



California Public  
Utilities Commission

# ULTS Administrative Committee Meeting

Please join the California Public Utilities Commission (CPUC) for the Q3 2023 Universal LifeLine Telephone Service Administrative Committee Meeting

**When:** Tuesday, September 19, 2023 (1:00 p.m. – 4:00 p.m.)

**Where:** CPUC Courtyard Conference Room, 505 Van Ness Ave., San Francisco, CA 94102

**WebEx Meeting Link:** <https://cpuc.webex.com/cpuc/j.php?MTID=m1c1634cd68a8107e769c96a2015dc875>

**Call-in Number:** 1-855-282-6330 **Access Code:** 2487 242 2635 **Meeting Password:** 2023

## California LifeLine Program Meeting Agenda

### Session 1: Welcome & Kick-Off

*Session Outcome: Meeting Kick-Off*

*Session Topics: Welcome, Opening Remarks, Public Comments*

1:00 p.m. – 1:05 p.m.	Introduction: David Avila, Chair
1:05 p.m. – 1:10 p.m.	Welcome: Commissioner Genevieve Shiroma
1:10 p.m. – 1:15 p.m.	Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)
1:15 p.m. – 1:20 p.m.	Public Comments

### Session 2: Program Alerts & New News

*Session Outcome: Inform Critical Program Updates*

*Session Topics: New News, Alerts & Highlights*

1:20 p.m. – 1:45 p.m.	CPUC Communications Division (CD) Updates: Robert Sansone <ul style="list-style-type: none"> <li>LifeLine iFoster &amp; ACP Pilots and Other Program Updates</li> </ul>
-----------------------	---

### 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*

1:45 p.m. – 1:55 p.m.	Benchmark Comparisons of CA LifeLine to Other States: Chris Burke
1:55 p.m. – 2:05 p.m.	Fiscal Report: Lalaine Semana
2:05 p.m. – 2:20 p.m.	CAB Consumer Contact Statistics Report: Rosa Sauer

## Session 4: Program Enrollment & Operations

*Session Outcome: Understand Consumers Enrolling & Staying on the Program*

*Session Topics: Operational Topics & Updates*

2:20 p.m. – 2:40 p.m.	3 <sup>rd</sup> Party Administrator - Maximus Report: James Graettinger <ul style="list-style-type: none"><li>• Completed Initiatives and Impact</li><li>• Upcoming Initiatives</li><li>• Program &amp; Operation Reports</li></ul>
2:40 p.m. – 2:45 p.m.	Claims Status: Lisa Anthony

## Session 5: Growth & Strategy

*Session Outcome: Exploring How to Achieve Program Growth*

*Session Topics: Industry, Special Initiatives, External Collaborations*

2:45 p.m. – 2:55 p.m.	USAC Update: David Avila
2:55 p.m. – 3:00 p.m.	Greenlining's Outreach to Cities and CBOs for Digital Equity: Vinhcent Le & Caroline Siegel-Sing
3:00 p.m. – 3:05 p.m.	What the Center for Accessible Technology Does: Kate Woodford

## Session 6: Committee Administration & Governance

*Session Outcome: Lifeline Committee Management, Deliverables & Commitments*

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

3:05 p.m. – 3:30 p.m.	Annual Report: Marcie Evans, Vice Chair
3:30 p.m. – 3:35 p.m.	CAS Working Group Report: Alex Godkov & Linda Lassen
3:35 p.m. – 3:45 p.m.	Administrative Committee Vacancies & New Nominations/Appointments: <ul style="list-style-type: none"><li>• 9 open positions<ul style="list-style-type: none"><li>○ Large ILEC – 1 Alternate</li><li>○ CLEC – 1 Alternate</li><li>○ Small ILEC – 1 Alternate</li><li>○ Consumer – 1 Primary, 1 Alternate</li><li>○ CBO – 1 Primary, 3 Alternates</li></ul></li><li>• New Public Advocates Office Alternate Appointment<ul style="list-style-type: none"><li>○ Sharmila Selvalakshmirajeswara</li></ul></li></ul>
3:45 p.m. – 3:55 p.m.	2023 Sub-Committees: <ul style="list-style-type: none"><li>• Committee Membership &amp; Filling Committee Vacancies</li><li>• Acquisition Efforts</li><li>• Retention Efforts</li></ul>
3:55 p.m.	Future Q4 Meeting Date
4:00 p.m.	Adjournment

## Member Roster

1	<b>Large ILEC</b>	Primary Alternate	Chris Burke Vacant	Frontier Communications
2	<b>Small ILEC</b>	Primary Alternate	Linda Lassen Vacant	Sierra Tel
3	<b>CLEC</b>	Primary Alternate	Marcie Evans Vacant	Cox Communications
4	<b>Wireless</b>	Primary Alternate	David Avila Alex Gudkov	TracFone Wireless, Inc. TruConnect
5	<b>Deaf/Hearing Impaired or Disabled Rep</b>	Primary Alternate	Kate Woodford Brian Winic	Cntr for Accessible Technology CA Department of Rehabilitation
6	<b>Consumer</b>	Primary Alternate	Vacant Vacant	
7	<b>Consumer</b>	Primary Alternate	Vinhcent Le Caroline Siegel-Sing	Greenlining Greenlining
8	<b>CBO</b>	Primary Alternate	Cesar Motts Vacant	Southeast Community Development Corp.
9	<b>CBO</b>	Primary Alternate	Andre Chapple Vacant	Faith Church, African American Empowerment, Nat'l Diversity Coalition, Answer City Outreach
10	<b>CBO</b>	Primary Alternate	Vacant Vacant	
11	<b>CPUC's Public Advocates Office</b>	Primary Alternate	Christopher Bartulo Sharmila Selvalakshmirajeswara	Public Advocates Office Public Advocates Office