



California Public Utilities Commission

ULTS Administrative Committee Meeting

Meeting Minutes

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

When: Monday, March 21, 2022 (9:00 am – Noon)

Where: WebEx meeting: [Join meeting](#)

<https://cpuc.webex.com/cpuc/j.php?MTID=m2bd701341cee4c9464740361937d27cf>

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Call-in Number: 1-855-282-6330 (access code): 2484 080 9101 **Meeting password:** BdvFvaJm883

Agenda

9:00 a.m. – 9:05 a.m.	Introduction: James Ahlstedt, Chair
9:05 a.m. – 9:15 a.m.	Welcome: Commissioner Genevieve Shiroma
9:15 a.m. – 9:20 p.m.	Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)
9:20 a.m. – 9:25 a.m.	Public Comments
9.25 a.m. – 9:45 a.m.	Summary of 2021-22 and 2022-23 Program Budget: Caleb Jones
9:45 a.m. – 10:20 a.m.	Communications Division Liaison Reports: <ul style="list-style-type: none">• Staff Proposal on ACP<ul style="list-style-type: none">○ Comments to FCC on ACP program• Pilot Updates: Robert Sansone<ul style="list-style-type: none">○ CA LL Foster Youth Integration• Other<ul style="list-style-type: none">○ ULST-AC 2021 Annual Report –Recommendations: Mary Rottman○ Renewal Decision & AB 74: Clover Sellden○ Renewal Suspension Update: Clover Sellden○ Claim Status: Hector Corral USAC Update: David Avila

10:20 a.m. – 10:30 a.m.	Fiscal Report: Lalaine Semana
10:30 a.m. – 10:45 a.m.	CAB Report: Rosa Sauer <ul style="list-style-type: none"> • Consumer Contact Statistics
10:45 a.m. – 11:20 a.m.	3rd Party Contract Reports: Jim Graettinger, Rick Dilollo <ul style="list-style-type: none"> • Maximus <ul style="list-style-type: none"> ○ Renewal Resumption ○ New Initiatives and Upgrades ○ Participant Statistics
11:20 a.m. – 11:40 a.m.	2022 Annual Report Planning: James Ahlstedt <ul style="list-style-type: none"> • Timing • Subcommittees
11:40 a.m. – 11:50 a.m.	Legal Report: Cindy Yun <ul style="list-style-type: none"> • Formal and informal sub-committees
11:50 a.m. – 11:57 a.m.	Review of Administrative Committee Vacancy Status <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 – 2 Primary, 3 Alternates ○ CPUC Public Advocates Office – 1 Alternate
11:57 a.m.	Future Meeting Date
12:00 p.m.	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	----- -----	
10	CBO	Primary Alternate	----- -----	
11	CPUC's Public Advocates Office	Primary Alternate	James Ahlstedt -----	Public Advocates Office

Meeting Minutes – ULTS-AC Meeting - March 21, 2022, 9 am – 12pm

Attendees: 8 primary member and 3 alternates present

- **Primary Members:** Michael Foreman, Linda Lassen., David Avila, Kate Woodford, Ken McEldowney, Vinhcent Le, Cesar Motts, James Ahlstedt,
- **Alternates:** Charlie Born, Alex Gudkov, Brian Winic.

Introduction: James A. - Opening remarks

Welcome: Commissioner Shiroma - Opening remarks

- Starting in April 2022 hybrid schedule for the CPUC.

Approval of December 2021 Minutes

- David Avila - Motion to Approve
- Motion approved (unanimously) by the members

Public Comments:

- No comments

Summary of 2021-22 and 2022-23 Program Budget - Caleb Jones

- See presentation #2 ECP Presentation.
- Enrollment, Caseload, Participation (ECP).
- November FY 2021 – 2022 and FY 2022 – 2023 population were shown.
- This will be updated twice a year and the November ECP will be updated in May 2022 with updated caseload and projections.
- The budget report was split into 2 sections – 1) Local Assistance (Claims and Pilots) and 2) State Operations (TPA, OSP and Salaries).
- Future Fiscal Issues will be updated to reflect existing topics that have not been decided through a decision.
- Intrastate revenue calculations – will be reformed in the near future.
- Surcharge reform will help increase the funding to reflect expenditures
- The Fund Conditions shows the loan repayment of the \$300M from the General Fund due to the sales tax issue during the pandemic.

- Please review the ECP document on <https://esd.dof.ca.gov/dofpublic/viewBcp.html> if you would like to see detailed information on these topics.
 - Questions/Comments:
 - Linda L. – Are catchup renewals processed at one time or on anniversary date?
 - The TPA has a draft schedule.
 - There will be 1 month where the TPA will need to hire more staff to assist in the renewals catch-up.
 - Please Send questions related to renewals catch-up schedule for the TPA to Lisa Bass at Lisa.Bass@cpuc.ca.gov.
 - Alex G.- Was CalFresh used in calculating the catch-up of renewals?
 - Yes, it was included. It uses the estimates on who would be approved by CalFresh.
 - OSP mailing activities were reduced because of CalFresh. OSP did not need to mail documents for these subscribers.
 - James A. – Surcharge rate – Has there been any discussion to address the difference?
 - The program could increase the surcharge rates if needed to reflect expenditures and maintain the Fund Balance.
 - Commissioner Shiroma – Will have key monitoring of funds. Will not let the program run out of money.
 - James A. – What is the money amount in the reserve that will cause the program to raise the rate? In the past there was a buffer zone on how much was collected for a rainy day.
 - CD does not have that number.
 - November ECP budget was explained and can only answer questions on that.

Communications Division Liaison Reports:

Staff Proposal on ACP - Comments to FCC on ACP program: Robert Sansone

- Filed comments on both FCC process for ACP and on the proceeding on the Universal Service Fund.
- This can be found on the FCC docket.
 - Questions/Comments:
 - Alex G. – Is there a link where it was published?
 - Links were sent out on Friday 3/18. Please email Mary.Rottman@cpuc.ca.gov if you need it sent again.
 - ACP ruling expect a ruling soon.

Pilot Updates CA LL - Foster Youth Integration

- IFoster Pilot transition was complete.
- Dropoff of foster youth from Boost to T-Mobile. Participation started to increase each week to get back on the program. IFoster mentioned that there were 100 applications per week.
- IFoster pilot was thought to have ended but it is encouraging foster youth to get back on the program. Should see the numbers back to where they were in 3 months.

ULST-AC 2021 Annual Report –Recommendations: Mary Rottman

- There were 10 recommendations

- 1, 2 and 4 cannot be addressed until the assessment report is finalized.
- See the presentation document #4 2020-21 Annual Report Recommendations Summary.
- Commissioner Shiroma – Kudos to the Advisory Committee for these 10 recommendations. We will take the feedback seriously.
 - Questions/Comments:
 - Questions:
 - Cesar M. questioned about how the marketing for low-income community for recommendation #4 will be reached? What does the report say about that?
 - In 2019 the Legislative Analyst Office directed the program to suspend marketing and outreach until the Program Assessment report was completed. They wanted to hear recommendations before approved.
 - Commissioner Shiroma explained how effective Lifeline subscribership was when the CPUC Energy Division was tasked to include LifeLine on their website. While signing up for Energy discounts, the public could also sign up for Lifeline in the same webpage.
 - What effective ways will help aid outreach.
 - James A. – When will this be released publicly?
 - Working with CSU Sacramento on completing the draft. We are aiming to complete the draft by end of April or early May. Providing feedback and will add additional help to the program.
 - James A. - How will the Commission address the recommendations formally?
 - Commissioner Shiroma – Want feedback on the report. We will need to evaluate the recommendations and observations are.
 - James A. – A lot of faith that it will help the program. Subscribership has dropped over the years, and this might help with the issue.
 - Clover -This document will not fix all issues in the program. This is only an academic exercise.
 - James A. – Will be hopeful that this report will help the program. Want the program to do more. Some recommendations mentioned by Mary are on hold because of the report. The program will see improvement.

Renewal Decision & AB 74: Clover Sellden

- AB74 – We are in compliance. PD will be released shortly and the TPA report will show they are working with other agencies. We have a lot of process improvements.

Renewal Suspension Update: Clover Sellden

- FCC order renewal Freeze – There have been 10 orders and extended renewals on the 10th order will expire at the end of the month. We will wait to see if it extends the certification or lift it.

Claim Status: Hector Corral

- CD staff are currently reviewing December to February Claims. Service Providers have been emailed by CD staff if there were corrections needed on the claim or documentation that were missing to help verify the claim information.
- Please submit the corrections to the lifelineclaim inbox if it was requested. Service Providers will receive a payment letter when their warrant has been issued.
- Please email the lifelineclaim inbox at lifelineclaim@cpuc.ca.gov if you have any claim questions.
- **TPA Update: Hector Corral**

- Developing the Request For Proposal (RFP) – To provide a successful transition to the new TPA once it has been awarded. It is confidential until published. Please email Hector at Hector.Corral@cpuc.ca.gov if there are any questions.

USAC Update: David Avila

- See the presentation #4a FCC and NV Update.
 - Questions/Comments:
 - Ken M. – ACP- Tracking if they already had internet or are they new customers. Are they taking advantage of a lower rate? For example, 90% for EBB already on the program and 10% are new customers
 - David A.- Will look into this. How many are on the program are new customers? Doesn't know how USAC is evaluating this question.
 - Cesar M. – On the ground to sign up ACP, 80% enrollment are existing internet broadband customers in the South LA area. Most subscribers are seniors.
 - David A. – 5 Pillars to help close the digital divide.
 - 1) Affordable Services
 - 2) Affordable Devices
 - 3) Digital Literacy
 - 4) Community Outreach from the SP- trusted provider
 - 5) Industries and Regulators coming together to increase population.
 - Action Step – How to measure if the digital divide is being closed by this program.
 - Cesar M. – Is there money set aside for CBO to help conduct on the ground outreach for this program.? Do not see a stipend in the rules to reimburse non-profits for the outreach?
 - David A. – Will explore this if there are funds provided.

Fiscal Report: Lalaine Semana

- See the presentation #5 ULTS Fund 0471 Report as of 01.31.2022.
- Total Revenue: \$123,593,593
- Total Appropriation: \$446,619,497
- Remaining/Available Appropriation: \$361,862,619
- Total Available Cash as of January 31, 2022: \$379,789,188
- Total Available Cash as of March 15, 2022: \$397,735,490

CAB Report: Rosa Sauer

- Please see the presentation #6 Quarterly LifeLine Report

3rd Party Contract Reports: Jim Graettinger, Rick Dilollo

- See the presentation #7 Maximus CA LifeLine.
 - Questions/Comments
 - David A. – Is there a matrix that shows the benefits For SPIA project?
 - Jim - Will provide the data to Mary and she will share it with everyone.
 - David A. – Maybe these were presented to CSU Sacramento. What are the benefits and which issues are being addressed by that?

- Jim - Many things have changed with the renewals process and is excited about it.
- David A. – Maybe CA will lead the country since it lagged in the past and maybe it will be ahead.
- James A. – What was being tracked in the CalFresh renewals process. Happy to see the numbers and to see that many people being renewed. Are people being tracked for not being renewed? How are they being renewed? Is it mainly through Medical or Medicaid?
 - Jim – Subscribers have not been through the renewal process for a while. Medical and Medicaid makes up about 90% of how people get on the program. Still needs improvement with the CalFresh team. CalFresh updates their data once a week and there was an issue in January to February where there was a certain county that was refreshed once a month which caused a timing issue. We are meeting with CalFresh more frequently and will benefit in the future.

2022 Annual Report Planning: James Ahlstedt

- Reminder due date – Oct 2022
- Another 2 meeting to draft the report and to vote on it.
- Starting next meeting will need to prepare a draft for voting by September and submit on time by October.
 - Questions/Comments:
 - James A. – Mary, has the anonymous questions been sent?
 - Mary - Can send them out again.
- James A. - Please complete the survey that Mary sent out last week if you have not done so.
- This will help with the annual report to help identify any issues that the committee should address.
- We can influence the Commission for the better and improved the LifeLine Program.
- If you have any ideas, please share it in the survey. Will have a deeper discussion hopefully at the next Commission meeting.
 - Questions/Comments:
 - James A. – David has been on other subcommittees on annual report and would like to know if there are any updates.
 - David A. – Not during this week for the update but will provide a written update for the committee.
 - James A. – Hopefully by the next meeting we will have recommendations and improvements we would like to see in the LifeLine program. By the next meeting the CSU Sacramento report will be out, and we will have more brainstorming from David.

Legal Report: Sindy Yun

- James A. - Subcommittee process will be updated where it will allow more members.
- Need to have a subcommittee to draft the annual report.
- Can hold subcommittee updates for the next meeting.
- Sindy – Did provide a one pager that was sent out to the committee members.
- Please review and will go over the process with you in the next meeting.
- Next meeting and there-after we will need to apply the teleconference rules. During Covid we received executive order by the Governor we were able to have virtual meetings.
- April 1 the teleconference rules will apply.

- 2 options for virtual meetings. There will need to be some amount of committee member physically present. There will be more information coming up as well.

Review of Administrative Committee Vacancy Status

- James A. – Can give one update for the Advocates Office
- This person will be helping with LifeLine
- Still searching for the primary for the CBO and a couple of alternates.
- If you know any contacts representing CBO that would like to join, please contact James.Ahlstedt@cpuc.ca.gov, or Mary.Rottman@cpuc.ca.gov.
- Voting on Chairperson and vice chairperson will happen in the next committee meeting.
 - Questions/Comments:
 - James A. – Do the nominations need to be sent to Mary?
 - Sindy – Has to be done in the meeting. Please nominate yourself or have someone nominate you during the next committee meeting. The elections will take place during the next meeting.
 - Caser M.- Planning to applying to the Disadvantage Community Advisory group. Currently on this committee group would it be an issue within the CPUC.
 - Sindy- No issue.
- Adjourn: 12pm