

TURN

THE UTILITY REFORM NETWORK

Lower bills. Livable planet.

ANNUAL REPORT

2022/2023

Changing Everyday Lives



TURN believes we can and should live in a society where power, broadband, and phone service are treated as basic human rights for all families.



Protecting Pocketbook & Planet



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Lower bills. Livable planet.

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A LETTER FROM THE EXECUTIVE DIRECTOR

HAPPY HOLIDAYS TURN CHAMPIONS!

It brings me great pleasure to dedicate the TURN 2022 Annual Report to you! Whether you have been a loyal member for decades or recently joined, you share the credit for TURN's successes. You phoned in to testify, sent petitions, hand-wrote letters, and supported TURN with contributions. Let me start by reviewing what's new:

New TURN Website!

Please visit TURN.org to learn more about priority issue areas, policy campaigns, support/resources for consumers, and how to engage. The address is the same, but the content and design have been updated for easier use, and the page now highlights our commitment to justice and equity.

New Headquarters: Lake Merritt, Oakland

We are super excited about our new Oakland headquarters! Given the increase in our San Francisco lease, we found that we could own a building in Oakland and save hundreds of thousands of dollars in expenses. Let me know if you would like to pitch in for the \$850,000 roof and HVAC replacement. We plan to move into 2333 Harrison Street by late summer 2023.



New Staff: California & Beyond

During the past several months, TURN has hired new staff to build our capacity to better fight for you and California families. Please welcome: **Northern California** - Marna Anning, Energy & Climate Attorney; Adria Tinnin, Ph.D., Race Impact Policy Analyst; Xochitl Montano, Community Organizer; and Reina Yanagiba, Legal Assistant. **Southern California** - Alejandra Vargo, Community Organizer; Nelly Nieblas, Digital Equity Program Manager. **Out of State** - Leo Fitzpatrick (Washington, DC), Telecommunications Policy Analyst; Jaime McGovern (Oregon), Energy & Climate Policy Analyst.

New Board Leadership

Please join me in welcoming the NEW TURN Board of Directors Chairperson—Beverly Tucker. Beverly served for 20 years as Chief Counsel for the California Teachers Association and was staff attorney for the California Attorney General's Office and several other organizations. She joined the TURN Board in 2018. I offer a heartfelt thank you to former CPUC Commissioner Carl Wood, who served as Board Chair for 15 years! Carl has agreed to remain on the board to provide support to Beverly.

In partnership,

Mark Toney,
TURN Executive Director



The Impact of Caring

THE STORY OF EMI DIAZ

TURN's *Community Conversations* allows our Organizing Team to deepen relationships with community members and provides participants with a platform to build real bonds amongst each other. These conversations include community members interested in advancing utility justice and identifying resources, in addition to staff and advocates from partner organizations.

Emi Diaz, one of our emerging leaders, shared her powerful story.

While living with another senior, even together they were unable to afford their electric bill. One month, it was so brutally cold that they really had to keep the heat on. That month's electricity ended up costing upwards of \$700.

The heat was necessary for survival, but the expense was just too much. The cost of staying alive began an ongoing struggle with utility debt. Emi and her roommate have not turned their heat on since, and are often bundled in sweaters and layered in blankets

to keep warm. They've been behind on their electricity payments and feared losing electricity entirely.

One month it became so brutally cold that they really had to keep the heat on. That month's electricity ended up costing upwards of \$700—and began Emi's cycle of utility debt.

After hearing Emi's story, another participant who works with Central Coast Energy Services (CCES)—an organization that helps people apply for and receive energy bill assistance through LIHEAP—reached out in order to help Emi handle the utility debt and get the heat back on.

These hosted Community Conversations create a safe space for folks to be vulnerable, and for people to connect with support, develop trust, and build power together.

They make a difference, one story at a time.



Why it Matters

Carriers Held Accountable to Improve Phone & Internet Service Quality!

Thank you to the 250 TURN members who responded to the Service Quality survey, and a special thanks to the 100 members who provided handwritten personal accounts complaining about substandard connections, sound, and customer service. I also thank those of you who responded to phone calls from TURN organizing staff, by joining the 200 people who phoned into the CPUC public hearings on service quality in early December.

As promised, I delivered a copy of each of your surveys to the CPUC Public Advisor, who distributed them to each of the five CPUC Commissioners and their staffs as they consider adopting new regulations to strengthen service quality rules and to expand them to include cell phones, VoIP technology, and broadband service. More to follow in 2023.

“Frontier keeps raising its monthly price for combination landline, TV, and Internet. I am on fixed income and have muscular dystrophy. I can’t afford raised prices.”

APPLE VALLEY

“AT+T uses backlogs of work as an excuse for slow repairs. Repairs are patches, not full repairs. The same failures recur every couple of years. The noise problems are ongoing.”

SAN DIEGO

“Mostly I can get by, but I have a very hard time balancing food, medicine, and heating. It is difficult living on a small fixed income when one is elderly.”

BELMONT

2022/2023 TURN's Legislative Wins

TURN had a major impact on legislation on energy and telecom policy at the California State Legislature in 2022, thanks to the advocacy of Hernandez Strategy Group and four waters media, in partnership with TURN staff. TURN staff reviewed 155 bills, taking positions on 37 of them. Following is a list of key legislative TURN wins for California residents.

✓ **Allocation of \$1.2 billion for utility customer debt relief**

Thanks to support from Governor Newsom's Office and an array of community partners, the state budget included \$1.2 billion to cover debt for customers who fell behind in their monthly bills due to the COVID economic crisis.

✓ **Veto of SB 2749 to ensure digital equity for California residents**

Thanks to leadership from LA Digital Equity Coalition, the CPUC will invest \$2 billion of federal funds to broadband facilities in low-income urban neighborhoods, in immigrant communities and rural regions, and for disabled individuals.

✓ **Adoption of SB 1020 to accelerate state carbon reduction goals**

Thanks to Senator Laird and a broad coalition of organizations, California will increase the state's green energy consumption to 90% by 2035, increase to 95% by 2040, and achieve 100% clean energy utilization by 2045.

✓ **Adoption of AB 2316 to bring community solar and storage to all residents**

Thanks to Assemblymember Ward and solar and environmental activists, all California families will have the choice to sign up for community solar and storage to reduce their use of fossil fuels and save on monthly bills.

✓ **Adoption of SB 670 to require real time reporting of 911 outages**

Thanks to Senator McGuire and consumer advocates, telecom providers must immediately notify county sheriffs, state and county offices of emergency services, and other local public safety authorities of 911 and emergency alert outages.

✓ **Adoption of AB 2083 to protect ratepayers from paying for wildfire settlements**

Thanks to Assemblymember Bauer-Kahan and ratepayer advocates, utilities cannot make ratepayers cover payments, fines or penalties resulting from settlements resolving criminal or civil cases brought by counties or other parties.



LA Digital Equity Coalition reflects on campaign to defeat AB 2749 (L to R):

Amy Cortina,
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Elmer Roldan,
Executive Director, Communities in Schools of LA

Selwyn Hollins, *Director, County of LA, Internal Services Department*



WINNING ACCOUNTABILITY AT THE CALIFORNIA PUBLIC UTILITIES COMMISSION (CPUC)

I want to thank the entire TURN staff, as well as our expert witnesses and consultants, all of whom made a contribution to winning for California ratepayers at the CPUC. The legal team deserves the lion's share of the credit for working on 155 CPUC proceedings in 2022, for which they developed 359 pleadings, three advice letter protests, and testimony of witnesses in 23 proceedings on behalf of TURN members and residential customers throughout California. A special thanks to the administrative staff who were responsible for submitting every filing, letter, and testimony to the CPUC docket office.

Here are the key TURN 2022 wins at the CPUC benefitting consumers through the state. The CPUC adopted the following decisions due to recommendations submitted by the TURN legal team:

- ✓ Eliminated ratepayer funding for new natural gas hookups, which reduces greenhouse gas emissions and saves ratepayers \$164 million a year.
- ✓ Adopted strategies to invest \$2 billion of federal funds to broadband facilities in the low-income urban neighborhoods, immigrant communities, and rural regions it was intended to help.
- ✓ Prevented SDG&E from recovering, from San Diego region customers, \$514 million that it spent on wildfire mitigation prior to reasonableness review by the CPUC.
- ✓ Required SoCal Edison to return \$83 million to ratepayers and pay a \$19 million fine for mismanaging a ratepayer-funded energy efficient light bulb program.
- ✓ Saved PG&E ratepayers \$148 million by slashing the requested budget for 2,822 electric vehicle chargers from \$200 million down to \$51 million.
- ✓ Thanks to the hard work of the TURN legal staff and TURN Champions like you, the CPUC slashed the Cost of Capital for all of the utilities, saving ratepayers \$400 million over the next three years.

Thank You!

Your investment supports consumer advocacy, shapes state policy, and builds a healthier and more equitable future... and it helps save you money too!

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TURN believes we can and should live in a society where power, broadband, and phone service are treated as basic human rights for all families.

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This year your contributions supported: energy equity (through a program to train healthcare providers), clean energy policy, utility company accountability around their role(s) in reducing wildfires, and greater energy bill affordability throughout California.

You also helped ensure digital equity, and access to high quality, affordable phone and internet service for all California families—no matter where they live! Thank you.

- California Community Foundation
- Dean & Margaret Lesher Foundation
- Dignity Health HHI
- Energy Action Fund
- Energy Foundation
- Michelson 20MM
- Rose Foundation (2 grants)
- San Francisco Foundation
- San Joaquin Valley Health Fund
- Sisters of St Joseph’s of Orange
- The California Endowment
- Y&H Soda Foundation

When you add your voice to our growing team, you are part of making a real impact! Working together, we can we make a difference for California Families, our planet, and the future generations to come.

TURN.org/about-us/join-turn • TURN.org/about-us/contribute

The Numbers.

STATEMENT OF FINANCIAL POSITION • Fiscal Year Ending 6/30/2022

ASSETS

Cash & Cash Equivalents	\$670,939
Investments	\$2,183,742
Accounts Receivable	\$7,948,466
Grants Receivable	\$192,500
Prepaid Expenses & Deposits	\$67,972
TOTAL ASSETS	\$11,063,619

LIABILITIES

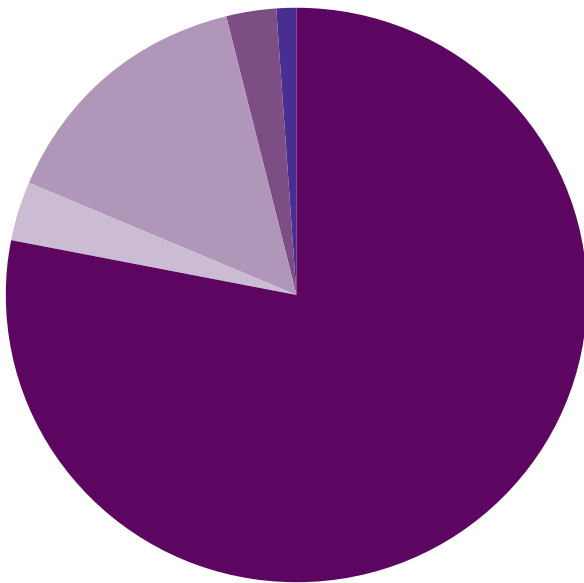
Accounts Payable & Accrued Expenses	\$2,061,627
Accrued Vacation	\$253,650
Deferred Rent	\$43,307
TOTAL LIABILITIES	\$2,358,584

NET ASSETS

Beginning Net Assets	\$8,268,256
Restricted Net Assets	\$395,000
TOTAL NET ASSETS	\$8,663,256

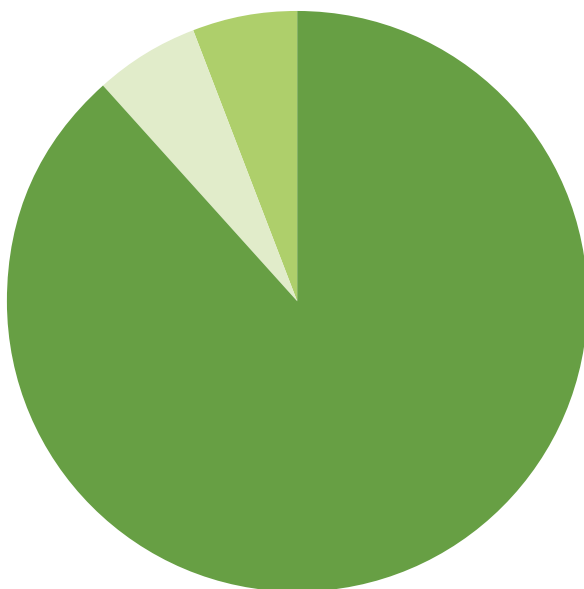
TOTAL LIABILITIES & NET ASSETS	\$16,127,797
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REVENUE & SUPPORT • Fiscal Year Ending 6/30/2022



REVENUE

■ Attorney Reimbursement	\$8,006,386
■ Contributions	\$351,023
■ Foundation Grants	\$1,505,500
■ Interest/Investment Activity	-\$285,005
■ Miscellaneous Income	\$103,472
TOTAL REVENUE	\$9,681,376



EXPENSES

■ Ratepayer Advocacy	\$6,772,292
■ Administration	\$439,501
■ Fundraising & Outreach	\$443,267
TOTAL EXPENSES	\$7,655,060



5 WAYS TO SUPPORT TURN'S ADVOCACY

Your support keeps TURN working for California utility consumers. TURN is dedicated to ensuring equity, accessibility, and affordability for utility consumers, and supporting a sustainable future for our planet.

BECOME A “SPEAK OUT CHAMPION” MONTHLY CONTRIBUTOR

Make your voice heard loud and clear!

FAIR SHARE CHAMPION

Make a tax-deductible gift to TURN by donating stock. Please contact Richard Perez, Chief Financial Officer, to assist you with this type of contribution.

PLANNED GIFT — THE SYLVIA SIEGAL LEGACY FUND

You can make a residuary or specific bequest to TURN by including language in your will or living trusts or by designating TURN as a beneficiary of your retirement account or life insurance policy.

CORPORATE MATCH

You can double or triple your end-of-year giving! Many employers sponsor matching gift programs and will match charitable contributions made by their employees. Check with your HR department to see if your company will match your donation.

GIVE THE GIFT OF MEMBERSHIP

Introduce friends and associates to TURN by supporting our work in their name.

For questions or assistance, contact
Richard A. Perez, Chief Financial Officer: (415) 954-8085 / rap@turn.org

THANK YOU!