

**PUBLIC UTILITIES COMMISSION**

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



October 24, 2017

President Picker  
Commissioner Aceves  
Commissioner Peterman  
Commissioner Randolph  
Commissioner Rechtschaffen

**SUBJECT: Annual Report Of The Universal LifeLine Telephone Service for the Period July 1, 2016 through June 30, 2017**

Pursuant to Section 4.1.b of the Charter of the Universal LifeLine Telephone Service Trust Administrative Committee (Committee), Communications Division, on behalf of the Committee, submits the enclosed annual report for the period July 1, 2016 through June 30, 2017. This report was approved by the Committee on October 19, 2017.

Sincerely,

A handwritten signature in black ink, appearing to read "Anna Jew".

Anna Jew  
LifeLine Program Liaison  
Communications Division

cc: C. Walker, Acting Director  
J. Lakritz, Program Manager  
F. Lazaro, Program and Project Supervisor  
Committee Members

Encl.

**ANNUAL REPORT OF THE UNIVERSAL LIFELINE TELEPHONE SERVICE  
TRUST ADMINISTRATIVE COMMITTEE (ULTS-AC)**

**FOR THE PERIOD JULY 1, 2016 THROUGH JUNE 30, 2017**

**Date submitted October 24, 2017**

**Submitted by: Ken McEldowney, Chairman ULTS-AC**

## **UNIVERSAL LIFELINE TELEPHONE SERVICE TRUST – ADMINISTRATIVE COMMITTEE**

Pursuant to PU Code 277(a) the ULTS-AC was established to serve as an advisory committee to the California Public Utilities Commission (CPUC). The role of the ULTS-AC is to advise the CPUC regarding the development, implementation and administration of the Universal Lifeline Telephone Service Trust (ULTS) program to ensure lifeline telephone service is available to the people of the State as provided by Assembly Bill 1348 (AB 1348), and subsequently modified by Senate Bill 669 (SB 669).

### **The Moore Universal Telephone Service Act.**

AB 1348 was introduced to ensure the availability of affordable basic local telephone service to all qualifying low-income households in California. This bill became law in September 1983 and is known as Article 8. Universal Telephone Service, Public Utilities Code Section 871.

The California LifeLine program (formerly known as Universal LifeLine Telephone Service or ULTS) or “LifeLine” provides subsidized basic telephone service to qualifying residential subscribers. Under the California LifeLine program, a customer may select any carrier from those that provide residential local exchange service in the customer’s area. The LifeLine program is funded by a surcharge, as determined by the CPUC, on the end of the user’s bill for intrastate telecommunications services. There are approximately 1.8 million subscribers as of June 30, 2017 who receive subsidized telephone service through wireline or wireless service providers.

### **ULTS Marketing Board (ULTSMB)**

Pursuant to Decision 96-10-066 the ULTSMB was established as the entity responsible for developing designing and implementing a competitively neutral marketing strategy for the LifeLine program. The intent of the Decision was to provide basic telephone service to all qualifying low income households in California.

The annual budget was limited to \$5 million and the CPUC directed the ULTSMB to devote 80 percent of its marketing and education budget to campaigns designed to bring basic telephone service to qualifying households without telephone service. The remaining marketing and education budget of 20% was to be used to close the gap between the total number of households with telephone service who qualify for the California LifeLine program and the number of those households that actually use the program.

The ULTSMB contracted with a marketing firm to establish an outreach campaign that would educate customers and promote awareness of the California LifeLine program to low-income households and increase the number of subscribers in the program. In

November 1999, phase one of the campaign started and was known as "Connect California". A public advertisement phase commenced in April 2000 and was completed in October 2000. During that time a LifeLine call center was established to help facilitate customer access to local telephone service providers in a competitively neutral manner or of the customers' choice in order to establish service. The call center was staffed by telephone representatives who assisted customers with any questions relating to the California LifeLine program. Additionally, representatives were available in seven languages for the non-English speaking customers identified as part of the target audience.

Senate Bill 669 (SB 669) implemented changes to the ULTSMB relative to the program administration of the LifeLine program. Under SB 669, the existing ULTSMB was disbanded and the new ULTS-AC board was created. This bill required that the administrative responsibilities for the California LifeLine program become the responsibility of the CPUC. Oversight of the LifeLine program was assigned to the CPUC's Telecommunications Division (TD), now called the Communications Division (CD). Therefore, the role of the ULTS-AC under the SB 669 became an advisory entity.

## **ULTS-AC**

By Commission Decision 02-04-059 the restructuring of the California LifeLine advisory board was completed and the establishment of the new ULTS-AC commenced effective February 1, 2003. The CPUC's CD is the program administrator overseeing the California LifeLine contract administration and marketing activities with advice from the ULTS-AC in its new advisory capacity.

In November 2003, the ULTS-AC made significant modifications to the original Plan which had carried over and had been implemented as part of the current California LifeLine marketing program administered by Richard Heath and Associates (RHA) with oversight by the Communications Division. The current composition of the ULTS-AC reflects a broad diverse group of individuals with representation from small and large incumbent and competitive local telephone companies, community-based organization and consumer advocacy groups. The experience and knowledge that each member possesses has allowed the ULTS-AC to work diligently to advise the Commission on the development of a strong marketing plan in order to achieve our goals of reaching 95% subscribership among all eligible consumers in the state.

The ULTS-AC continues to ensure that the California LifeLine program targets all eligible low-income segments of the population of California including, but not limited to African American, Cambodian, Chinese, Filipino, Hispanic, Hmong, Korean, Laotian, Vietnamese, Native Americans, Seniors and social agency and welfare recipients. To achieve this, it is imperative that the ULTS-AC working with CD continues to:

- Track and report monthly the activities of the marketing, outreach and call center programs for California LifeLine
- Track enrollment data
- Identify target groups that have low-penetration rates
- Monitor education and outreach message dissemination
- Monitor Call Center activities
- Track the California LifeLine Program Administrator's recertification process to ensure LifeLine customers recertify based on their household income or eligible program qualifications each year
- Continue to advise on all education and outreach material in language specific form with correct and consistent information
- Identify problems with the marketing campaign and make recommendations for correction and improvement.

### **ULTS-AC Goals and Objectives**

- Meet regularly under the Provisions of Bagley-Keene Open Public Meeting Act
- Follow procedures mandated by Charter
- Provide recommendations to CD on R.11-03-013
- Monitor and evaluate CBO education and outreach.
- Closely monitor CPUCs Conflict of Interest Concerns Relative to the impact on ULTS-AC members
- Monitor ULTS-AC Budget
- Review Senate and Assembly Bills impact on California LifeLine
- Continual interaction with LifeLine program contractors
- Monitor legislative, CPUC and FCC activities that may impact California LifeLine program or consumers in California
- Submit yearly California LifeLine budget for review and approval by Commission resolution

The unresolved issues of conflict of interest of telephone company members of the committee should be resolved as expeditiously as possible. The limited roster of the committee has made the presence of a quorum especially difficult.

### **ULTS-AC Accomplishments**

During the last year the ULTS-AC met a total of 4 times.

During these meetings, the ULTS-AC provided the following advice to the CPUC

- Submitted budgets
- Provided advice to the Communications Division on California LifeLine contractors

- Reviewed and monitored program expenditures and surcharge income
- Provided feedback to the call center contractors
- Provided feedback to CD staff regarding changes in the California LifeLine program.

The ULTS-AC provides an important vehicle for the CPUC to receive information from interested parties who are key to the provision of the LifeLine program, service providers, consumer groups and community organizations. We remain dedicated to that goal and anticipate continuing to serve the public and the CPUC in the coming years.

### **Significant Program Changes During Report Period**

September 2016 – AB-2570 signed by the Governor which required the CPUC to adopted a portability freeze for the California LifeLine program by January 15, 2017.

September 2016 – CPUC adopted Resolution T-17519 which reduced the California LifeLine surcharge from 5.50% to 4.75% effective November 1, 2016.

October 2016 – CPUC adopted Decision 16-10-039 which adopts revisions to modernize and expand the California LifeLine program to non-certificated VoIP providers on a voluntary basis.

January 2017 – CPUC adopted Decision 17-01-032 which revised the California LifeLine eligibility criteria to mirror the FCC's new eligibility criteria. It also established a 30-day enrollment freeze and 60-day discount transfer freeze effective June 1, 2017.

April 2017 – CPUC adopted Resolution T-17564 setting requirements and processes for the service failure exception to the 60-day discount transfer freeze for the California LifeLine, trigger for when to start the discount transfer freeze duration, and the customer education components for both the California LifeLine discount transfer freeze and the enrollment request freeze.

June 2017 – CPUC adopted Decision 17-06-019 which extended the statutory deadline for Rulemaking 11-03-013 to August 23, 2017.

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

**California Public Utilities Commission**  
**505 Van Ness Avenue, Golden Gate Room**  
**San Francisco, CA 94102**

**August 10, 2016**  
**1:00 PM – 4:00 PM**

Present (Committee Members):

- Jeff Mondon (AT&T)
- Marcie Evans (Cox Communications)
- Yvonne Wooster (Calaveras Telephone Company)
- Ken McEldowney (Consumer Action)
- James Ahlstedt (ORA)

Present (CPUC Staff):

- Anna Jew (CD)
- Jonathan Lakritz (CD)
- Hannah Steiner (CD)
- Tina Lee (CD)
- Kim Hua (CD)
- Michelle Morales (Fiscal)
- Patti Cassaro (CPED)
- Ade Sogbesan (CPED)
- Maria Vasquez (CPED)
- Manisha Lakhanpal (ORA)

Present (Public):

- Tom Burns (Xerox)
- Alex Gudkhov (Xerox)
- Jennine Daniels (Xerox)

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

- 1. Introduction**, Ken McEldowney, ULTS Chairperson
  - Everyone present introduced themselves to the group.
- 2. Approval of Minutes:**
  - The February 17, 2016 meeting minutes were voted and approved by Marcie Evans and second by Jeff Mondon at this meeting.
- 3. Public Comments:**
  - No Comments.
- 4. Fiscal Report:**
  - Michelle Morales presented information regarding the budget and explained the difference between the cash balance and appropriation.
  - ULTS received a supplemental appropriation of \$137,827,000 which will show up in the September reports.
- 5. CAB Report:**
  - CAB presented data on LifeLine contacts received and cases closed for June 2016.
  - Phone contacts are about 100 per month in 2016, which is less than in 2015.
  - No change in number of written contacts.
  - For June 2016, the no. 1 reason for appeals was signature issues.
  - Top 3 reasons for appeals consistently include: (1) did not return form, (2) supporting documents not provided, and (3) signature.
- 6. Contract Report (Xerox):**
  - Xerox presented its report.
  - July 2016 was the first month of positive growth in 2016.
  - ORA staff asked how many of customers that qualified via income fall between 135% and 150% of the FPL. Xerox will provide the information at the next meeting.
  - ORA asked what will happen to current Nexus customers after they exit the wireless market. CD directed ORA staff to the draft Resolution for more information.
  - Ken McEldowney asked why the wireless renewal rates are so low. Xerox provided answer in presentation.
  - Approximately 95% of participants who fail to renew are back on the program within one year.
- 7. Legal Liaison:**
  - No comments.
- 8. Communications Division Liaison reports:**

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

- Status of Proceedings:
  - R. 11-03-013:
    - Phase II of the proceeding
      - Upcoming Public Participation Hearings:
        - August 25<sup>th</sup> in Lucerne
        - September 6 in Montebello
        - September 15 in Salinas
      - VoIP Proposal – still pending
- Number of wireless service providers
  - As of July 30, 2016, fourteen wireless providers are currently participating in the California LifeLine program.
  - There are nine pending wireless providers.
- Claims Status
  - CD staff just processed the April claims in July 2016, however payments will be issued in August.
  - CD staff will be processing May Claims in August 2016.
  - CD sent out an Administrative letter August 5, 2016, to shorten the processing cycle in service providers receiving payments in approximately 90 days instead of the 120 day payment cycle if the service provider submits their claim within 30 days after the claim period, starting with July 2016 claims; otherwise, the processing time will be 120 days.
- TPA Contract Update
  - TPA contract is set to expire May 2017.
  - CD is still working on releasing the new TPA RFP. CD's goal is to release RFP by the 4<sup>th</sup> quarter of 2016 or 1<sup>st</sup> quarter of 2017.
  - Currently, the TPA contracts out the printing and mailing services; however, in FY 2017-18, Office Of State Publishing (OSP) under Department of General Service will be taking over the printing and mailing service as required by Government Code.
  - Request for Offer (RFO) for IT technical consultant was released on July 29, 2016, and the goal is to have a contract in place by Mid October 2016.
    - The purpose is to ensure that the RFP for the new TPA has a robust and sufficient IT needs and requirements.
    - Facilitate in the integration of OSP for printing and mailing services of the TPA.
    - Ensure seamless transition from old to new TPA.
- Marketing/Outreach Contract
  - Marketing Request for Proposal (RFP) has not been released.
  - CD staff is primarily focusing on the day to day operations, preparation of the TPA RFP, Budget related issues, and proceedings.
- Annual report
  - Will have a working session at the end of the meeting.

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

- LIOB recap
  - There was a Low Income Oversight Board Meeting on July 19<sup>th</sup> in Sacramento.
  - The next meeting is scheduled for September 22, 2016  
Eureka City Hall Council Chambers  
531 "K" Street  
Eureka, CA 95501  
10:00-3:30pm
  - Additional information, including the agenda can be found on their website. (LIOB.org)
- Snapshot Date
  - Committee members brought up issues regarding the snapshot date and how it's captured on the true up report and the weighted average report. A continued discussion will be held during the next Working Group Call.

**9. ULTS-AC Report:**

- None

**10. Review of Administrative Committee vacancy status:**

- Introduced James Ahlstedt as an official ULTS AC member to fill the vacant primary representative position of ORA.

**11. Future Meeting Date/Location:**

- The next meeting will be held on September 16, 2016, in the Golden Gate Room, and will focus on Budget related matters only.

**13. AC Committee Members Annual Report Working Session**

- Anna Jew distributed copies of previous Annual Report as example.
- Report will cover multiple Fiscal Years starting July 2013 through June 2016.
- Jeff Mondon agreed to draft the report. He will update the Committee on the status at the next meeting.

**12. Adjournment: 2:32pm**

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

**California Public Utilities Commission**  
**505 Van Ness Avenue, Golden Gate Room**  
**San Francisco, CA 94102**  
**November 8, 2016**  
**1:00 PM – 4:00 PM**

Present (Committee Members):

- Jeff Mondon (AT&T)
- Marcie Evans (Cox Communications)
- Lorrie Clark (Sebastian)
- Yvonne Wooster (Calaveras Telephone Company)
- Ken McEldowney (Consumer Action)
- James Ahlstedt (ORA)
- Robin Enkey (Budget) – on phone bridge

Present (CPUC Staff):

- Anna Jew (CD)
- Jonathan Lakritz (CD)
- Fe Lazaro (CD)
- Llela Tan (CD)
- Tina Lee (CD)
- Michelle Morales (Fiscal)
- Patti Cassaro (CPED)

Present (Public):

- Tom Burns (Xerox)
- Alex Gudkhov (Xerox)
- Jennine Daniels (Xerox)
- John Clark

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

**1. Introduction**

- Everyone present introduced themselves to the group.

**2. Approval of Minutes:**

- The August 10, 2016 meeting minutes were voted and approved by Marcie Evans and second by Jeff Mondon at this meeting.

**3. Public Comments:**

- No Comments.

**4. Fiscal Report:**

- Michelle Morales presented information regarding the budget as of September 30, 2016.
- The report reflects the supplemental appropriation of \$137,827,000 for FY 15-16.

**5. CAB Report:**

- CAB presented data on LifeLine contacts received and cases closed for July, August and September 2016.
- Phone contacts are about 57 per month in September 2016, which is less than in 2015.
- Written contacts are pretty consistent, averaging in the high 300s.
- For September 2016, the number one reason for appeals was signature issues.
- Top 3 reasons for appeals consistently include: (1) signature, (2) did not return form, and (3) supporting documents not provided.
- Future reports will show a split for billing complaints for Wireline and Wireless.

**6. Contract Report (Xerox):**

- Xerox presented its report.
- Xerox will confirm if the information on wireline certification approval rates being higher than wireless for July 2016 on page 11 of the slideshows is accurate.

**7. Legal Liaison:**

- CPUC filed a temporary waiver request to implement the revised federal Lifeline eligibility rules and federal Lifeline benefit portability rules by October 31, 2017, instead of December 2, 2016. However, the FCC may not grant the CPUC for the full eleven month extension.
- State Port Freeze: CPUC is currently working on this issue, but no definitive date when the proposed Decision or ruling will be issued.

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

**8. Communications Division Liaison reports:**

- Status of Proceedings:
  - R. 11-03-013:
    - Phase II of the proceeding
      - No definitive date when the proposed Decision will be issued.
    - VoIP
      - The Commission issued D.16-10-039 on November 1, 2016, adopting revisions to modernize and expand the CA LifeLine Program by allowing voluntary participation by Fixed VoIP service provider without a CPCN to participate in the program.
- Number of wireless service providers
  - As of October 30, 2016, thirteen wireless providers are currently participating in the California LifeLine program.
  - There are nine pending wireless providers.
- Claims Status
  - CD staff just processed the August 2016 claims and carriers should receive payments in early December.
  - CD staff will be processing September 2016 claims in November 2016.
- TPA Contract Update
  - TPA's contract is set to expire in May 2017.
  - CD is still working on releasing the new TPA RFP. CD's goal is to release RFP by the 1<sup>st</sup> or 2<sup>nd</sup> quarter of 2017.
  - Currently, the TPA contracts out the printing and mailing services; however, in FY 2017-18, Office Of State Publishing (OSP) under Department of General Service will be taking over the printing and mailing service as required by Government Code.
  - Request for Offer (RFO) for IT technical consultant was released on July 29, 2016, and the goal is to award the contract by mid-November 2016. The consultant will assist CD to:
    - Ensure that the RFP for the new TPA has a robust and sufficient IT needs and requirements.
    - Facilitate the integration of OSP's printing and mailing services with the TPA.
    - Ensure seamless transition from old to new TPA.
- Marketing/Outreach Contract
  - Marketing Request for Proposal (RFP) has not been released.
  - CD staff is primarily focusing on the day to day operations, preparation of the TPA RFP, Budget related issues, and proceedings.
- FCC Order Update
  - No updates other than those that were presented on the Working Group calls.

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

- SSA Admin Letter
  - Staff issued an SSA Administrative letter on October 28, 2016, informing carriers of the new SSA of \$13.75, effective January 1, 2017. The Administrative Letter can also be found on the CPUC's California LifeLine website.
- FY 2017-18 Proposed ULTS Budget
  - CD presented FY 2017-18 Proposed ULTS Budget
  - CD staff estimated an increase of \$76 million from FY 2016/17 budget of \$483 million.
  - The proposed change is primarily due to increased wireless carrier claims.
  - CD is proposing a FY 2017-18 Budget of \$559.2 million
    - Local Assistance of \$525.4 million (assumes no subsidy for connection charges)
    - State Operations of \$33.8 million

**9. Annual Report**

- Jeff Mondon presented the status of the Annual Report.
- Committee members provided comments and edits.
- Jeff Mondon waiting on information from CD in order to finalize the Report.
- Jeff Mondon will then submit the final version to CD to review.

**10. ULTS-AC Report:**

- None

**11. Review of Administrative Committee vacancy status:**

- Jeff Mondon had concerns about the ULTS Charter and how it can be changed. He recommends modifying the membership to allow wireless representative(s) as a primary instead of an alternate member.
- Jeff Mondon requested CD staff to send out the ULTS Charter to members.
- Questions were asked regarding the Charter: What are the necessary steps and process to change the ULTS Charter? Does it require a petition to modify the decision or an application to change the membership?

**12. Future Meeting Date/Location:**

- The next meeting will be held on Feb 7 or 9, 2017, in the Golden Gate Room. Anna Jew will email the committee members of their availability.

**13. Adjournment: 2:18pm**

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

**California Public Utilities Commission**  
**505 Van Ness Avenue, Golden Gate Room**  
**San Francisco, CA 94102**  
**February 9, 2017**  
**1:00 PM – 4:00 PM**

Present (Committee Members):

- Jeff Mondon (AT&T)
- Marcie Evans (Cox Communications)
- Yvonne Wooster (Calaveras Telephone Company)
- Ken McEldowney (Consumer Action)
- James Ahlstedt (ORA)

Present (CPUC Staff):

- Anna Jew (CD)
- Jonathan Lakritz (CD)
- Michelle Morales (Fiscal)
- Ade Sogbeson (CPED)
- Sindy Yun (Legal)

Present (Public):

- Tom Burns (Conduent)
- Alex Gudkov (Conduent)
- Bill Allen (Conduent)
- Gustavo Gonzalez (Conduent)
- Traci Fabrie (Conduent)
- Amie Yang (Conduent)
- Mike Foreman (AT&T)
- MyLoc Dinh (TruConnect Communications)

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

**1. Introduction**

- Everyone present introduced themselves to the group.

**2. Approval of Minutes:**

- The November 8, 2016 meeting minutes were voted and approved by Marcie Evans and second by Jeff Mondon at this meeting.

**3. Public Comments:**

- No Comments.

**4. Fiscal Report:**

- Michelle Morales presented information regarding the budget as of December 31, 2016.

**5. Consumer Affairs Branch (CAB) Report:**

- CAB presented data on LifeLine contacts received and cases closed for 2016.
- Total phone contacts for 2016 was less compared to 2015.
- Written contacts for 2016 was much higher compared to 2015.
- LifeLine Appeals closed for 2016 of 2,832 was higher compared to 2015 of 2,241.
- For 2016, the number one reason for appeals was signature issues.
- Top 3 reasons for appeals consistently include: (1) signature, (2) supporting documents not provided, and (3) did not return form.
- Future reports will show a split for billing complaints for Wireline and Wireless.
- AT&T suggested that "LLP Equipment" under LifeLine Billing should be relabeled as "Service" and not "Equipment".
- CAB will send out definitions of the different categories to the group.
- "LL Policy/Practices" under "Section II – LifeLine Phone appeals and Billing Contacts by Subcategory" is too broad. The category name might be difficult to identify the issues.
- Committee requests that a supervisor from CAB attend the meeting to answer follow up questions and possibly schedule a separate meeting to discuss the report as well as to understand what are driving the numbers in the report.
- Committee requests that the CAB report should be simplified to make it more clear for the reader to understand.

**6. Contract Report (Xerox):**

- Xerox presented its report.

**7. Legal Liaison:**

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

- CPUC filed a temporary waiver request to implement the revised federal Lifeline eligibility rules and federal Lifeline benefit portability rules by October 31, 2017, instead of December 2, 2016. However, the FCC may not grant the CPUC for the full eleven month extension.

**8. Communications Division Liaison reports:**

- Status of Proceedings:
  - R. 11-03-013:
    - Phase II of the proceeding
      - January 19, 2016, the Commission unanimously adopted the California LifeLine Program proposed decision.
      - January 23, 2016, the Commission issued a ruling extending discounts and reimbursements for service connection/activation charges for the wireless service providers until the Commission addresses this issue in a proposed Decision.
      - The Commission hosted a workshop on February 8, 2017, to discuss enrollment and portability freeze.
    - VoIP
      - The Commission issued D.16-10-039 on November 1, 2016, adopting revisions to modernize and expand the CA LifeLine Program by allowing voluntary participation by Fixed VoIP service provider without a CPCN to participate in the program.
- Number of wireless service providers
  - As of January 31, 2017, twelve wireless providers are currently participating in the California LifeLine program.
  - There are nine pending wireless providers.
- Claims Status
  - Carriers should have received the October 2016 claim payments already.
  - CD staff had processed the November 2016 claims and carriers should receive their payments this month or next month depending on when they filed their claims.
  - CD staff is currently processing December Claims.
- Third Party Administrator (TPA) Contract Update
  - No new update from the previous meeting.
  - CD is still working on releasing the new TPA Request for Proposal (RFP). CD's goal is to release the RFP by the 1<sup>st</sup> quarter of 2017.
- FCC Order Update
  - The Commission is currently implementing the addition of the Federal Veterans and Survivors Pensions Benefit Program to the program eligibility criteria.
- FY 2017-18 Proposed ULTS Budget

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

- CD presented a revised FY 2017-18 Proposed ULTS Budget
- CD staff estimated an increase of \$129 million from FY 2016/17 budget of \$505 million.
- The proposed change is primarily due to increased wireless carrier claims.
- CD is proposing a FY 2017-18 Budget of \$634.8 million
  - Local Assistance of \$604.7 million (assumes subsidies for connection charges)
  - State Operations of \$30 million (placeholder)
- Marcie Evans from Cox motioned to approve the ULTS budget and second by Ken McEldowney. Other carriers recused themselves from voting.

**9. ULTS-AC Annual Report**

- CD received the ULTS-AC Annual Report and will send it to the Commission.

**10. ULTS-AC Report:**

- Mike Foreman from AT&T is interested in becoming an official Committee Member. If approved, he will be an alternate for the large ILEC.
- CD will process the necessary documentation to make Mike Foreman an official committee member.

**11. Review of Administrative Committee vacancy status:**

- Brainstorm steps and ideas to modify the ULTS Charter to allow wireless representative(s) as primary instead of an alternate member.
  - Resolution Process
  - Include this issue in an all-party meeting
  - File a petition to modify
  - Since there are three community based organization (CBO) positions, convert one of the CBO positions to a wireless carrier representative position.
- Committee voted (Marcie motioned and Jeff second) to convert 1 CBO position to a wireless carrier representation position. The committee members will help draft a letter to Executive Director recommending the change in the charter through a resolution process.

**12. Future Meeting Date/Location:**

- The next meeting is tentatively scheduled on May 2<sup>nd</sup>. Anna Jew will email the committee members of their availability after the meeting.

**13. Adjournment: 2:53pm**

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

**California Public Utilities Commission**  
**505 Van Ness Avenue, Golden Gate Room**  
**San Francisco, CA 94102**

**June 23, 2017**  
**1:00 PM – 4:00 PM**

Present (Committee Member)

- Jeff Mondon (AT&T)
- Michael Foreman (AT&T)
- Marcie Evans (Cox Communications)
- Yvonne Wooster (Calaveras Telephone Company)
- Ken McEldowney (Consumer Action)
- James Ahlstedt (ORA)

Present (CPUC Staff)

- Anna Jew (CD)
- Fe Lazaro (CD)
- Michaela Pangilinan (CD)
- Tina Lee (CD)
- Kim Hua (CD)
- Patricia Cassaro (CAB)
- Josie Montero (ORA)

Present (Public)

- Thomas Burns (Conduent) via phone
- Alex Gudkov (Conduent) via phone
- Bill Allen (Conduent) via phone

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

- 1. Introduction:** Ken McEldowney, Chair
  - Everyone introduced themselves to the group
  - Introduce the new official alternate member for ILEC, Michael Foreman.
  
- 2. Approval of Minutes:**
  - Correction on #9 “ULTS-AC Annual Report”. Delete the words “will approve” and replace with “received”. The annual report does not need CD’s approval before submitting to the Commission.
  - Correction on #11 “Review of Administrative Committee vacancy status”. Modify bullet point #5 to read: “Since there are 3 community based organization (CBO) positions, convert **one of the CBO** positions to a wireless carrier representative position”
  
- 3. Public Comments**
  - No Comments
  
- 4. Fiscal Report**
  - None. Michelle Morales is not present. Jeff requested to have Fiscal reports emailed prior to AC meetings.
  
- 5. CAB Report**
  - May reports not available – will be caught up for the next AC meeting.
  - Phone calls – nothing out of the ordinary
  - Appeals – similar to 2016
  - Billing - nothing out of the ordinary
  - Appeals - Jan- Mar. are lowering
  - April Appeals are due to LifeLine form not returned by consumer, signature not matching, missing initial, and identity verification.
  
- 6. 3<sup>rd</sup> Party Contract Reports**
  - Conduent presented its report.
  - Members requesting GIS group to create maps of where LifeLine participants reside.
  
- 7. Legal Liaison**
  - USAC issued its Annual Report for 2016 which includes Federal lifeline and key events of 2016.
  - Sindy to provide Annual Report 2016 to Anna, then email to members
  
- 8. Communications Division Liaison Reports:**
  - Status of Proceedings:

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

- R. 11-03-013 (California LifeLine)
  - ❖ No update on Phase II
- Current and pending wireless carriers
  - 12 approved and 9 pending.
- Claims Status
  - Processing April and May Claims – Checks are pending for March and April.
- TPA Contract update
  - The California Administrator Request For Proposal (RFP) was deemed an IT contract and are now working with the California Department of Technology (CDT) to release the RFP.
  - May 24 – CDT released the draft RFP with the cost worksheet for pre-solicitation to obtain feedback from prospective bidders.
  - The prospective bidders provided minimal comments. CPUC along with CDT are currently working on finalizing the final RFP for release before the end of this month.
- Marketing/Outreach Contract
  - No update
- FCC Order Update
  - No update
- FY 2017-18 ULTS Budget
  - Budget resolution which included all the programs was released last week.
  - Anna will send the Resolution to members and Rulemaking 11-03-013 Service list sometime next week.
  - The Resolution is a little different compared to the previous years as it doesn't include detail information.

**9. ULTS Budget**

- Article 4.1 under Duties and Responsibilities of the Universal LifeLine AC charter states the following:  
“Pursuant to Pub. Util. Code §273 (a), on or before June 1 of each year the ULTSAC shall submit a proposed budget to the Commission's Telecommunications Division. The proposed budget shall include estimated program expenditures and the Committee's projected expenses for the fiscal year (July 1 to June 30) that will commence thirteen (13) months thereafter.”
- FY 1819 Budget should have been submitted by June 1.
- CD staff claims that due to the State Budget Timeline, the ECP/BCP that the “June 1” date may need to be changed to reflect a later date.
- Questions posed as follows:

**ULTS Trust Administrative Committee**  
**Meeting Minutes**

- Should there be a change? And if change is needed, should it be included in the same resolution to modify the ULTS Charter? Which date should it be?
- Since the Program Budget resolution was released later than usual (after the Legislature already approved the Budget) does the Commission plan to continue this timeline?
- This topic will be tabled for the next meeting.

**10. Annual Report**

- Submitted to the Commissioners on March 24.
- Jeff requested to add to Agenda in the next meeting to work on Annual Report.

**11. ULTS-AC Report**

- Recommendations for CPUC staff
  - Ken recommends having more Asian language LifeLine outreach groups.

**12. Review of Administrative Committee Vacancy Status:**

- Status of Resolution to modify the ULTS Charter to allow wireless representative(s) a seat as primary and alternate.
  - Staff is working on the resolution
- Invitation to nominate Members/Alternates:
  - Robin Enkey has resigned and therefore the CLEC alternate position is currently vacant.
  - Ana Montes, the Organizing Director from TURN knows a couple people who may be interested in the position of CBO's. CPUC staff provided the necessary information on how to become a member but have not received any response from the prospective members.

**13. Future Meeting Date**

- August 22 or 24

**Adjournment 2:45pm**