

# CONSUMER ADVOCACY IS CHANGING GUARD DICKERSON JOINS TEAM; BROOKS LOOKING AHEAD

*October 29, 2018 at 5:00 am | By DEVIN WEEKS Staff Writer*

Websites leak personal information, computer pop-ups tell you to use gift cards to pay for services, phone calls stream in about loans and other daunting financial matters.

"There are a lot of scams going on out there, and unfortunately, they're not going to stop," said Coeur d'Alene consultant, writer and consumer advocate Terri Dickerson. "Our dealings how they used to be aren't the same as how they are in the age of technology and computers."

Readers have probably noticed Dickerson's name recently appearing on the consumer advice column next to Bill Brooks' byline.

That's because Dickerson has joined The Coeur d'Alene Press team and will succeed Brooks as he transitions into his new role as Kootenai County Commissioner, a position for which he is running unopposed.

"What's happening is, it's actually an evolution," Brooks said.

Brooks, a Realtor, Army veteran and former health care administrator, assumed the role as the Press's go-to consumer advice columnist in January 2017.

He's helped countless readers and community members through his work, which requires hours of research and a lot of phone calls and emails, even on holidays. He's done it all as a community service with no pay — and Dickerson has signed up for the same deal.

"When the Experian (data) breach happened I got 67 calls a day," Brooks said, adding that one of the most recent success stories was on Father's Day "at 3 in the afternoon, and I saved some fella thousands of dollars."

This evolution of the column means Brooks will be pulling back his involvement as he enters his role as commissioner in January, but he'll still be a resource for Dickerson as she tackles the schemes and scams that plague North Idaho's citizens.

"I've really made some great friends and I've helped a lot of people doing this," Brooks said. "As much as I love doing this, you can't be taking your time away from the job you sought to serve the people of the county."



Dickerson



Dickerson brings her own set of skills and expertise to the consumer advocacy table, including close to 30 years experience in energy markets with a focus on trading, operational planning, product development, origination, market research, business development, competitor analysis, producers services, rate structure and regulatory strategy.

She enjoys writing and research and helps people with their websites, "which is how I got to know Bill," she said.

Dickerson said her style differs a bit from Brooks's as they have different backgrounds, but the goal is the same — to help people. She is also big on bringing awareness to issues to help people protect themselves from becoming victims.

"There are a lot of things that are going on out there. People get targeted a lot and it's a shame, and there won't be much done about it," she said. "I tend to think of myself as more of a consumer awareness person. I think being aware of something can be as good as advocating for something."

When she's not working as president of her company, Grand Mesa Energy LLC, or otherwise helping people, Dickerson and her significant other, Kent Wise, spend time at Life Care Center every week, where they bring joy to patients and staff with their therapy dogs. Dickerson and Wise met each other through that work. They have a young Sheltie, a Sheltie-mix and a standout standard poodle named Gus who loves making friends.

"We enjoy doing that as a small way for us to give back to our community and for us to develop deeper bonds with our dogs," she said. "They really enjoy the work and they have a lot of fun."

Brooks said his biggest problem stepping back from the column was finding someone as passionate about helping people as himself.

With Dickerson on board, his worries are gone.

"I consider myself a go-getter, but Terri is also a go-getter and just as enthusiastic," he said. "She is very diplomatic. She's also not afraid to mix it up a little bit when the situation calls for it.

"She is a highly competent individual who is fueled by passion," he said. "She has a very keen sense of justice. She wants to be involved in making sure things come out right."

Dickerson is prepared to assist her community. Email her at [terriddickerson123@gmail.com](mailto:terriddickerson123@gmail.com) (<mailto:terriddickerson123@gmail.com>) or give her a call during business hours at 208-274-4458.



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