



California Public
Utilities Commission

ULTS Administrative Committee Meeting Minutes

Please join the California Public Utilities Commission (CPUC) for the Q3 2025 Universal LifeLine Telephone Service Administrative Committee Meeting

When: [Thursday, September 11, 2025, 9 a.m.-Noon](#)

Where: [505 Van Ness Ave., Hearing Room A, San Francisco, CA 94102](#)

Webex Meeting Link: [3rd Quarter ULTS AC Meeting](#)

Call-in Number: [1-855-282-6330](#) **Access Code:** [248 413 62136](#) **Meeting Password:** [2025 \(2025 when dialing from a phone or video system\)](#)

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: The 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. – 9:30 a.m.	CPUC Communications Division (CD) Updates: Robert Sansone <ul style="list-style-type: none"> Program Updates
9:30 a.m. – 9:40 a.m.	SB-716 Lifeline Program: Broadband Internet Access Service – Cesar Motts

9:40 a.m. – 9:45 a.m.	USAC/Federal Updates: David Avila
Session 3: Program Performance & Metrics <i>Session Outcome: Understand "What's Working" vs. What's Not Working"</i> <i>Session Topics: Internal & External Past Quarter Performance & Future Guidance</i>	
9:45 a.m. – 9:50 a.m.	Fiscal Report: Lalaine Semana
9:50 a.m. – 9:55 a.m.	CAB Consumer Contact Statistics Report: Inetha Mallard
9:55 a.m. – 10:00 a.m.	Claims Status Report: Travis Green
10:00 a.m. – 10:15 a.m.	LifeLine Program Report: James Graettinger Program & Operation Reports <ul style="list-style-type: none"> • Completed Initiatives and Impact • Upcoming Initiatives
Session 4: Program Enrollment & Operations <i>Session Outcome: Understand Consumers Enrolling & Staying on the Program</i> <i>Session Topics: Operational Topics & Updates</i>	
10:15 a.m. – 10:30 a.m.	Foster Youth LifeLine Program Report: Brittany Bullock Program & Operation Reports: Maximus <ul style="list-style-type: none"> • Completed Initiatives and Impact • Upcoming Initiatives
10:30 a.m. – 10:40 a.m.	BREAK
Session 5: Committee Administration & Governance <i>Session Outcome: Lifeline Committee Management, Deliverables & Commitments</i> <i>Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars</i>	
10:40 a.m. – 10:50 a.m.	Onboard Presentation for New Committee Members – Kellie Jones
10:50 a.m. – 10:55 a.m.	Concurrent Application System (CAS) – Alex Gudkov
10:55 a.m. – 11:10 a.m.	Sub-Committees (2025/2025) Marketing, Retention, and Acquisition – David Avila
11:10 a.m. – 11:20 a.m.	ULTS Administrative Committee Charter positions: 10 Open Positions – 4 Primary, 6 Alternates <ul style="list-style-type: none"> • CLEC – 1 Primary, 1 Alternate • Consumer – 1 Alternate • CBO – 1 Primary, 2 Alternates • Sister Agency – 1 Primary, 1 Alternate • Office of the Tribal Advisor – 1 Primary, 1 Alternate
	Meeting Adjourned

ULTS-AC Member Roster as of 2Q2025

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

Meeting Minutes – ULTS-AC Meeting, S, 9:00 am – 12:00 pm

Attendees: 6 primary members and 1 alternate present

Primary members: Chris Burke, Robert Yapp, David Avila, Kate Woodford, Cesar Motts, Christopher Bartulo, Ashly Salas,

Alternates: Alex Gudkov, Chrystian Villareal, Saira Pasha, Jason VanArsdall.

Other Attendees: Robert Sansone, Kellie M. Jones, Lisa Anthony, Lalaine L. Semana, Chari Worster, Travis Green, Jim Graettinger, Michael Mullaney, Danyel Cordoba, Sola Lee, Sindy J. Yun, Robyn Purchia, Joseph Haga, Sandy Lion, Sarah Torres, Jessica Rodriguis

Introduction: David Avila – Opening remarks.

Approval of Minutes

- Ashley Salas: Motion to adopt.
- Cesar Motts, approved.

Public Comments:

No public Comments

CPUC Communications Division (CD) Updates: Robert Sansone

Program updates

- **SB 716 third reading:** Lifeline program: broadband internet access service.

The commission shall establish a mechanism to permit internet service providers to voluntarily include a standalone broadband internet access service as a class of lifeline service.

- **Ap1303 approved:** with the Senate, and is now going to the engrossing and enrolling committee.

First: the Bill prevents the state and the TPA from sharing, disclosing, or making accessible any information provided by an app and subscriber, to an agency of a local government, the government, the state government, or the federal government, or an immigration authority without a court order, subpoena, or a valid judicial warrant.

Second: The Bill would also authorize the request but prohibit those entities from requiring applicants and subscribers to provide social security numbers on the applications, and then it will also prohibit telephone corporations from making certain categories of PII available to any person or corporation, without obtaining the subscriber's consent in writing.

- **Foster youth proposed decision:** coming out next Monday, to update and modify the pilot, allowing out-of-care foster youth to join the permanent program.

- **Broadband pilot decision** allows ISPs to offer Standalone Broadband Service in two different categories. If approved, the launch date has not been set yet, but it is likely to be in Q1 2026.
- Questions/Comments:

USAC Federal Update: David Avila:

- The National Lifeline Association conference in Los Angeles outlined the steps taken to help low-income Americans stay connected. They added that various avenues can be used to fund these programs, but reforming the current lifeline program may be the best approach. An effort that the National Lifeline associate is working on with leaders in Washington, DC, to increase \$9.25 to help consumers stay connected.

Fiscal Report: Lalaine Semana

See presentation #1: ULTS (Fund 0471) Committee Meeting Report

- For the period ending June 30, 2025
- Total Revenue: \$342,817,505.
- Total Appropriation: \$751,595,960
- Total Expenditures: \$484,125,332
- Remaining/Available Appropriation: \$280,528,655
- Total Available Cash as of April 30, 2025: \$ 478,968,000
- Total Available Cash as of June 2024: \$478,968,246
- Questions/Comments:

Robert Yap: 1.30 million over, how do we address that?

Leilanie Semana: The total appropriation compared with expenditure does not reflect a shortage.

CAB Consumer Contact Statistics Report: Inetha Mallard

See presentation #2, Quarterly LifeLine Report

- 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 the LifeLine Service Provider
 - Requesting information on the LifeLine application process

- Resolving consumer questions or complaints with the LifeLine application process regarding Rules/General Order 153; a lot of consumers know the General Order
- Resolving issues with wireless devices
- LifeLine Contacts Received by CAB: May 2025 – July 2025
- LifeLine Contacts Closed by CAB: May 2025 – July 2025
- LifeLine Contacts Received and Closed by CAB: May 2025 – July 2025
- LifeLine Contacts Received and Closed by CAB 15 Month trend
- Questions/Comments: N/A

Claims Status: Travis Green

See attachment #3 Claims Status Report

- June 2024 – 79% of all claims approved for December:
 - Wireline: 93% of Claims Received and Approved by CPUC
 - Wireless: 74% of Claims Received and Approved by CPUC
- July 2025 – Service Providers have until Sep 30 to submit January claims. CPUC staff have received and approved 47% of all claims.
 - Wireline: 53% of Claims Received and Approved by CPUC
 - Wireless: 43% of Claims Received and Approved by CPUC
- August 2025 – Due by October 30th
- Service Providers have 60 days to submit claims each month. If an extension is needed, you can email lifelineclaim@cpuc.ca.gov by that month's deadline.
- Questions/Comments: N/A

Ashly Salas: Why are June's claims not 100%?

Travis Green: We're getting the claims Late.

3rd Party Administrator – Maximus Report: James Graettinger

See presentation #4, Maximus CA LifeLine – TPA Presentation

- **Completed Initiatives and Impact**
 - California LifeLine Transfer Activities Report
 - Benefit Qualifying Person (BQP) for the California LifeLine Annual Renewal Process

- **Upcoming Initiatives**
 - California LifeLine Benefit Transfers – Consent to Transfer
- Questions/Comments:
 - Robert Yap:** Is TPA prepared to handle an overflow of calls? How do you plan to confirm the consumer's identity?
 - James Graettinger:** We have been prepared since 2018. We will confirm with the regular process that is currently used: name, service address, phone number, and Social Security number.
- **Program and Operations Reports**
- Questions/Comments:

Onboard Presentation for New Committee Members – Kellie Jones

See presentation #5

- ULTS-AC Purpose
- ULTS-AC Membership
- ULTS-AC Duties and Responsibilities
- ULTS-AC Meetings and Records
- ULTS-AC Annual Report
- ULTS-AC Charter

For more information: Kellie.jones@cpuc.ca.gov

- Questions/Comments: N/A

Concurrent Application System (CAS) – Alex Gudkov

Alex is not Available.

Rules for forming Subcommittees/Working Groups outside of the Bagley-Keene Act – Kellie Jones

- Option 1: Creating subcommittees (limited to two members) formally approved by the committee.
- Option 2: *No Formal Action, Non-Majority Membership OK.*

- For more information about the Bagley-Keene Open Meeting Act, please see Government Code sections 11120-11133:
[California Legislative Information](#).
- For more information about the LifeLine committees, please see: [The Charter](#).
- For more information: Kellie.jones@cpuc.ca.gov
- Questions/Comments: N/A

Sub-Committees (2025/2025) Marketing, Retention, and Acquisition – David Avila

- Three committees: Marketing, Retention, and Acquisition
- No more than three. A two-person Committee is fine.
- Volunteer a Leader and a member without a Majority vote.
- Formal or Informal.
- James Greatinger is available to support.

Sub-Committees:

- Marketing Sub Committee:

Lead: Ceaser Motts.

Member:

Member:

- Retention Sub Committee:

Lead: Jason VanArsdall

Member: Saira Pasha

Member: Kate Woodford

- Acquisition Sub Committee:

Lead: Ashley Salas

Member: Robert Yap

Member:

10 Open Positions – 4 Primary, 6 Alternates

- CLEC – 1 Primary, 1 Alternate
- Consumer – 1 Alternate
- CBO – 1 Primary, 2 Alternates

- Sister Agency – 1 Primary, 1 Alternate
- Office of the Tribal Advisor – 1 Primary, 1 Alternate

Motion to Adjourn:

Jason VanArsdall: Motion.

Ashly Salas: Second.

Meeting adjourned at 11:48