



California Public
Utilities Commission

ULTS Administrative Committee Meeting

Meeting Minute

Please join the California Public Utilities Commission (CPUC) for the Q1 2024 Universal LifeLine Telephone Service Administrative Committee Meeting

When: Monday, March 11, 2024 (9:00 a.m. – Noon)

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

WebEx Meeting Link: <https://cpuc.webex.com/cpuc/j.php?MTID=m0bc3c7fcab4b89bdae205d6aa95ab2e3>

Call-in Number: 1-855-282-6330 **Access Code:** 249 904 78591 **Meeting Password:** 2024

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 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. – 9:45 a.m.	CPUC Communications Division (CD) Updates: Robert Sansone <ul style="list-style-type: none"> • iFoster • Event Flyer • Adjust Board Members
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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

9:45 a.m. – 9:55 a.m.	Fiscal Report: Lalaine Semana
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9:55 a.m. – 10:10 a.m.	Claims Status: Lisa Anthony
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Session 4: Program Enrollment & Operations

Session Outcome: Understand Consumers Enrolling & Staying on the Program

Session Topics: Operational Topics & Updates

10:10 a.m. – 10:25 a.m.	3 rd Party Administrator - Maximus Report: James Graettinger
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- Completed Initiatives and Impact
- Upcoming Initiatives
- Program & Operation Reports

10:25 a.m. – 10:30 a.m.	CAB Consumer Contact Statistics Report: Rosa Sauer
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10:30 a.m. – 10:40 a.m.	BREAK
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Session 5: Growth & Strategy

Session Outcome: Exploring How to Achieve Program Growth

Session Topics: Industry, Special Initiatives, External Collaborations

10:40 a.m. – 10:50 a.m.	USAC Update: David Avila
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10:50 a.m. – 11:05 a.m.	Tribal Advisor – Kenneth Holbrook
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11:05 a.m. – 11:15 a.m.	2024 Calendar Review – Committee member milestones (elections, annual report)
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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

11:15 a.m. – 11:30 a.m.	Administrative Committee Vacancies & New Nominations/Appointments: 10 open positions
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- Large ILEC – 1 Alternate
- CLEC – 1 Alternate
- Small ILEC – 1 Alternate
- Consumer – 1 Primary, 2 Alternates
- CBO – 1 Primary, 3 Alternates

11:30 a.m. – 11:35 a.m.	Future Q4 Meeting Date
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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	Cntr for Accessible Technology CA Department of Rehabilitation
6	Consumer	Primary Alternate	Vacant Vacant	
7	Consumer	Primary Alternate	Vinhcent Le Vacant	Greenlining
8	CBO	Primary Alternate	Cesar Motts Vacant	Southeast Community Development Corp.
9	CBO	Primary Alternate	Andre Chapple Vacant	Faith Church, African American Empowerment, Nat'l Diversity Coalition, Answer City Outreach
10	CBO	Primary Alternate	Vacant Vacant	
11	CPUC's Public Advocates Office	Primary Alternate	Christopher Bartulo Sharmila Selvalakshmirajeswara	Public Advocates Office Public Advocates Office

Meeting Minutes – ULTS-AC Meeting, March 11, 2024, 9:00 am – 12:00 pm

Attendees: 6 primary members and 3 alternate presents.

Primary members: Chris Burke (virtual), Marcie Evans(virtual), David Avila, Kate Woodford (virtual), Vincent Le (virtual), Ceaser Mott (virtual).

Alternates: Alex Gudkov, Brian Wimic, Sharmila Selvalakshmirajeswara

Other Attendees: Michael Mullaney, Lisa Anthony, Worster Chari, Robert Sansone, Rosa Sauer, Lalaine L. Semana, Sindy J. Yun, Rosa Sauer, Jim Graettinger, Danyel Cordoba, Kellie Jones.

Introduction: Marcie Evans – Opening remarks

Approval of Minutes:

- David Avila – Motion to approve.
- Chris Burke, Marcie Evans, Kate Woodford, Vincent Ceaser
- Motion approved by the committee members.

Public Comments:

Chari Worster: Introducing President Reynold’s Chief of Staff Micheal Mullaney.

Micheal Mullaney: I am happy to be taking over, I will be the point of contact with the president's Reynolds office. Glad to be working with you, and I hope to see you all.

CPUC Communications Division (CD) Updates: Robert Sansone:

- I-Foster: Update, we have revised a proposed decision, and posted for comments, please review, and add your comments.
- Flyer to introduce LifeLine public portal, the Flyer is intended to be sent to wireline customers by mail.
- Staff working towards a Resolution to adjust the number of the ULTSAC board members numbers, reducing Wireline positions, and adding more wireless positions, and adding public agency positions.
- Working towards commission action regarding the SSN population, will be out soon.

Questions/Comments:

No questions

Fiscal Report: Lalaine Semana

See Presentation: # 1

- The current fiscal year for the period ending January 31, 2024
- Total Revenue: \$ 173,616,442
- Total Appropriation: \$ 718,322,194
- Total Expenditures: \$ 86,620,055
- Outstanding Encumbrance: \$ 10,950,206
- Remaining/Available Appropriation: \$ 620,751,933
- Total Available Cash as of January 31, 2024: \$ 540,115,000
- Cash available as of today: \$ 443,600,000.

Questions/Comments:

No questions

Claims Status: Lisa Anthony

See presentation: # 2

- December 2023 – Received all wireless and wireline claims for the month. CPUC has completed review and approvals for almost all claims that have been submitted.
- January 2024 – Service Providers have until March 29th to submit January claims however, we have received and processed a large portion of claims. 70% Wireless, 35 % Wireline received. The specific Support amount (SSA) was increased from 17.90\$ to 19.00.
- February 2024 – We are starting to receive claims for February and are processing them as received.; claims are due by Due on April 30th, 2024.
- Reminder: Service Providers have 60 days to submit claims after each month's end. If an extension is needed, you can email lifelineclaim@cpuc.ca.gov by that month's deadline.

Questions/Comments:

Vincent: When will the Specific Support amount (SSA) take effect?

Robert Samson: When the SSA takes effect, we pay according to the Weighted average per day.

3rd Party Administrator – Maximus Report: Jim Graettinger

See presentation # 3

Completed initiative,

- California LifeLine Customer Portal, Phase I – December 15

Moves away from PIN Numbers to register username and password and multi-factor authentication, Added demographics questions, Gender, race/ethnicity, and income.

- Customer Portal, Phase 1.1 Enhancements Deployed Thursday, February 22

Allowing registered portal users to view and download program decision letters,

The goal is not mailing decision letters to wireless customers anymore and sending a text message with a link to the portal.

- California LifeLine Customer Portal, Phase II
- Implementing a “lookback” for the weekly USAC federal broadband-only subscribers lists

Upcoming initiatives,

- Collecting demographics BQP (benefit qualifying person)
- Formalizing an enrollment pathway for low-income California residents who do not have assigned SSNs
- Database Matching to Confirm Eligibility
- Program Participation – LifeLine Subscribers – Age Distribution

Program and Operations Reports

- Enrollment Eligibility Methods – By Qualifying Program

Questions & Comments:

Vincent Le: what is the roadblock to CMS eligibility?

Robert Sansone: it's a federal database, and we're being blocked as a state agency. Have a meeting with the FCC and they will evaluate that and decide. Working with Medicaid California to access their AEVS.

Marcie Evans: Slide 9, what about renewal forms are they mailed to wireless or not?

Jim Graettinger: Renewal forms are being sent to wireline customers but not wireless.

Renewal forms are still being sent if we don't get them renewed through Cal Fresh, but we hold it for 10 days and send a renewal text that will lead the subscriber to the portal, if they don't renew within the 10 days, we mail the form.

Marcie Evans: Slide 2 Customers can cancel a transfer, but are the customers made aware of the transfers?

Jim Graettinger: there is no notification when the transfer is in process, they receive a letter when the transfer is done.

CAB Consumer Contact Statistics Report: Rosa Sauer

Consumer Affairs Branch LifeLine Overview

See Presentation # 4:

December 2023 & January 2024

- Consumer Affairs Branch LifeLine Overview
 - CAB has dedicated specialists and consumer affairs specialists to assist consumers with LifeLine-related issues:
 - Appealing LifeLine denials
 - Disputing various issues with LifeLine Service Provider
 - Requesting information on LifeLine application process
 - Resolving consumer questions or complaints with LifeLine application process regarding Rules/General Order 153; a lot of consumers know the General Order
 - Resolving issues with wireless devices is a non-jurisdictional issue for us; however, we do reach out to the Service Providers and see what it is that we can do for them.
 - LifeLine Contacts Received by CAB: December 2023 – January 2024
 - LifeLine Contacts Closed by CAB: December 2023 – January 2023
 - LifeLine Contacts Received and Closed by CAB - 15-Month Trend

Questions/Comments:

David Avila: Any surges after the ACP freeze?

Rosa Sauer: It hasn't spiked yet but anticipated when there is an official letter notification sent out.

Break:

USAC Update: David Avila

See Presentation # 5

- Federal Lifeline and ACP/Overview.
- Federal Lifeline Program Snapshot.
- Federal Affordable Connectivity Program Snapshot.
- California ACP Participation and Disbursements by Congressional District
- National Verifier/NLAD Updates
- LifeLine National Verifier / CX Focus Areas
- Affordable Connectivity Program (ACP)
- ACP Updates
- FCC COVID-19 and Natural Disaster Waivers
- ACP Polling: Support by Demographic
- ACP Participation and Spending by Political Party
- ACP Lines by Technology
- Lifeline National Verifier Database Connections

Questions/Comments:

Jim Graettinger: After the ACP winds down, are you trying to direct the customers to the LifeLine program?

David Avila: Yes, we will direct customers to LifeLine, and provide consumers with the best option, rather than going dark.

Tribal Advisor, Kenneth Holbrook:

Not available for this Meeting, will try to add him as a speaker for the next Meeting.

Annual Report

Marcie Evans: we will be gathering information available and drafting the final annual report by the third quarter meeting, a final annual report will be ready for voting and submission.

Form 700:

committee members need to fill in Form 700 and submit it by or before April 1, 2024.

Election:

For the second quarter meeting, we're seeking new members, we uploaded the Flyer on the website, please share it on the Consumer side.

Question/ Comments:

Ceaser Motts: the Per Diem previously mentioned earlier is for travel only or attendance and travel?

Sindy Yun: Community base representative per Diem is for both meeting attendance and travel.

Marcie Evans: to the committee members: Is there any subject that needs to be discussed or added to the Future Meeting?

David Avila: any Subject please send it to Kellie Jones.

Chari Worster: Our aim is to increase participation in the LifeLine program and reach the unserved communities within the Moore Act restrictions, we would value the ULTSAC committee members' input to help us move forward in the future.

Review of Administrative Committee Vacancy Status

- 9 open positions

o Large ILEC – 1 Alternate

o CLEC – 1 Alternate

o Small ILEC – 1 Alternate

o Consumer – 1 Primary, 1 Alternates

o CBO – 1 Primary, 3 Alternates

Future Q4 Meeting Date: TBD.

Meeting adjourned at: 11:45.