



## UCAN

Utility Consumers' Action Network - non-profit, public interest consumer advocacy

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### AFFILIATES



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## Michael Shames



### Job Title

Executive Director

### Email

Joined UCAN in

January 1983

Executive Director and Co-founder, Utility Consumers' Action Network (UCAN) a non-profit consumer watchdog group made up of 31,000 San Diego households and small businesses. Represents the interests of San Diegans in energy, telecommunication, water, financial and Internet-related matters before the state and federal regulatory bodies. Also serves as an expert witness and attorney on behalf of UCAN and served for over 10 years as an adjunct professor at University of San Diego School of Business. Graduated with a BA from UCLA and a JD from University of San Diego where, as a law student, he helped create UCAN.

**A downloadable photo can be found below.**

### Academic Background

- Admitted to California and Federal Bar (1983)
- Graduate of UCLA (1978, B.A. Public Administration) and University of San Diego School of Law (1982, Juris Doctor)

### Recent Activities

- Board Member - Curriculum Advisory Committee to the Board of Accountancy (2010-present) Appointed by Senate Pro Tem Darrell Steinberg.
- Board Member - California Public Interest Energy Research Oversight Board (2007-2008). Appointed by the California Energy Commission.
- Adjunct Professor, University of San Diego School of Business. Teaching Corporate Ethics and Business Responsibility to undergraduate and graduate students (1991-2005)
- Member, San Diego Regional Energy Policy Advisory Committee (2002-2003) Appointed by SANDAG.
- Member, California Board on Energy Efficiency Board (1997-2000) Appointed by the Public Utilities Commission.
- Member, Consumer Education Advisory Panel (1997) Appointed by the Public Utilities Commission.

### THE FRAUD SQUAD



Got a problem with SDG&E, SPUD, or a

Telecom issue? Want personal help from consumer advocacy experts? Get individualized help with your dispute from the Fraud Squad by filling out one of our **Online Complaint Forms**.

### BE A CONSUMER ROCK STAR!



We're working hard to create a **comprehensive consumer guide** to help you save time & money by making smart choices!

### NEWSLETTER ARCHIVES



Check out past issues of the award-winning **UCAN Watchdog Newsletter!**

### COMMUNITY JOURNALISM AND CITIZEN MEDIA GUIDES



UCAN's affiliate **New Media Rights** has created a **series**



Privacy Rights  
CLEARINGHOUSE



- o Member, California Joint Task Force on Privacy (1997-present) Appointed by Senator Steve Peace.
- o Member, California Automobile Assigned Risk Plan Oversight Committee. (1992-1995) Appointed by Commissioner John Garamendi
- o Member, Chula Vista Environmental Commerce Zone Task Force (1992-1994)
- o Member, San Diego City Task Force on Water and Sewer Policy (1992)
- o Member, Environmental Health Coalition Board of Directors. (1987-2001)
- o Chair, California State Sierra Club Political Committee (1994-1997)
- o Member, San Diego County Water Authority Committee on Repurified Water (1991-92)
- o Director, Environmental Court Project, University of San Diego. Conducted analysis of City Code Enforcement activities (1989-1990)
- o Founder, San Diego Municipal Mediation Office. Office within City of San Diego City Manager's office that resolves disputes between City and citizens on zoning and city code enforcement matters. (1990)
- o Member, Pacific Bell Consumer Advisory Panel (1989-1991)
- o Member, Blue Ribbon Panel on San Diego County Water Authority committee to evaluate utility municipalization. (1989-90)
- o Member, San Diego County Public Works Board (1992-1993)
- o Graduate of LEAD, San Diego - leadership training program. (1988)
- o Coordinator of Environmental and Government seminars (1990-1993)

### Other Activities

Author of numerous articles and opinion-editorials on Electric, Telephone, Cable and Insurance regulation.

Expert Witness on utility-related issues before the California Senate and Assembly oversight committees and Public Utilities Commission. Has testified on the electric, telephone, insurance and other regulatory issues.

### Relevant Published Books and Articles

- o *Adumbrations of the World's Greatest Consumer*. (World's Greatest Publishing Co., 2010)
- o *Gruminations of the World's Greatest Consumer*, (World's Greatest Publishing Co., 2007)
- o "Secrets of the World's Greatest Consumer: Essential Consumer Tools for the 21st Century " (World's Greatest Publishing Co., 2005)
- o "Electricity Deregulation: Lessons Learned From California" (coauthored with Professor P. Navarro), *Energy Law Journal*, 2003 Vol. 2
- o "Preserving Consumer Protection and Education in a Deregulated Electric Services Industry", *Who Benefits From Privatization*, Hossain & Malbon, eds. (Routledge, 1998)
- o "Electric Utility Deregulation Sparks Controversy ", *Harvard Business Review*, May-June 1996
- o "Consumer Principles for Electric Utility Reform", in *Electric Utilities Moving into the 21st Century*, Enholt & Malko, eds. PUR Inc. (1994)

### Recent Published Profiles

- o October, 2007, **Public Utilities Fortnightly** - *People in Power: A*

of [investigative reporting videos](#) based on your consumer stories. Check out the new and easily searchable [Guides page!](#)

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### CONSUMER SCAMS



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- o Regulators are going to the Dark Side
- o Meet local privacy advocates on May 11, 2011
- o New appointees could transform the California Public Utilities Commission (CPUC), from a "lap dog," into a watchdog
- o Our thank you gift when you join or renew your membership in UCAN at the \$25 level or more!

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### COMPLAINT DIRECTORY

*Consuming Passion*

- February 22, 2005, *San Diego Union-Tribune* - [For\\_the\\_people .htm](#)



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Utility Consumers' Action Network - (619) 696-6966

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What are you packin'? Is it anything like UCAN's **Consumer Complaint Directory**? If not, you should really pick up a copy. This thing is chock-full of hard-hitting consumer punch.