

MEETING MINUTES



California Public Utilities Commission

ULTS Administrative Committee Meeting

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

When: June 8, 2021 (1:30 – 4:30 p.m.)

Where: webex meeting: [Join meeting](https://cpuc.webex.com/j.php?MTID=m79e6302010ef9b027c85a0b3347c6b9f)
<https://cpuc.webex.com/j.php?MTID=m79e6302010ef9b027c85a0b3347c6b9f>

Call-In Number: Join by phone

+1-415-655-0002 United States Toll Meeting [number \(access code\): 187 143 3227](tel:1871433227)
[Meeting password: GDnNdgGE377](tel:1871433227)

Agenda

1:30 – 1:35 p.m.	Introduction: James Ahlstedt, Chair
1:35 – 1:45 p.m.	Welcome: Commissioner Genevieve Shiroma
1:45 – 1:50 p.m.	Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)
1:50 – 1:55 p.m.	Public Comments
1:55 – 2:10 p.m.	New Member Nomination: Primary - Small ILEC <ul style="list-style-type: none">Linda Lassen – Sierra Tel
2:10 – 2:35 p.m.	ECP Budget Presentation: Caleb Jones
2:35 – 3:05 p.m.	Communications Division Liaison Reports: <ul style="list-style-type: none">Status of Proceedings:<ul style="list-style-type: none">EBB Update: Karen Eckersley

	<ul style="list-style-type: none"> ○ Pilot Updates: Mary Rottman ○ Renewal Freeze and Non-Usage Update: Clover Sellden ○ G.O. 153 & Renewal Working Group Updates: Mary Rottman ● Claim Status: Tina Lee ● FCC – Lifeline – David Avila
3:05 – 3:20 p.m.	Annual Report Discussion: James Ahlstedt
3:20 – 3:40 p.m.	Fiscal Report: Lalaine Semana
3:40 – 3:50 p.m.	CAB Report: Maria Vasquez-Luna <ul style="list-style-type: none"> ● Consumer Contact Statistics
3:50 – 4:10 p.m.	3rd Party Contract Reports: Sarah Detweiler <ul style="list-style-type: none"> ● Maximus <ul style="list-style-type: none"> ○ Enrollment Statistics ○ Approval and Denial Statistics ○ Call Center Statistics
4:10 – 4:20 p.m.	Legal Liaison: Sindy Yun <ul style="list-style-type: none"> ● Update: SB 546
4:20 – 4:25 p.m.	Review of Administrative Committee Vacancy Status <ul style="list-style-type: none"> ● Resignation of Yvonne Wooster ● 10 open positions <ul style="list-style-type: none"> ○ Small ILEC – 1 Primary ○ CLEC – 1 Alternate ○ Consumer – 2 Alternates ○ CBO – 2 Primary, 3 Alternates ○ CPUC Public Advocates Office – 1 Alternate
4:25 – 4:30 p.m.	Future Meeting Date
4:30 p.m.	Adjournment

ULTS-AC Member Roster

1	Large ILEC	Primary Alternate	Michael Foreman Charlie Born	AT&T California Frontier Communications
2	Small ILEC	Primary Alternate	----- Lorrie Clark	----- Sebastian
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	Vinhcent Le	Greenlining

		Alternate	-----	
8	CBO	Primary Alternate	Cesar Motts -----	Southeast Community Development Corp.
9	CBO	Primary Alternate	----- -----	
10	CBO	Primary Alternate	----- -----	
11	CPUC's Public Advocates Office	Primary Alternate	James Ahlstedt -----	Public Advocates Office

1:31pm

1. Attendees:

Michael Foreman, Charlie Born, Lorrie Clark, Marcie Evans, David Avila, Alex Gudkov, Kate Woodford, James Ahlstedt, Vincent Le, Cesar Motts, Sindy Yun

2. Introduction: James A.

3. Opening remarks: Leuwam Tesfai remarks on behalf of Commissioner Shiroma and looks forward to the presentations today. Also look forward to EBB Program.

4. Approval of Minutes: Motion to approve and approved

5. Public comments: none

6. New member nomination: Linda Lassen, nominated by Yvonne W, gives a short introduction of herself, and responds to questions from the committee members.

- a. David – What do you desire to accomplish for this committee?
Linda – What we could do for rural CA. Many are elderly.
- b. Marcie – Refreshing for the group to have some fresh new insight.
- c. James – As a small ILEC, how did you work with the other ILECs?
Linda – We bounce ideas off one another all the time like with claims.

James requests for Linda to disconnect while a vote is taken – Unanimous decision to vote Linda Lassen onto the committee.

7. Budget Presentation: Caleb Jones

- a. ECP Budget Process Presentation:
 - i. Definition of Local Assistance – Spent mostly from SSA
 - ii. Definition of State Assistance – What the state spent on employees, TPA, OSP, and IT Consultants, Advertising and Outreach.
Alex – Why are OSP costs so substantial?
Caleb – Contract renewals and negotiations.
- b. SSA – Caseload Model Program review:
 - David – Will EBB give some relief for SSA?
 - Caleb – EBB not counted for in the ECP. No historical data to quantify for it.

David – Does amount not used get carried over?

Caleb – Money remains in fund. Helps to avoid other rate increases.

David – Is there incremental funding for new pilot costs?

Caleb – Budget abstraction is used to calculate what's needed for each category but will shift money from other programs to cover others if needed.

c. State Operations:

- i. TPA contract negotiations,
- ii. OSP contract negotiations,
- iii. PCMS – CD wide project to automate processing of claims,

d. Local Operations:

- i. Update on caseload,
- ii. Review Renewal Freeze
- iii. Review Non-usage and New Connections costs
- iv. Pilot costs revised

e. Fund condition statement – Loan repayment to General Fund FY 21/22

Alex G. – Balance low for 20/21. What if funds run out?

Caleb – We would accelerate the loan amount from General Fund

f. EBB Update:

- i. 71 CA Providers as of June 2
- ii. ETC not required to offer EBB
- iii. USAC administrator for EBB for service providers

David A – If a participant decides to enroll in EBB, can they continue to receive their LL benefits?

Yes. They will just need to opt into the program. An Advice Letter is also being prepared for more clarification. (Opt-In not required for CA)

Alex G – Does an end-user have to wait a month to enroll in EBB if they just, enrolled in LL? Currently end-user must go to both USAC and TPA.

Clover – We are currently working on a solution and with the TPA to send updates to USAC more frequently.

Question – What will be address in the AL? Some outstanding issues still need to be addressed.

Sindy – We are working to address all the issues we are aware of. Once it goes out, we can review it further.

Caleb – Will try to get that out within next 2 weeks.

8. Pilot Programs: Mary Rottman

a. Boost/CARE - \$125,040,735 in budget and 4300 Participants

- i. Evaluation report recommend concluding CARE pilot as it did not meet the goals of the pilot program or its stated objectives.

- b. iFoster - \$20,413,460 in budget and 11,541 Participants and on track for target population.
 - i. Evaluation report was to extend program for additional 14 months beyond sunset date and establish eligibility beyond the extension.Sindy – requests of committee members to do a presentation for iFoster program and make it a permanent part of LL. (citing SB546)

9. Renewal Freeze: Clover Sellden

- a. Non-usage update
- b. Program Participation – Total 1,386,741
 - i. Wireless – 1,142,710
 - ii. Wireline – 244,031
 - iii. April participation was 2,065,791,
- c. 679,050 removed from program for non-usage.
- d. Renewals resumes July 1
- e. TPA Initiatives:
 - i. Call center staffing
 - ii. System testing

10. GO153: Mary Rottman

- a. No specific updates. Items are currently being worked on.

11. Claim Status: Tina Lee

- a. March/April claims in review
- b. Please continue to email Lifelineclaim@cpuc.ca.gov for any questions.

12. FCC LL Update: David Avila

- a. Not much update for LL program as focus has been on EBB.
 - Marcie – Have there been any discussions regarding SSA by the end of the year?
 - Sindy – We are looking at the SSA are intimately aware that something needs to be done by the end of the year.

13. Annual Report: James Ahlstedt

- a. Would like to include non-tangible items. Requests suggestions.
 - David A – When will SacState conclude their report? Could they join our next call to share some preliminary information?
 - Clover – We are currently engaged with SSU. They have started some preliminary surveys and will check to see if they have data to share by the next meeting.
 - Lorrie – Would like to discuss voice and the Federal phase out of reimbursement. Particularly for the rural areas.
 - Cesar – What type of outreach is being done by Service Providers?

James will send out some agenda items for the annual report to discuss on next quarterly call.

14. Fiscal Report: Lalaine Semana

- a. April 2021 Update - Total available cash - \$200,754,103

15. CAB Report: Maria Vasquez-Luna

James - Has CAB received any calls regarding non-usage?

Maria – Not yet

16. TPA Reports: Sarah Detweiler

- a. Pandemic Consumer Protection measurers
- b. Weekly SP meetings
- c. Bi-weekly meetings
- d. Weekly meetings with USAC

James – Regarding de-enrollment for non-usage, were some carriers more impacted than others?

Sarah – Given the size of the carriers, it was as expected.

17. Legal: (Previously presented earlier in the meeting)

18. Committee vacancies – Goal of the Commissioner is to, at least, fill the Primary Positions

19. Future meeting date - September TBD.

20. Meeting adjourned 3:43pm