SAFETY THROUGH Accountability

PG&E mismanagement and regulatory laxity by the California Public Utilities Commission (CPUC) were the main causes of the fatal PG&E explosion in a residential neighborhood in San Bruno in 2010. After close to five years of advocacy, TURN and the City of San Bruno won unprecedented penalties of $1.6 billion to be paid by PG&E shareholders and applied toward fixing neglected pipelines and replacing missing and inaccurate records.

TURN’s victories in the San Bruno case, spearheaded by Legal Director Thomas Long, will hold PG&E accountable to higher standards in the future, and prevent PG&E from charging customers for the costs of its own mistakes.

“Regulators must hold utilities accountable for the risk reductions they promise, as cost-effectively as possible”
— THOMAS LONG, TURN LEGAL DIRECTOR

In related cases investigating the safety of Sempra’s management of its SoCal Gas and SDG&E pipelines, TURN was also successful in demanding shareholder funding for neglected maintenance. Sempra tried to charge customers twice for testing the same pipelines, since the company had failed to properly record test results the first time. TURN demanded that Sempra pay for the re-tests which were only needed because of its own failures. But last minute lobbying pushed the Commission’s decision in favor of Sempra, a decision TURN quickly appealed. On rehearing, we finally won a just de-
Message from TURN’s Executive Director

Dear TURN Consumer Champion,

I salute each and every one of you for making 2015 a banner year for holding California utility and telecom companies accountable to their customers! Your contributions, letters, and testimonials, in partnership with the small, but dedicated, TURN staff, have won the following major victories in 2015:

1. Slammed the Brakes on the Electric Vehicle Gravy Train. Thanks to our new staff attorney Elise Torres, and energy analyst Eric Borden, we expect that California Public Utilities Commission (CPUC) will have slashed the number of electric vehicle charging stations proposed by Edison, SDG&E and PG&E from 60,000 to around 10,000, slashing hundreds of millions of dollars of cost to California utility customers.

2. Stopped CPUC Blank Checks for Public Safety. Thanks to legal director Tom Long, and staff attorney Marcel Hawiger, the CPUC is beginning to hold PG&E and Sempra accountable so that every dollar they receive for gas pipeline safety actually gets spent on pipeline safety. Thanks to years of work by telecom policy director Regina Costa, the CPUC will finally conduct an investigation into the reliability of the 911 emergency phone system. And General Counsel Hayley Goodson and Hayley de Genova led the team that slashed SoCal Edison’s rates by over $3 million!

3. Protected Your Right to Affordable Home Phones. We know from your membership surveys that the majority of TURN members rely on home telephone service. Thanks to staff attorney Christine Mailloux, the CPUC has capped how much AT&T can jack up your rates through 2020.

4. Unlocked Free Solar Energy in Your Own Backyard. Thanks to communications director Mindy Spatt, TURN joined forces with Assembly-member Patty López to win passage of AB 1448 that gives all California residents the right to use clotheslines, even if they live in apartments or in communities with Home Owner Associations.

5. Turned on the Spotlight on CPUC Accountability. Thanks to staff attorney Matt Freedman, TURN allied with Senators Mark Leno and Ben Hueso to win unanimous passage of SB 660 to end secret meetings between utility companies and the CPUC. We didn’t let the Governor’s veto stop us, and we have introduced the bill (now SB 215) again.

6. TURN staff attorney Hayley Goodson and organizing director Ana Montes worked to improve low-income assistance programs including CARE and Lifeline, assuring access to essential lights, heat and phone service to millions of eligible Californians.

We will need your involvement in TURN more than ever in 2016 to defeat the efforts of megacorporations to drain every last dollar out of your pocketbooks. Major TURN campaigns to champion the rights of California consumers include:

• Stopping AT&T from Cutting the Cord on Home Phone Service: TURN is leading a coalition of labor, small business, senior and consumer advocates to fight AB 2395, a bill that endangers your ability to reach 911 and your right to choose landline telephone service (and DSL) if you want it. This bill allows AT&T to abandon copper telephone networks anywhere and any place after 2020.

• Challenging Unnecessary Increases in Your Monthly Bills: TURN is leading the fight to make sure that SoCal Gas consumers aren’t hit with bills from the Aliso Canyon gas leak disaster, and that Northern and Central California customers are not hit with a $2.4 billion PG&E rate increase. Each year we fight off dozens of demands for higher rates from all the major utilities, and each year we save you millions of dollars.

We appreciate each and every one of you who has made a membership contribution or special donation to TURN throughout the years. I also want to thank our administrative staff, Richard Perez and Hayley de Genova, who process your donations and answer your calls. I invite you to consider additional ways that a growing number of TURN members have chosen to support our campaigns for corporate accountability and consumer rights, including our monthly donor program and planned giving programs.

Mark Toney, Executive Director of TURN
With rate increases, ever-growing phone bills, and utility companies constantly trying to get ratepayers to foot the bill for their mistakes, the prospect of maintaining access to safe, affordable, and reliable utility and telecom service is becoming out of reach for many Californians. That’s why now more than ever, law-makers and utility regulators need to hear from consumers. In 2015, TURN Organizing Director Ana Montes was part of a delegation of 13 consumer advocates that traveled to Washington, D.C. to advocate before members of Congress and the Federal Communications Commission (FCC) for affordable and reliable access to phone and Internet services. The delegation brought powerful testimonies of TURN members, LifeLine subscribers, and delegates that represent families of the incarcerated to speak before a crowd of over 100 Congressional staff and allies.

“The stories of real consumers are what will move policymakers and drive change,” said Montes. “At the CPUC and in Washington, TURN made sure their voices were heard.” Shortly afterwards the FCC agreed with the need to expand the Universal Services Program to include Broadband Access.

TURN stands as a bridge in not only informing consumers across the state about their rights, but also educating and empowering customers to demand safe, and affordable service. We provide platforms for Californians to voice their concerns through public hearings, community meetings, and individual complaints. TURN has organized consumers to speak out at CPUC Forums, and public hearings, participated in panels with like-minded consumer advocacy groups, and held community presentations across California, educating consumers about their rights, listening to their concerns, and giving them a voice before law-makers.

The topics of this year’s presentations and discussions included:

- Net neutrality and privacy rights;
- Expansion of the low-income LifeLine program;
- Building community support for the California Teleconnect Fund.

TURN works directly with consumers that are at risk of, or have already had their power shut off by utility companies; our Consumer Advocates worked on over 1,000 individual complaints from ratepayers across the state in the last 18 months alone.
From the minute corporate giant Comcast announced its desire to acquire Time Warner Cable in 2014, TURN stood as a staunch opponent of the merger, and fought a bruising year-long battle to prevent the phone behemoth Comcast from becoming even more powerful. "The merger would have given Comcast control of over 84% of the major media markets in California, and by controlling the means of distribution, given Comcast a monopoly over the delivery of content, the prices paid by customers, and the payments to content creators," said TURN telecommunications director Regina Costa. "We knew it had to be stopped."

With our allies in the "Stop Mega Comcast Coalition," including The Consumer Federation of America, Consumer's Union, Media Alliance, The Greenlining Institute, Consumer Action and many others, we alerted the public to the danger. In the end, a major victory was scored for Californians throughout the state as, under attack on numerous fronts, the merger spectacularly unraveled. Consumers had their voices heard, and a potential crisis for consumers was averted.

Costa also works alongside major national consumer advocates as chair of the Telecommunications Committee of NASUCA, the National Association of Utility Consumer Advocates' Telecommunications Committee. Through NASUCA Costa brings our efforts to maintain affordable rates and universal service guarantees to a national stage.

In 2014-15, TURN worked at the FCC to address phone companies abandoning copper networks, the need for sufficient back-up battery power for telecom networks, and protecting the rights of LifeLine customers and rural communities. With solid arguments and a strong alliance, the FCC heard us, and ruled positively on several key demands.

Skyrocketing phone rates and poor service quality also impact customers' safety. Without a working phone in an emergency, power outage or other disaster, vulnerable consumers have no way of getting assistance when they need it. That's one reason for state and national universal service policies that make essential phone service affordable, and service standards that require phone companies to provide reliable connections customers can depend on.

But AT&T doesn't want to be held to any standards at all, especially where rates for basic service are concerned. In fact, TURN heard so many complaints from customers about skyrocketing AT&T bills that we were forced to bring a formal California Public Utilities Commission (CPUC) complaint ourselves, alleging rates were so high they were unreasonable.

AT&T tried to get our complaint dismissed, but TURN would not back down. AT&T was forced to agree to a settlement that resulted in significant new consumer protections, including enhanced benefits for low-income customers who qualify for LifeLine, and people with disabilities, represented by TURN ally the Center for Accessible Technology.

The settlement limits rate increases for the millions of Californians who rely on AT&T for basic or LifeLine services. Between 2009-2014 AT&T had increased its basic service prices by over $10, and measured rate services $12.38. What's worse, there was no end in sight. TURN won four years of relatively stable and predictable rates, with increases capped at only three dollars. Hundreds of thousands of AT&T LifeLine customers will directly benefit from this settlement, as will millions more who subscribe to basic service.

"The Commission's hands-off approach simply wasn't working for consumers," said TURN staff attorney Christine Mailloux. "It was a huge victory to be able to claw back these protections, and stop the unreasonable price spikes AT&T wanted."

Skyrocketing phone rates and poor service quality also impact customers' safety. Without a working phone in an emergency, power outage or other disaster, vulnerable consumers have no way of getting assistance when they need it. That’s one reason for state and national universal service policies that make essential phone service affordable, and service standards that require phone companies to provide reliable connections customers can depend on.

But AT&T doesn’t want to be held to any standards at all, especially where rates for basic service are concerned. In fact, TURN heard so many complaints from customers about skyrocketing AT&T bills that we were forced to bring a formal California Public Utilities Commission (CPUC) complaint ourselves, alleging rates were so high they were unreasonable.

AT&T tried to get our complaint dismissed, but TURN would not back down. AT&T was forced to agree to a settlement that resulted in significant new consumer protections, including enhanced benefits for low-income customers who qualify for LifeLine, and people with disabilities, represented by TURN ally the Center for Accessible Technology.

The settlement limits rate increases for the millions of Californians who rely on AT&T for basic or LifeLine services. Between 2009-2014 AT&T had increased its basic service prices by over $10, and measured rate services $12.38. What’s worse, there was no end in sight. TURN won four years of relatively stable and predictable rates, with increases capped at only three dollars. Hundreds of thousands of AT&T LifeLine customers will directly benefit from this settlement, as will millions more who subscribe to basic service.

“Don’t Let Them Take Away My Landline”

That’s what one customer said recently when she found out that AT&T wants to abandon its copper network altogether. TURN is mobilizing all our resources to make sure AT&T does not win approval of AB 2395 (Low, D-San Jose), which would eliminate customer choice-and allow AT&T to eliminate the reliable copper lines that millions of families, seniors, businesses, rural communities and emergency personnel rely on.

AT&T has already spent close to a million dollars on lobbying. We need your help to fight back! Please consider becoming a monthly donor-your small investment in TURN will come back to you not only in huge savings, but also in enhanced consumer protections. We can’t fight this David vs. Goliath battle without you!

Sign up online at www.turn.org, use the attached envelope, or call CFO Richard Perez at 415.929.8876, ext. 305, for more information.
California is a national leader in policies designed to prevent global warming and reduce dangerous emissions. But profit-driven utilities should not be allowed to use our state’s commitment to green energy to push though expensive, experimental new schemes simply by slapping a green label on them. That’s why the two newest members of TURN’s energy team, Elise Torres and Eric Borden, teamed up to challenge bloated utility proposals for thousands of electric vehicle charging stations. The proposals put the cart before the horse in more ways than one, demanding customer funding up front for the untested charging stations without sufficiently demonstrating their value.

Currently, only a small percentage of wealthier Californians own electric vehicles, which means only a small percentage of customers would use the charging stations that Edison, PG&E and SDG&E wanted to make ubiquitous. “TURN wanted to lower customer costs and maximize benefits at the same time,” said TURN energy policy analyst Eric Borden. “There’s no point in putting charging stations into communities where consumers don’t drive EVs, unless rebates and subsidies are designed to increase affordability and adoption.”

TURN believed the customer-funded programs could provide more benefits to low-income customers whose neighborhoods often face heightened risks from pollution. But we also wanted to make sure any charging stations that were put into vulnerable communities were likely to actually be used. Utilities are all too happy to invest customers’ money and receive guaranteed returns regardless of the results if TURN and other consumer groups are not vigilant.

TURN recommended that utilities take a phased approach, starting with smaller pilots targeting underserved markets and locations. The CPUC agreed to many of the cutbacks we recommended in the size and cost of programs proposed by SDG&E and Edison. In addition, the CPUC agreed to require that owners of apartment buildings, workplaces and other places where the stations are installed contribute to their cost, limiting the risks to customers.

“Too many of the benefits of the utility proposals were speculative, which is why smaller scale pilot programs were needed to test assumptions and collect data,” said TURN staff attorney Elise Torres. “TURN not only won substantial reductions to the customer costs, we also won changes making it more likely the programs will be successful so that consumers will see benefits commensurate with those costs.” Elise and Eric are currently demanding comparable cost reductions and program improvements for the inflated PG&E charging station proposal, which the CPUC has already ordered PG&E to scale back.

In a case determining PG&E’s spending for vital natural gas pipeline capacity, TURN won policies that will increase reliability and reduce ratepayer costs. One of the issues at stake was whether PG&E should continue to purchase capacity for the all the small gas customers in its service territory, including those served by alternate unregulated companies, or only for its own customers. TURN crunched the numbers, and determined that keeping adequate, predictable interstate pipeline capacity for core load was key for reliability. The CPUC agreed with TURN that it was in consumers’ best interests to order PG&E to be responsible for purchasing capacity for all customers, while reducing the subsidy that utility customers end up paying for those who chose unregulated alternate providers.

This case also set the all-important amount of interstate pipeline capacity that PG&E should purchase for core customers. TURN successfully advocated for a reduction in PG&E’s planning range that will reduce annual pipeline capacity costs. While the exact amount varies annually according to contract costs, PG&E spent approximately $166 million on pipeline reservation costs in 2013. Thanks to TURN the Commission adopted a range lower than PG&E wanted for the next three years, resulting in annual cost savings of about $20 million per year.

“The policies won in this case will have a positive impact on the reliability of gas service, and also put customers less at risk for price spikes,” said TURN staff attorney Marcel Hawiger. “This is one case where the Commission did the right thing, and customers will reap the combination of results we always strive for, lower bills and better service.”
CUTTING THROUGH UTILITY PADDING AND PROFITEERING

Utilities are accustomed to filing their rate case requests with millions in excessive spending that would do more to boost profits than safety, reliability, or anything that would benefit customers. They also can ignore developments that, if revealed, would help the CPUC recognize an opportunity to lower rates. SoCal Edison’s 2015 general rate case had examples of both. Thanks to TURN’s scrutiny, the CPUC not only scaled back the funding request, but also identified tax benefits that Edison had steered to its shareholders but would now help reduce rates. TURN’s efforts challenged Edison cost forecasts throughout its operations, from an ambitious but exorbitant pole replacement program to Edison’s practice of hiring high-priced “outside counsel” to bolster the dozens of lawyers already on its payroll.

TURN successfully challenged Edison’s proposal to pay its corporate board out of rates, or to have customers bear costs of executive bonuses and rewards tied to high stock prices. TURN also caught Edison overreaching on opt-out meter reading, hydrogen generation costs, streetlight replacements, peaker plants and many other issues.

“Edison had padded everything with millions in unnecessary costs,” said TURN General Counsel Bob Finkelstein. While the CPUC’s final decision was far too generous with Edison, TURN’s efforts produced getting $330 million shaved off of the first year’s increases, with similar reductions in 2016 and 2017 as well. “The end result here was the rare instance where Edison’s rates actually went down,” said Finkelstein. “Much of that is tied to the removal of SONGS costs and favorable tax changes, but TURN’s successful efforts are a big part of why consumers won’t see the level of rate and bill increases Edison tried to ram through in previous rate cases.”

EFFECTIVE LOW-INCOME PROGRAMS BENEFIT EVERYONE

The small public purpose charges included in our monthly energy bills go toward big goals. At best, these programs reduce statewide usage, which reduces greenhouse gas emissions and the risk of energy shortages that drive up prices. Programs including California Affordable Rates for Energy (CARE) and the Energy Savings Assistance Program (ESAP) also provide vital assistance to families struggling to pay their monthly bills and find ways to lower them.

Affordable rates are an important way to improve the health, comfort and safety of low-income consumers, who are often threatened with dangerous and deadly utility shut-offs. On average about 75,000 California households face cold, dark homes every month. Those shut-offs can trigger all kinds of financial impacts, including service reinstatement costs, food spoilage and replacement costs, and even eviction. In the worst cases, use of candles or other unsafe heating or lighting methods has led to fires.

TURN staff attorney Hayley Goodson spearheads TURN’s efforts to hold utilities accountable for running these customer-funded efficiency programs in the most effective, low-cost way possible.

“Struggling consumers should be able to get help,” said TURN staff attorney Hayley Goodson. “That means energy efficiency programs should be easy for eligible customers to access.” Goodson worked with other consumer groups to streamline CARE availability for customers already income-verified for other programs. This categorical eligibility provides efficiency for the customer while also saving on administrative costs.

In addition, Goodson advocated for expansion of a pilot program providing in-language education, outreach, assistance, and advocacy to limited English proficient utility customers via a network of community groups. “The CHANGES program will bring the benefits of these public purpose programs to more eligible customers,” said Goodson. Moreover, CHANGES equips limited English proficient consumers with advocates who can help them interact with the utility over billing disputes, payment arrangements, avoidance of service disconnections, or restoration of service.

FINANCIAL NOTES

<table>
<thead>
<tr>
<th>ASSETS</th>
<th>VALUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and Cash Equivalents</td>
<td>$212,537</td>
</tr>
<tr>
<td>Investments</td>
<td>$50,445</td>
</tr>
<tr>
<td>Deposits</td>
<td>$46,711</td>
</tr>
<tr>
<td>Prepaid Expenses</td>
<td>$2,700</td>
</tr>
<tr>
<td>Other Assets</td>
<td>$1,045,199</td>
</tr>
<tr>
<td>Accounts Receivable</td>
<td>$5,004,322</td>
</tr>
</tbody>
</table>

PAGE 6
TURN staff attorney Matt Freedman spent much of the past three years fighting utility proposals to replace the tiered rate structure with a structure that includes large fixed charges and relatively flat usage-based rates. Consumer and environmental groups were united in opposing utility proposals.

The tiered rates supported by TURN and Freedman can keep essential amounts of electricity affordable, provide greater quantities of inexpensive energy to customers located in hot, inland areas and reward conservation. TURN’s research showed that the utility proposals would increase electric bills for almost three-quarters of residential customers.

TURN also opposed efforts by the CPUC President Michael Picker to automatically switch all residential customers into time-based rate structures. The switch could dramatically raise summer bills for many people, especially in hotter areas where air conditioning is a necessity.

Freedman’s advocacy helped defeat fixed charges for the time being, increased the low-income discount for eligible families, and preserved many key elements of the tiered rate structure. Moreover, he raised serious concerns about the economic and environmental impact of time-based rates that will defer involuntary switching of residential customers until at least 2019.

The CPUC has been determined to make the switch despite public opposition, and, in a contentious set of decisions, the scheme was jammed through at the last minute. TURN staff attorney Matt Freedman said, “although our coalition failed to stop the forced switching of customers to punitive time-based rates, we won significant concessions that will soften the blow, and delay implementation until 2019 or later.”

TURN advocated for keeping baseline rates affordable, flattening the tiers, providing customers with the choice of rate plans, preserving the maximum low-income discounts, and deferring any new fixed charges. “Although the CPUC decision opens the door to fixed charges, they were not approved and TURN will have additional opportunities to fight against them,” Freedman said. In addition, TURN won a 3-tier structure through the creation of a super-user charge on energy hogs. TURN also won more generous discounts for customers who qualify for low-income CARE and FERA rates.

As scandals unfolded around the CPUC’s cozy relationships with P&GE and SoCal Edison, TURN was frequently in the news, keeping the focus on consumers’ right to safe reliable service, and protecting them from the costs of utility mismanagement and corruption. With our long-standing concerns about President Peevey’s close ties to utilities taking center stage, communications director Mindy Spatt was frequently called on to provide reporters with historical materials on Peevey’s long reign of terror at the CPUC.

TURN exposed whistleblower claims about Peevey’s bias toward an unneeded power plant in Otay Mesa plant, winning coverage in the LA Times and San Diego Union Tribune. TURN’s claims about Peevey’s bias in that case were first covered in the same newspapers in 2003.

TURN’s demand for $68 million in refunds due to the back door deal Peevey made for “incentive” payments to PG&E were covered by several media outlets, including KGTV 10 San Diego, KPBS public radio, Fresno Bee, KTVU Oakland and NBC 11 San Jose.

Spatt is also responsible for TURN’s online communications and newsletter, which allow us to keep connected with our members and supporters throughout the state.
THANK YOU

FROM ALL OF US AT TURN

TURN appreciates each and every donation we receive, not just because it helps fund our consumer advocacy and assistance, but also because we know your donations are a vote of confidence. TURN regrets that we don’t have the space to thank all our donors individually, because we are so grateful for all of your support.

DONORS $1,000 + MORE

Michael Blasnik
Allan F. Brown
Martin J. Joyce and Jo Ann L. Joyce
John R. Lindner and Ann E. Lindner
Thomas C. Maxfield
Barbara J. Meislin
Susan Murdy
Roy Nakadegawa and Judy Nakadegawa
Kurt Oetiker
Christopher and Jeanette Sachs Phelps
William L. Quackenbush and Margery C. Quackenbush
Saul M. Salka
Ruthanne Shpiner
Antonia Spencer
Mark Toney
Olga Unczynski
Jim and Judy Warner
John Weston

Michael and Agnes M. McGaha
Ralph C. Meek
Christine Morphopoulou
Gordon Munro and Phyl Munro
Daniel P. O’Neill
Michel J. Orradre
Bennett J. Price
Dr. Diane Ross-Glazer
Corinna J. Ruca
Geraldine S. Rudolph
Melanie Shelby
Myrtle Silva

Michael P. Simmons and Ellen A. Simmons
Louis Sloss and Jean Sloss
Bettie L. Smith
Bruce W. Sorel
John M. Spencer
Gabrielle Stocker
John H. Sutter
David T. Tanoura and Evelyn S. Tanoura
William and Grace Vander Moren
Vincent Wagg and Estelle Wagg
Angie Williams
Leahah Winter
Stanley Wojcicki and Esther D. Wojcicki

DONORS $100 - $499.99

Frances Abamont
Craig R. Adam and Deborah L. Lindel
Clyde R. Adams
Anthony J. Adams and Elna H. Adams
Harriet Adams
Margaret I. Adams and Joel S. Edstrom
J. P. Adamson
Joan Adelman
Yossef Aelony and Ginette C. Aelony
Henry B. Agard and Virginia Agard
Mohandas T. Ah
Dorothy Albee
Paul F. Albert
Marilyn Alberts
Glenn C. Alex
Donald L. Alter and Margaret G. Alter
Susan J. Amur
Ezra Amsterdam and Beulah Amsterdam
Robert D. Anderson
C. D. Anderson
David C. Anderson and Jean L. Anderson
Clifford E. Anderson
Lloyd Andres and Sheila Andres
Ruth A. Ansurza
Dennis Antenore
Leonard R. Ozeriks and Arlene J. Antin
Kiyoishi Aoyagi and Hiroko Aoyagi
Manuel Ares
David Arkin and Anni Tilt
Richard E. Armstrong
Henry Arnold
Paul McCullough and Anna Asebedo
Mary Ashe
Narra S. Asher
Marilyn Aspesi
Charles J. Astrue, Jr.
Peg Atherton
Helen J. August
John J. Avila and Donna M. Avila
Charles E. Ayres
Daniel Azaroff
Rosemary Bacy
Tony Bazekowski
Jennifer Badde-Graves
Lillian E. Baker
Leslie E. Baker and Natalie A. Graff-Baker
Dr. Cleve B. Baker
Thomas P. Baker and Joy J. Baker
Virginia H. Baker
Charles F. Bakke and Helen A. Bakke
Anastasia A. Balafas
Lailt L. Balchandani
Cecilia Ball
Clarice Baranski
Michael Barden
Betty Barfuss Auverda and Scott Auverda
Janet G. Barkawi and Don L. Farmer
Pater Barnes
Michael A. Barnett and Patricia G. Devlieg
Teri Barr
Michael P. Barrett
Bernard A. Barron and Gloria T. Baron
Ross F. Barrow and Lucia P. Barrow
David G. Barrows
Evelyn M. Barry
Ellen Barth
Helen Bateson
Marie Battrick
Alvin H. Baum
Carolyn Bechtold
Victoria Becker
Sherry A. Beers
Melvin Betscher and Carol Betscher
Dolores K. Bell
Joseph C. Bellan and Verna J. Bellan
Reed H. Bement and Anne G. Bement
Craig Bender
John Berger
Robert Bergman and Wendy S. Bergman
Beatrice Berkin
Karyn L. Berkman
Suzanne H. Berkman
George L. Berlacher and Anita E. Berlacher
D. William Berte
Dale Berven and Joanne Berven
Caroline Beverstock
Shirley L. Bevilacqua
Thomas Beyerle and Dr. Sandra L. Beyerle
Nikhil Bhatt
Robert Biehler
Marianne Bihan
Dr. Daniel D. Bikel MD and Elizabeth
Wanner Bikel
Gerald Bill
Edward M. Bingham, Jr. and Merylee

DONORS $500 - $999.99

Dr. Emanuel Abrams and Nancy Abrams
James Avedikian
Keith A. Bisharat
Jeffrey Byrd and Ellie Byrd
Arthur W. Carroll and Sylvia H. Carroll
Ann Chow
Joseph Cisternino and Barbara Cisternino
Dr. Zorus Colglazier and Judith Colglazier
Joan Costello
Carole Dietrich
John W. Dykstra
Dr. Michael Goforth and Laurel Littman Goforth
Jon C. Graff
& John C. Grogan
Lawrence H. Hall
Doris Hamel
Lorraine Honig
Russ Irwin
Eugene Kapaloiski
David King and Rose M. Hunt
Brian Korek
Robert H. Kuntz
Joe Luttrell
Redge A. Martin and Carole H. Martin
Doris R. Marx
Vernon McFarland Brown

Smith Bingham
Thad L. Binkley
Eugene Binnall and Myrna Binnall
Madeline and M. Birnbaum
Herum P Bjork and Annalee Bjork
William E. Blair and Patricia R. Blair
Dan Blechman
Dr. H. Spencer Bloch and Judy H. Bloch
Steven E. Bloom and Geri Wolfsheimer
Patricia Blumenthal PhD
H. S. Bobbitt
Bill Bodinson
Theo Bodmer
Bruce Bolinger and Charlotte L. Bolinger
Sviatoslav and Elena M. Bolshakoff
Charles J. Bornheim
Barbara Borthwick
Stanley L. Bosch and Marjorie Bosch
Joseph Boudreau and June Boudreau
Garland A. Bourgeois
Pauline Bowlin
Dale A. Bowers
Hugh Brady
J. Craig Brammer
John E. Brandy
Albert Brauzauskis and Ellen Brauzauskis
Marvin Brienes and Susan Brienes
Stephen K. Brimhall and Mary Jo Brimhall
Harriet R. Brin
Paul J. Briscoe
Suzanne L. Broad and David S. Broad
Jeff Bromberg PhD
Kenneth C. Brown
Allan Brown and Marilyn Brown
Barry P. Brown and Eleanor Brown
Elizabeth R. Brown
Lawrence W. Brown
Albert B. Browning and Betty J. Browning
John R. Bruno and Mrs. Janet L. Bruno
Patricia A. Bruno
Lawrence E. Bryan and Betty Jane Bryan
Louis Bryan
Kathleen H. Bryan
Anne H. Buchanan
Doug Buckmaster and Lee Buckmaster
Patricia Buchnerkemper
Mary Buren
Richard T. Burger
Nancy N. Burrus and Carol A. Eifert
John H. Busma
Herbert G. Buss
Michael G. Byrne and Betty Jo Byrne
Dorothy A. Campbell
Eugene and Beatrice C. Campione
Evelyn L. Campos
Robert Campos and Maria De Jesus Campos
Kris Carey
Richard Carlin and Betty Carlin
James Carrasco and Phyllis Carrasco
Bruce Carroll
Ann L. Carson
THANK YOU

Charles Schwarz and Patricia J. Schwarz
Nathan Rosenblatt and Ada Rosenblatt
Henry Sandoval and Gertude Sandoval
Ellsworth S. Rose and Margaret Y. Rose
Ronald Schaffer and Roberta Schaffer
Anthony L. Defranco and Janet Scott
Dr. H. Quintus Sakai and Jean Sakai
Michael Rotblatt and Mia Goldman
Robert Rottenberg and Margaret C. Rowe
Brent Rowett
Bonnie J. Russell and Charles F. Russell
Elizabeth Rutnick
Jonathan Rysphak
Anthony H. Sacco, Jr. and Roderick D. MacGregor
Wendy R. Sachs
Stephen Sacks
Estelle Sakabinos
Dr. H. Quintus Sakai and Jean Sakai
Alberto Salamandino
Laurie M. Salen
Jean L. Salmon
Jack A. Samosky
Xenia Sanders
Alan Sandine
Henry Sandoval and Gertrude Sandoval
James E. Sanford
Ruth Sanford
Mary C. Santana
William K. Sato
Robert L. Sauter
Jack Sawyer
William V. Sayner
Donald L. Scott
Ronald Schaefer and Bernhard L. Schaffer
Sandra Scharff
William F. Schick
Deanna Schiel
Virginia B. Schiffler
Margaret Schilberg
Robert A. Schmidt
Richard Schmoeitz
Bernard W. Schneider
Fred Schoen and Phyllis Schoen
Wallace J. Schwam
Judith Schwartz and Rod Miller
Charles Schwarz and Patricia J. Schwarz
Anthony C. DeFranco and Janet Scott
Ralph W. Scott
Cleve Seelig and Janet I. Seelig
Georgia Shannah
Julie Shapeman
Frank E. Shaul
J. H. Shell, Jr.
Kenneth Shelley and Jean Shelley
Lindsey R. Shere
Susan Sherk
Robert and Corinne D. Sherman
Earl T. Shimocka
Donald N. Shortt
Barbara Showler
Edna Sharp
Helen B. Shryock
David A. Shum and Karen J. Goff
Mady Shumosky
Bern Shyfter
Edward Siegel and Elsie Siegel
Dr. Daniel Silver
Stefanie O. Silvia
Warren G. Simms and Virginia H. Simms
Dr. Elizabeth L. Simpson and John Warr
Joan Strick
David Skillman
Charles V. Slover
Charles H. Slutzkin
Janet Smarr
Sergei Smirnoff, Jr.
Suzanne J. Smith
Dr. Wilbur J. Smith and Elizabeth P. Smith
Anne Smith
W. Ray Smith
Ila J. Smith
Grant B. Smith and Elizabeth V. Smith
Barbara Smith
Liam A. Smith and Carmel K. Smith
S. Marie Smith
Ann Smith
Charles Smukler
Virginia L. Smykal
Myrtle Snider and Melinda N. Snider
Dan and Anmermie Snider
Wayne L. Snively and Linda Deluca Snively
Philipp L. Snyder and Sachiko Snyder
Rubin Snyder
Joanne W. Sobel
Richard and Desre Anderes Solomon
Carolyn Sonfield
Aldo J. Sordi and Mocca J. Sordi
Robert W. Sorenson
Dr. Danita D. Sorenson and Dr. Robert H. Sorenson
Rebecca Southwick
Deborah Spangler
Stephen Sperber and Roberta Silverstein
Leonard M. Sperry
Milton Spraker and Christine Spraker
Beverley Spurgeon
Susan St. Aubin
Charles Stedman and Sarah Woo
Mark W. Stafford and Ellen J. Stafford
Manly E. Staley
Carol Stallworth
June M. Standle
Lucille Stanke
Yvonne M. Steffen
Arthur E. Steffen
Evelyn Stein and Edward M. Krakauer
Norman H. Steiner
Mark D. Steisel and Sara Slavin Steisel
Dr. Martin H. Sternstein
Dan Stevenson
Peter Stevenson
Harry Stohl
Albert G. Stone and Arlene A. Stone
Herbert Stone and Marjorie Stone
Nancy A. Storch
Elizabeth Storey
Rosanne Struclinsky
G. S. Stuart
Ernest A. Stueky and Donna M. Stueky
Ingrid Sullivan
Robert Sullivan and Petra Sullivan
Carl Sunshine
Elizabeth Suzuki and Richard Zuckernise
Laura D. Sweet and Richard A. Landes
Marshall Sweet
Holly Sweet
Judith A. Swerling
Crispin Swift
Gail Switzer
Shirley Tabor
Wilbur K. Takashima
Wayne P. Tarr and Elizabeth G. Tarr
Howard L. Taylor and Donna L. Taylor
Stephen C. Teigland
Leonore Tescher
Carl Thoelecke and Sylvia Thoelecke
George Thomas
Edward A. Thompson and Barbara Thompson
Thomson
Joyce D. Thornton
Dennis J. Thornton
Gregory Tieke
Robert Tom
Kenji Tomita and Mary Tomita
Fran Tompakow
Jess M. Torres and Dola Torres
Claude Torrez
Marion Tothor
Lana Touchstone
Richard L. Tracy and Barbara M. Tracy
Paul Trimble
Eula J. Tritch
Kerry Tritch
June Tishczan
Doris L. Tuck
Myron M. Turbow and Ellen Turbow
Harry Turenschak
Judith M. Turley and Duane A. Anderson
Glenn T. Turner
D. Tyler and Lauren M. Betbender
Erwin A. Ulbrich Jr. and Myrna Ulbrich.
Martin L. Ullman
Jean Ulsveros
Robert C. Unetick
Rosella Ungar
Kenneth Unrath and Ruth Unrath
Ella Urbanes
Grant J. Ute
James E. Valensi and Patricia A. Valensi
Gary Van Veldhuizen
Ruth E. Vaughn
S. Clyde Vaughn and Barbara C. Vaughn
Dennis L. Vaughn
Howard E. Verhoe and L. B. Verhoe
Maria J. Vermiglio
Mary Vezie
Darrell Victor and Helene Victor
Albert Villa
David F. Vincent
Frank R. Vitale
Angelika Vitale
Leanore Vlastelica
Harold W. Voeller
R. H. Von Der Meheh
Deborah L. Votek
Howard W. Votek
Margie C. Wade
Laurence Walker and Ruth Walker
David F. Walker
Carl Walker
Richard Walker and Trudi V. Walker
Carl Walker
Mark E. Wallace and Marilyn H. Wallace
Bruce Waln
Leta I. Walter
Joyce Walton
Eileen M. Wampole
Jean M. Wang and Charles O. Lindberg
Rosalynde J. Washburn
Betty Waterstreet and J. Waterstreet
Harold D. Watkins and Betty B. Watkins
Irma Watts and Eldon Watts
Jonas Waxman
Cynthia Weber
Joseph Wehner and Betty L. Johnson
Richard and Jeannette M. Weinberg
Christine Weir
Jael Weisman
Jeffrey Weiss
Marleen M. Weiskel and Steve Kendall
Theodore R. Weller, Jr. and Chun H. Weller
Jan A. Wells
Edgar A. West and Jean West
Willard T. Wheeler and Evelyn Wheeler
John Wheeler
Forrest L. Whitaker and Laurie Ross
James M. White and Rosalila White
Elise White
Robert White and Charlene White
B. K. White and Carol G. White
Lornie White
Evane White
John T. Whiteley
Fritz S. Wiedmer and Gisela Wiedmer
Dennis E. Wiese and Mayme A. Wiese
Richard Wiggen
Forrest B. Wilde and Grace Wilde
Sharon Ruth Wilensky
Robert G. Wilhelm
Clyde V. Wilkinson
Harold Wilkins
Lambert F. Wille and Kevin McNeil
Hope Williams
Lynn E. Williams
Rochelle Williams
Richard S. Williams and Elaine J. Williams
Carole Williams
Philip C. Williams and Ellen S. Williams
Larry E. Williams
Emma W. Wilsey
Ronald G. Wilson
Scott F. Wilson
Harry V. Wilson and Icigna Wilson
Frank M. Winer
Carmille Winger
Martha A. Winters
Marvin Wolf and Karla Wolf
Dr. Robert H. Wolf
Vera Wolf and William Wolf
Spencer Graves and Betsy Wolf.
Graves
David Wolfson
Harvey J. Woo and Sandy C. Woo
Cynthia M. Wood
Gertrude M. Wood
Laurel A. Woodson
Marshall Woodson
Karen Workcuff
Randy Workman
Wilbur W. Wright and Darlene J. Wright
Armyn T. Wright and Anne Irving
Kenneth L. Wuertz and E. LaVonne Wuertz
Russell L. Wyde and Nancy J. Wyde
Rosald Wynn and Karen James
Michiyuki and Shizuko Yamaguchi
Louise Young
George E. Young, Jr.
Dariah Youssefi and Helga Youssefi
Richard A. Zanotti and Geraldine Zanotti
Ella Zarky
J. Edward Zawatski
Tikey A. Zes and Theodora P. Zes
George Zivkovich and Irmtraud Zivkovich
D. Zorbas and Elaine Zorbas
Ella Zarky
Many organizations today have opted to connect with their supporters by sending them straight to an answering machine. Call us old fashioned, but TURN values the importance of speaking directly to the community, and listening to your concerns — that’s why TURN has a live person, Administrative/Legal Assistant Haley de Genova, at our phone, ready to answer and direct calls eight hours a day, five days a week.

TURN relies on hearing from our members from all over the state to help us keep a finger on the pulse of what issues people are having with their utility and telecom providers. Member support is crucial to TURN’s mission and success, which is why TURN’s admin team makes it a top priority to direct members to the resources that they need.

Keeping our busy office running smoothly is also key to making sure our work has the maximum impact in the media, at the CPUC and federally. TURN’s administrative team of two does just that, and also supports the work of our organizing communications and development team. “We maximize our staff’s efforts, and your donations, by making sure no valuable time or money is wasted on mis-steps or mistakes,” said Chief Financial Officer Richard Perez, who continued to find new ways to save money this year.

In 2015, de Genova and Perez filed over 200 pleadings on consumers’ behalf with the CPUC, and processed over 20,000 transactions from our members, making sure every penny was booked properly and that you received your receipts in a timely manner. As the backbone of our organization, they play an essential role in all of our successes.