

TURN

THE UTILITY REFORM NETWORK

Lower bills. Livable planet.

ANNUAL REPORT

2023



A Passion for Advocacy

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



THE UTILITY REFORM NETWORK

Lower bills. Livable planet.

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WELCOME: FROM OUR EXECUTIVE DIRECTOR

HAPPY 2024 TURN CHAMPIONS!

It brings me great pleasure to dedicate the TURN 2023 Annual Report to you! Whether you have been a loyal member for decades, or joined recently, you share the credit for making a difference when it comes to holding utility and telephone/broadband companies accountable to their customers. Thank you for making phone calls, showing up at hearings, signing petitions, writing letters, and supporting TURN with your generous contributions! Let me start by sharing highlights of TURN's activities in 2024.

Establish a Cap on Utility Bill Increases!

Whether you are a captive customer of PG&E, SoCal Edison, SDG&E or SoCal Gas, you are not alone in thinking that your bills have skyrocketed out of control in the past couple of years. Monthly bills, for most customers, have doubled since the beginning of the pandemic, with no end in sight. Unaffordable bills drive families out of their homes and onto the streets when they are evicted and their utilities are shut off.

Join the TURN campaign to establish a cap on annual bill increases to not exceed the Cost-of-Living Adjustment set by Social Security, which serves as an increase cap to retired or disabled people on fixed incomes. The greed of utility executives and Wall Street investors may have no limits, but customers who can't keep up with monthly bills need a cap to unlimited bill increases.

Don't Let AT&T Abandon Landline Phone Service!

If you are one of the 1 million customers that depend on AT&T landlines for reliable phone calls, reaching 911 emergency services, or for LifeLine discounts, you are in danger of losing your phone service in 2024. AT&T has filed with the CPUC to abandon its

Carrier of Last Resort obligations to provide landline telephone service to the majority of California counties, as well as strip its LifeLine discounts from over 100,000 low income families.

Join the TURN campaign to make AT&T live up to its obligations to provide basic phone service to rural California residents, and LifeLine customers, who depend on landline service to reach health providers, 911 emergency dispatch, children's schools, employers, and their families and friends.

50 Years of TURN Standing Up for You!

TURN is celebrating 50 years of holding powerful energy and telephone companies accountable to their customers; winning tens of billions of dollars in savings, along with safer and cleaner energy, reliable phone service, and affordability and equity for communities of color, low income, and rural communities.

Please join us at the Oakland Museum of California on June 6, 2024 for dinner, fun, and awards as we celebrate our remarkable impact. Please contact JC Rafferty at TGIF@girlfridayevents.com for more information about sponsorships, tables and tickets.

Thank You for Making a Difference

I want to thank each of you for your loyal support of TURN. You make it possible for us to continue to work hard under such challenging conditions.



In partnership,

Mark Toney,
TURN Executive Director



Why it Matters

A STORY OF EVERYDAY IMPACT

Despite her hard work, Ms. Beatriz Real was burdened with a utility debt balance of \$2,656.53. Determined to find a solution, she reached out to TURN.

The TURN team met Ms. Real and introduced her to both the California Alternate Rates for Energy (CARE) program (which offers discounted rates for low income customers), and the Arrearage Management Plan (AMP) (designed to assist customers in reducing overdue utility balances). The TURN team helped her with both enrollment processes.

Ms. Real was accepted into the CARE program, however was denied acceptance into the AMP, despite meeting all the requirements.

The TURN Team jumped into action once again. Following an intense outreach effort to SoCal Edison, the company acknowledged their past delays, designated reliable points of contact, and even provided a personal cell number for emergencies. Ms. Real's application for the AMP was finally accepted, which brought immense relief for her family and created a path for success.

This story of resilience and determination showcases the power of community advocacy. It serves as a reminder that by standing together and fighting for what is right, obstacles can be overcome, and lives can be changed.



The AMP assists families who—for whatever reason—find themselves with outstanding utility debt, want to take responsibility for clearing that up, and need a reasonable path forward as they continue to pay their current utility bills.

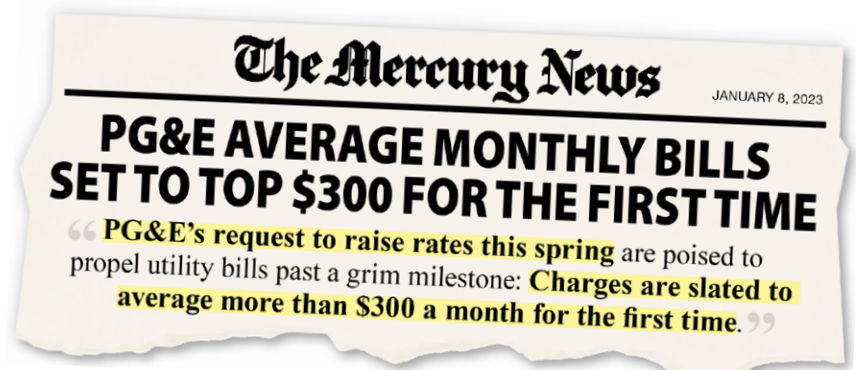
For more on programs that support utility customers visit: [TURN.org](https://turn.org)

The Impact of Advocacy

JOIN THE CAMPAIGN FOR AFFORDABLE POWER—CAP

“ We cannot continue to fight these outrageous requests piecemeal. In 2024, TURN’s priority is capping utility bills at the annual Cost of Living Adjustment provided by Social Security. ”

Mark Toney



Thanks to letters, emails and calls from you, along with the full court press by TURN staff, the November CPUC decision on the PG&E General Rate Case cut their increase by over 50%, saving customers \$2.6 billion. Unfortunately, the amount that was approved resulted in an average increase of \$33 a month for typical customers. Adding insult to injury, PG&E two weeks later requested an additional increase that would add \$14 a month to bills.

It is unacceptable that a growing number of children, elderly and medically vulnerable family members are being evicted and driven into homelessness when their power has been shut off by PG&E, Edison, SDG&E or SoCal Gas. While there may be no limits to the greed of utility executives and Wall Street investors, California families need a cap on skyrocketing monthly bills.

I need you to join CAP-Campaign for Affordable Power to cap future yearly bill rates increases to no more than the annual Social Security Cost of Living Adjustment.

Sign up for updates on how you can support rate caps: TURN.org/campaign-for-affordable-power-cap

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.

Key 2023 Energy Policy Wins

In 2023, TURN energy attorneys, economists and analysts—with support from grassroots organizing and race equity teams—saved customers billions of dollars, and held PG&E, SoCal Edison, SDG&E and SoCal Gas accountable to providing clean, safe, and affordable power to California residents.

✓ Huge Win for PG&E Customers

CPUC cut \$2.6 billion from the 2023–2026 PG&E General Rate Case by increasing the miles of insulated overhead power lines (from 200 to 778), and slashing the more expensive "undergrounded" miles (from 2,000 to 1,230).

✓ Key Win for SoCal Edison Customers

TURN won \$493 million in savings for Edison low income CARE customers.

CPUC ruling agrees with TURN. AB 1054 protects California Alternative Rates for Energy (CARE) customers from paying for Recovery Bond financing costs for wildfire mitigation.

✓ TURN Wins Consumer Protections Extension for PG&E, SoCal Edison, SDG&E and SoCal Gas Customers

Customers of PG&E, SoCal Edison, SDG&E and SoCal Gas will continue to be offered 24-month payment plans through Oct 1, 2026, when they fall behind on their bills.

The Arrearage Management Program (AMP), a payment plan championed by TURN, is also extended through Oct 1, 2026.

The utilities will conduct a study of the eligible populations for Medical Baseline, and at TURN's urging, the Commission will address Medical Baseline enrollment goals.

Key 2023 TURN Telecom Policy Wins

In 2023, TURN telecom attorneys and analysts, with support from our community organizing and race equity teams, won many significant victories.

✓ TURN makes CPUC revise Broadband priority funding maps to promote equity.

Following a considerable regulatory, legislative and community campaign, the CPUC adopted TURN's more efficient mapping methodology proposal.

✓ TURN Wins LifeLine-Affordable Connectivity Plan (ACP) Pilot for Low Income Consumers.

Although the CPUC was initially poised to reject the LifeLine-ACP Pilot Program, they reversed course, agreed with TURN, and ruled to adopt these critical protections and support for low income consumers.

The Pilot permits low income consumers to combine the benefits from three programs to support a robust communications service offering.

✓ TURN Defeats AT&T's Attempts to Eliminate Data Reporting Requirements.

AT&T pushed to eliminate its financial, outage, and other CPUC reporting requirements which apply to California's largest phone companies. The CPUC rejected the request and adopted TURN's position. The CPUC retains these requirements, though the FCC no longer does.

TURN secured the CPUC's commitment to further consider these reporting requirements in the New Service Quality proceeding.

✓ TURN Victory for Incarcerated Calling Services Promotes Family Contact.

CPUC win in Court of Appeals that affirmed CPUC decision to reduce prison calling fees from (up to) 21¢/minute, 3 to 7¢/minute.

Key 2023 TURN Legislative Policy Wins

In 2023, TURN legal, organizing and race equity staff, with support from the Hernandez Strategy Group, held energy utilities and telecommunication customers accountable to advancing clean energy and digital equity at affordable prices for California residents. Highlights include:

✓ Advanced Affordable Clean Energy Goals

Won adoption of AB 1373 (Garcia)

Joined by many environmental and labor groups, TURN led this campaign for the CPUC to partner with the Department of Water Resources to enter into cost-effective long term contracts for offshore wind, geothermal, and other new carbon free resources for California utilities, as needed, to meet clean energy goals, supporting TURN's goal of getting “the most green for the least green.”

Defeated AB 538 (Holden)

Partnering with a broad array of environmental and labor groups, TURN took the lead in this campaign to defeat proposals that would have replaced the California Independent System Operator with a multi-state Western Regional Grid Operator, which would have resulted in state policy makers losing control of clean energy policy, and placing California ratepayers at risk of paying for dirty energy projects in other western states.

✓ Protected Digital Equity & Phone Service

Won adoption of AB 414 (Reyes)

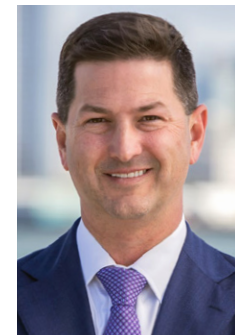
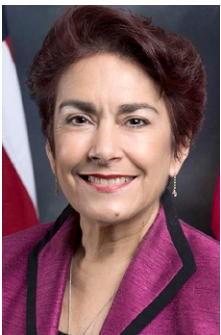
TURN was part of a large coalition to enact the Digital Equity Bill of Rights to promote digital equity and affirm the right of all California residents to have access to high quality, low cost, broadband, and that broadband internet subscribers benefit from equal access to broadband, especially rural communities, and urban Latino, Black and Asian communities that have historically been excluded from service by AT&T and other large telecom carriers.

Defeated AB 662 (Boerner)

TURN partnered with Next Gen California and Digital Equity LA, to derail this effort by big telecommunication carriers to restrict the ability of the CPUC to use its judgment, in consultation with key stakeholders, to distribute \$1.8 billion in Broadband Equity, Access, and Deployment (BEAD) funding to historically underfunded rural and urban communities of color, tribes and disabled individuals.

PLEASE CONGRATULATE OUR 2023 LEGISLATIVE CHAMPIONS

Senator Anna Cabellero, *Digital Equity Champion 2021*; **Senator Lena Gonzalez**, *Digital Equity Champion 2022*; **Senator John Laird**, *Climate Change Champion*;
Senate Pro Tem Mike McGuire, *Public Safety Champion*; **Assemblymember Rebecca Bauer-Kahan**, *Ratepayer Protection Champion*; **Assemblymember Christopher Ward**, *Solar Equity Champion*



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THANK YOU! You make the difference!

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The Numbers

STATEMENT OF FINANCIAL POSITION • Fiscal Year Ending 6/30/2023

ASSETS

Cash and Cash Equivalents	\$3,399,729
Accounts Receivable	\$7,133,587
Grants Receivable	\$600,000
Prepaid Expenses & Deposits	\$49,257
Property & Equipment	\$4,386,290
Restricted Reserves	\$415,760
TOTAL ASSETS	\$15,984,623

LIABILITIES

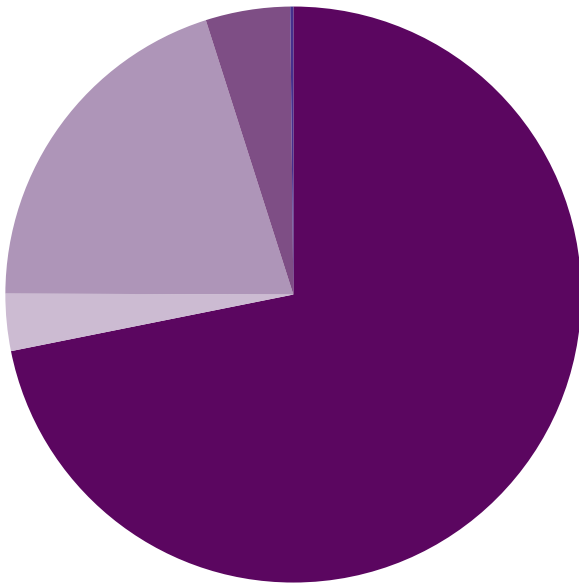
Accounts Payable	\$169,521
Consultant Payable	\$2,266,698
Accrued Vacations	\$265,090
Line of Credit	\$700,000
Current Note Payable	\$70,000
Non-current Note Payable	\$5,046,311
TOTAL LIABILITIES	\$8,517,620

NET ASSETS






Beginning Net Assets	\$6,466,461
Restricted Net Assets	\$1,000,542
TOTAL NET ASSETS	\$7,467,003

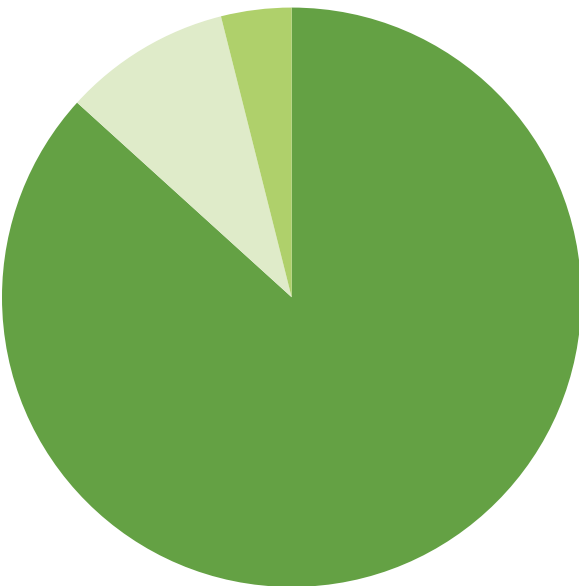
TOTAL LIABILITIES & NET ASSETS	\$15,984,623
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SUPPORT, REVENUE & EXPENSES • *Fiscal Year Ending 6/30/2023*






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	Attorney Fee	\$4,819,022
	Contributions	\$214,821
	Foundation Grants	\$1,343,500
	Interest/Investment Activity	\$318,099
	Miscellaneous Income	\$11,561
	TOTAL	\$6,707,003



EXPENSES

	Program Expenses	\$6,854,032
	Administration	\$738,985
	Fundraising & Outreach	\$310,239
	TOTAL EXPENSES	\$7,903,256



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