



California Public Utilities Commission

ULTS Administrative Committee Meeting

Please join the California Public Utilities Commission (CPUC) for the Q4 2022 Universal LifeLine Telephone Service Administrative Committee Meeting

When: Tuesday, December 13, 2022 (12:30 p.m. – 3:30 p.m.)

WebEx Meeting:

[Join meeting](#)

<https://cpuc.webex.com/cpuc/j.php?MTID=m282fcc659de44af5ca9152c69b36d22b>

Call-in Number: 1-855-282-6330 Access Code: 2499 129 3628 Meeting password: LifeLine

California LifeLine Program Meeting Agenda

Session 1: Welcome & Kick-Off

Session Outcome: Meeting Kick-Off

Session Topics: Welcome, Opening Remarks, Public Comments

12:30 p.m. – 12:35 p.m.	Introduction: David Avila, Chair
12:35 p.m. – 12:40 p.m.	Welcome: Commissioner Genevieve Shiroma
12:40 p.m. – 12:45 p.m.	Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)
12:45 p.m. – 12:50 p.m.	Public Comments
12:50 p.m. – 12:55 p.m.	Introduction of New Members: David Avila

Session 2: Program Alerts & New News

Session Outcome: Inform Critical Program Updates

Session Topics: New News, Alerts & Highlights

12:55 p.m. – 1:05 p.m.	CPUC Communications Division Updates
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Session 3: Program Performance & Metrics

Session Outcome: Understand “What’s Working” vs What’s Not Working”

Session Topics: Internal & External Past Quarter Performance & Future Guidance

1:05 p.m. – 1:15 p.m.	Claims Status & TPA & RFP Timeline Update: Kathrin
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1:15 p.m. – 1:25 p.m.	Fiscal Report: Lalaine Semana

Session 4: Program Enrollment & Operations

Session Outcome: Understand Consumers Enrolling & Staying on the Program

Session Topics: Operational Topics & Updates

1:25 p.m. – 1:55 p.m.	<p>3rd Party Administrator - Maximus Report: Rebecca Amissah-McKinney, James Graettinger</p> <ul style="list-style-type: none"> • Renewal Resumption & Improvements • CalFresh Confirm Updates • Completed and Upcoming Initiatives • Program & Operation Reports
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1:55 p.m. – 2:05 p.m.	<p>CAB Report: Rosa Sauer</p> <ul style="list-style-type: none"> • Consumer Contact Statistics
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Session 5: Growth & Strategy

Session Outcome: Exploring How to Achieve Program Growth

Session Topics: Industry, Special Initiatives, Etc...

2:05 p.m. – 2:20 p.m.	USAC Update: David Avila
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2:20 p.m. – 2:35 p.m.	Presentation by Andre Chapple
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Session 6: Committee Administration & Governance

Session Outcome: Lifeline Committee Management, Deliverables & Commitments

Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars

2:35 p.m. – 2:45 p.m.	Annual Report: David Avila
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2:55 p.m. – 3:05 p.m.	Sub-Committee Updates
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3:05 p.m. – 3:15 p.m.	<p>Review of Administrative Committee Vacancy Status</p> <ul style="list-style-type: none"> • 10 open positions <ul style="list-style-type: none"> ○ CLEC – 1 Alternate ○ Small ILEC – 1 Alternate ○ Consumer – 2 Alternates ○ CBO – 1 Primary, 3 Alternates
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3:15 p.m. – 3:25 p.m.	Lifeline Committee Calendar & RoadMap
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3:25pm	Future Meeting Date
3:30pm	Adjournment

Member Roster

1	Large ILEC	Primary Alternate	Michael Foreman Charlie Born	AT&T California Frontier Communications
2	Small ILEC	Primary Alternate	Linda Lassen -----	Sierra Tel
3	CLEC	Primary Alternate	Marcie Evans -----	Cox Communications
4	Wireless	Primary Alternate	David Avila Alex Gudkov	TracFone Wireless, Inc. TruConnect
5	Deaf/Hearing Impaired or Disabled Rep	Primary Alternate	Kate Woodford Brian Winic	Center for Accessible Technology CA Department of Rehabilitation
6	Consumer	Primary Alternate	Ken McEldowney -----	Consumer Action
7	Consumer	Primary Alternate	Vinhcent Le -----	Greenlining
8	CBO	Primary Alternate	Cesar Motts -----	Southeast Community Development Corp.
9	CBO	Primary Alternate	Andre Chapple -----	Faith Church, African American Empowerment, National Diversity Coalition, Answer City Outreach
10	CBO	Primary Alternate	----- -----	Vacant
11	CPUC's Public Advocates Office	Primary Alternate	Christopher Bartulo Benny Corona	Public Advocates Office Public Advocates Office