



California Public
Utilities Commission

ULTS Administrative Committee Meeting

Meeting Minutes
June 20, 2023

Please join the California Public Utilities Commission (CPUC) for the Q2 2023 Universal LifeLine Telephone Service Administrative Committee Meeting

When: Tuesday, June 20, 2023 (9:00 a.m. – 12:00 p.m.)

WebEx Meeting:

[Join meeting](#)

Call-in Number: 1-855-282-6330 Access Code: 2485 088 8826 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

9:00 a.m. – 9:05 a.m.	Introduction: David Avila, Chair
9:05 a.m. – 9:10 a.m.	Welcome: Commissioner Genevieve Shiroma
9:10 a.m. – 9:15 a.m.	Approval of Minutes: Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)
9:15 a.m. – 9:20 a.m.	Public Comments

Session 2: Program Alerts & New News

Session Outcome: Inform Critical Program Updates

Session Topics: New News, Alerts & Highlights

9:20 a.m. – 9:40 a.m.	CPUC Communications Division (CD) Updates: Robert Sansome <ul style="list-style-type: none">LifeLine iFoster & ACP PilotsUniversal Application System SB 1208 LIOB<ul style="list-style-type: none">Request for CAS Working Group Volunteer from ULTS AC
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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

9:40 a.m. – 9:50 a.m.	Claims Status & TPA Update: Tina Lee
9:50 a.m. – 10:00 a.m.	Fiscal Report: Lalaine Semana
10:00 a.m. – 10:10a.m.	CAB Report: Rosa Sauer <ul style="list-style-type: none">• Consumer Contact Statistics

Session 4: Program Enrollment & Operations

Session Outcome: Understand Consumers Enrolling & Staying on the Program

Session Topics: Operational Topics & Updates

10:10 a.m. – 10:35 a.m.	3 rd Party Administrator - Maximus Report: James Graettinger <ul style="list-style-type: none">• Renewal Resumption Statistics• New Contract Requirement Deliverables• Completed and Upcoming Initiatives• Program & Operation Reports
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Session 5: Growth & Strategy

Session Outcome: Exploring How to Achieve Program Growth

Session Topics: Industry, Special Initiatives, Etc

10:35 a.m. – 10:50 a.m.	USAC Update: David Avila
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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

10:50 a.m. – 11:05 a.m.	New Committee Members Election: David Avila
11:05 a.m. – 11:20 a.m.	Officer Nominations and Elections: David Avila
11:20 a.m. – 11:40 a.m.	2023 Working Sub-Committees: David Avila <ul style="list-style-type: none">• Committee Membership• Ongoing Improvements to Renewal & Recertification• Community Outreach & Marketing• Fill Committee Vacancies

11:40 a.m. – 11:55 a.m.	Review of Administrative Committee Vacancy Status: David Avila <ul style="list-style-type: none"> • 11 open positions <ul style="list-style-type: none"> ○ Large ILEC – 1 Alternate ○ CLEC – 1 Alternate ○ Small ILEC – 1 Alternate ○ Consumer –1 Primary, 2 Alternates ○ CBO – 1 Primary, 3 Alternates ○ Public Advocates Office – 1 Alternate
11:55 a.m.	Future Q3 Meeting Date
12:00 p.m.	Adjournment

Member Roster

1	Large ILEC	Primary Alternate	Chris Burke Vacant	Frontier Communications
2	Small ILEC	Primary Alternate	Linda Lassen Vacant	Sierra Tel
3	CLEC	Primary Alternate	Marcie Evans Vacant	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	Vacant Vacant	
7	Consumer	Primary Alternate	Vinhcent Le	Greenlining
8	CBO	Primary Alternate	Cesar Motts Vacant	Southeast Community Development Corp.
9	CBO	Primary Alternate	Andre Chapple Vacant	Faith Church, African American Empowerment, National Diversity Coalition, Answer City Outreach
10	CBO	Primary Alternate	Vacant Vacant	
11	CPUC's Public Advocates Office	Primary Alternate	Christopher Bartulo Vacant	Public Advocates Office Public Advocates Office

Meeting Minutes – ULTS-AC Meeting, June 20, 2023, 9:00 am – 12:00 pm

Attendees: 7 primary members and 2 alternate present

Primary members: Chris Burke, Linda Lassen, Marcie Evans, David Avila, Kate Woodford, Cesar Motts, Christopher Bartulo,

Alternates: Alex Gudkov, Caroline Siegel Singh

Other Attendees: Commissioner Shiroma, Lisa Bass, Tina Lee, Lisa Paulo, Robert Sansone, Rosa Sauer, Lalaine L. Semana, Cheryl Wynn, Sindy J. Yun, Rosa Sauer, Jim Graettinger

Introduction: David Avila – Opening remarks

Welcome: Commissioner Genevieve Shiroma – Opening remarks

- The commission adopted two pilot programs for LifeLine: The Federal Affordable Connectivity Program and development of the Concurrent Application System required by Senate Bill 1208.

Approval of Minutes:

- Marcie Evans – Motion to approve
- Chris Burke - Second
- Motion approved by the members

Public Comments:

- No Comments

CPUC Communications Division (CD) Updates: Robert Sansome

- **Request for CAS Working Group Volunteer from ULTS AC**

See presentation #1 CAS Working Group

- Concurrent Application System – A one stop shop through a single platform
- The goal of the CAS working group is member focused
- Long term goal of the commission would be to investigate if a universal application that would include LifeLine would be feasible; the energy and communications divisions are coordinating so everyone has a voice.
- Questions/Comments:
 - David Avila: For the benefit of those considering, what should be the expectation of the time and resource commitment to this process over the next two years? Would you see quarterly meetings?
 - Robert: Multiple virtual meetings per quarter (every two weeks), especially at the start.
 - Alex Gudkov self nominates to be a lead
 - Linda Lassen self nominates to be the back-up
 - Role call voting:
 - Alex as primary: unanimous yes
 - Linda as alternate: unanimous yes
- **Affordable Connectivity Program Pilot**

- Decision approved June 8, 2023 for Wireline and Wireless Pilots (Wireless will have two tiers: A & B)
- Households eligible for California LifeLine and Federal Lifeline may participate
- ACP Pilot will be two years or whenever funding ends, whichever is sooner *(see Commissioner Shiroma’s clarifying comment below)
- There is a sixty day window for providers to apply to the pilot program
- Questions/Comments:
 - Commissioner Shiroma: The commission did add on a revision, saying that should the ACP funds run out, for the wireline it will still be two years. And for the wireless, there will still be an opportunity to recommend another option to continue the pilot for two years so that we can have an opportunity to gather as much information as we can for a two-year period.

Claims Status & TPA Update: Tina Lee

See presentation #2 Claim Status TPA Timeline

- Claims Processing – All March claims have been completed with the exception of a few that were resubmitted with changes and are in review. Currently processing April claims, and have begun receiving and processing May claims. Service providers have 60 days to submit claims after each month or request an extension by emailing: lifelineclaim@cpuc.ca.gov.

Fiscal Report: Lalaine Semana

See attachment #3 Fiscal Report

- Total Revenue: \$202,205,445
- Total Appropriation: \$530,638,330
- Remaining/Available Appropriation: \$382,997,314
- Total Available Cash as of June 12, 2023: \$423,671,439
- Questions/Comments:
 - David Avila: For point of reference, how can we understand how are we, relative to the budget that we had when we started?
 - Lalaine: We are still on budget, this fund has a lot of money in it.
 - David Avila: Are there costs that we need to make decisions on to make sure we are not over spending in any of the categories?
 - Lalaine: We share the expenditure report on a monthly basis with the program so they can monitor the usage of funds.

Cab Report: Rosa Sauer

See presentation #4 CAB Quarterly LifeLine Report

- Consumer Affairs Branch LifeLine Overview
 - CAB has dedicated specialists to assist consumers with LifeLine-related issues:
 - Appealing LifeLine denials
 - Disputing various issues with LifeLine Service Provider
 - Requesting information on LifeLine application processes
 - Resolving consumer questions or complaints with LifeLine application process regarding Rules/General Order
 - Resolving issues with wireless devices

- LifeLine Contacts Received by CAB
March 2023 – May 2023
- Questions/Comments:
 - David: When I look at LifeLine counts versus the LifeLine billing counts, the appeals, are those still active California LifeLine participants versus the billing, are actual customers?
 - Rosa: For the appeals, sometimes the consumer is denied and removed from the program altogether, when that happens, their wireless device has been disconnected. For the landline side, your landline service can be denied LifeLine, but your landline service will continue, just at the regular rate that the service provider bills.
 - Marcie Evans: Is there still a copy of the number of complaints received back in 2018, 2019 to see how the comparison is from then to today?
 - Rosa: We can have that data pulled.
 - Commissioner Shiroma: That’s a great question. I am going to suggest to provide those numbers before the next meeting because this is the first year coming out of the pandemic. I think 2018 might be good to give us an extra year pre-covid, and because that was with the previous third party administrator, and 2019 was when there was a big change and 2020 hit. I just remember in 2019 there were a lot of complaints, I think it may be because of the TPA transition.
 - Rosa: We can have that data pulled before the next meeting.
 - Alex Gudkov: I would also suggest to present the total program population during this time so we can compare the total number of complaints to the total number of people who participated in the program.
 - Commissioner Shiroma: Right, because in that 2018 timeframe there were more than today.

3rd Party Administrator – Maximus Report: Jim Graettinger

See presentation #5 Maximus CA LifeLine

- Renewal Resumption Statistics
 - 78.35% renewal rate for the Catchup Period
 - 80.92% renewal rate for Post-catchup Period
- CalFresh Confirm Renewals
 - 86.46% of subscribers who did renew were renewed from CalFresh Confirm matching
- Outreach Partnership with California DSS produced 4,571 unique click-throughs to LifeLine website
- New TPA Contract Deliverables
- Standalone Household Worksheets
 - No longer a part of the annual renewal form packets
 - The LifeLine Administrator is better able to monitor compliance with the “one benefit per economic household” program rule
- Expanded Reporting Wireless: 944,708, Wireline: 165,056, and Total: 1,109,764

Federal Lifeline Update: David Avila

See presentation #6 USAC Update

- National Verifier Updates
- Affordable Connectivity Program (ACP)

Committee Administration and Governance

- Committee Membership
- Fill Committee Vacancies
 - New Committee member: Carolyn Siegel Singh as Alternate to Vincent Le, Consumer Segment

Review Chair and Vice Chair Committee Annual Elections

- Two officers elected by the committee to serve one-year terms.
 - Vice Chair: Marcie Evans – nominated by David Avila, a unanimous vote, and confirmed
 - Chair: David – nominated by Marcie Evans, a unanimous vote, and confirmed

David Avila mentioned committee member Andre Chapple has not responded to any contacts made to him since his appointment and has now been absent for three consecutive quarters. He asked if the committee should consider removing him from the committee at any future point in time should communications not be re-established. Commissioner Shiroma volunteered to follow-up and attempt to contact him first.

Review of Administrative Committee Vacancy Status: David Avila/Lisa Bass

- **11 open positions**
 - Large ILEC – 1 Alternate
 - CLEC – 1 Alternate
 - Small ILEC – 1 Alternate
 - Consumer –1 Primary, 2 Alternates
 - CBO – 1 Primary, 3 Alternates
 - Public Advocates Office – 1 Alternate

Future meeting date TBD

Meeting adjourned: 11:27 am.