare time, I am running for my second term as an Augusta city councilor. I live in an old house in an historic neighborhood in the state capitol with two cats.

I have worked for six attorneys general during my time here. I am fortunate that they have all been hard working, ethical, and a pleasure to work for.