



California Public  
Utilities Commission

# ULTS Administrative Committee Meeting

Please join the California Public Utilities Commission (CPUC) for the Q2 2026  
Universal LifeLine Telephone Service Administrative Committee Meeting

**When:** Thursday, June 18, 2026 9a-Noon

**Where:** 505 Van Ness Ave., Hearing Room A, San Francisco, CA 94102

**WebEx Meeting Link:** 2nd Quarter 2026 ULTS-AC Meeting **Webinar Number** 2485 989 1042

**Call-in Number:** 1-855-282-6330 **Access Code:** 248 598 91042 **Meeting Password:** 2026 (2026 when dialing from a phone or video system)

## 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:
9:10 a.m. – 9:15 a.m.	Approval of Minutes: Committee reviews and approval of 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. – 9:35 a.m.	CPUC Communications Division (CD) Updates: <ul style="list-style-type: none"><li>• Program Updates – Robert Sansone</li><li>• Policy Updates – Chari Worster</li></ul>
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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*

9:35 a.m. – 9:40 a.m.

Fiscal Report: Lalaine Semana

9:40 a.m. – 9:45 a.m.

CAB Consumer Contact Statistics Report: Inetha Mallard

9:45 a.m. – 9:50 a.m.

Claims Status Report:

### Session 4: Program Enrollment & Operations

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

*Session Topics: Operational Topics & Updates*

9:50 a.m. – 10:20 a.m.

LifeLine Program Report: James Graettinger

Program & Operation Reports

- Completed Initiatives and Impact
- Upcoming Initiatives

10:20 a.m. – 10:30 a.m.

BREAK

10:30 a.m. – 10:45 a.m.

Foster Youth LifeLine Program Report: Sean Peters

Program & Operation Reports: Maximus

- Completed Initiatives and Impact
- Upcoming Initiatives

### Session 5: Program Compliance & Best Practices

*Session Outcome: Program Compliance & Best Practices to Reduce Waste, Fraud & Abuse*

*Session Topics: CaPUC Topics, Committee Proposals & Recommendations & Areas to Explore*

10:45 a.m. – 10:50 a.m.

New Meeting Session:

- Introduction & Purpose

### 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. – 10:55 a.m.

Annual Report – David Avila

10:55 a.m. – 11:15 a.m.

Sub-Committees Update:

Marketing

- Lead: Cesar Motts
- Member:  
Member:

Retention

- Lead: Jason VanArsdall
- Member: Saira Pasha  
Member: Kate Woodford

Acquisition

- Lead: Ashley Salas
- Member: Robert Yap  
Member:

<b>11:15 a.m. – 11:20 a.m.</b>	<b>ULTS Administrative Committee Charter positions:</b> <b>10 Open Positions – 4 Primary, 6 Alternates</b> <ul style="list-style-type: none"><li>• <b>CLEC – 1 Primary, 1 Alternate</b></li><li>• <b>Consumer – 1 Alternate</b></li><li>• <b>CBO – 1 Primary, 2 Alternates</b></li><li>• <b>Sister Agency – 1 Primary, 1 Alternate</b></li><li>• <b>Office of the Tribal Advisor – 1 Primary, 1 Alternate</b></li></ul>
	<b>Meeting Adjourned</b>

# ULTS-AC Member Roster as of 2Q2025

1	<b>ILEC</b>	Primary Alternate	Chris Burke Saira Pasha	Frontier Communication AT&T
2	<b>CLEC</b>	Primary Alternate	Vacant Vacant	
3	<b>Wireless</b>	Primary Alternate	David Avila Alex Gudkov	IM Telecom TruConnect
4	<b>Wireless</b>	Primary Alternate	Robert Yap Jason VanArsdall	GenMobile StandUp Wireless
5	<b>Consumer Group</b>	Primary Alternate	Ashley Salas Vacant	The Utility Reform Network (TURN)
6	<b>CBO</b>	Primary Alternate	Cesar Motts Vacant	Newstart Housing Corporation
7	<b>CBO</b>	Primary Alternate	Vacant Vacant	
8	<b>CPUC's Public Advocates Office</b>	Primary Alternate	Christopher Bartulo Chrystian Villareal	Public Advocates Office Public Advocates Office
9	<b>Deaf/Hearing Impaired or Disabled Rep</b>	Primary Alternate	Kate Woodford Brian Winic	Cntr for Accessible Technology CA Department of Rehabilitation
10	<b>Sister Agency</b>	Primary Alternate	Vacant Vacant	
11	<b>CA Office of the Tribal Advisor</b>	Primary Alternate	Vacant Vacant	