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Karen Lusson is a staff attorney at the National Consumer Law Center. Karen focuses on energy and utility issues that affect low-income customers. Previously, she was the assistant bureau chief in the Public Utilities Bureau of the Illinois Attorney General's Office. There her duties included representing Illinois residential ratepayers in litigation involving utility rate increase requests, rate design, ratepayer-funded energy efficiency programs, mergers, rulemakings, and low-income customer affordability issues. Prior to that, Karen was a staff attorney with the Illinois Citizens Utility Board and an assistant public counsel at the Illinois Office of Public Counsel. She received her bachelor's in journalism and political science from Indiana University and her law degree from DePaul University College of Law.