**March 13, 2014[[1]](#footnote-1)**

**1:00 PM**

**CA Public Utilities Commission Office – San Francisco**

**505 Van Ness Avenue, Courtyard Room**

**San Francisco, CA 94102**

Present (Committee):

* Ken McEldowney (Consumer Action)
* Jeff Mondon (AT&T)
* Marcie Evans (Cox Communications)
* Yvonne Wooster (Calaveras Telephone Company)
* Dale Piiru (ORA)

Present (CPUC Staff):

* Benjamin Schein (CD Liaison)
* Anna Jew (CD)
* Andrew Lomeli (CD)
* Fe Lazaro (CD)
* Jonathan Lakrtiz (CD)
* Patricia Cassaro (CAB)
* Michelle Morales (CD)
* Sindy Yun (Legal)

Present (Public):

* Vanessa Anderson (RHA)
* Cynthia Bruno (RHA)
* Graciela Valero (Xerox)
* Bill Allen (Xerox)
* Alex Gudkov (Xerox)
* Joseph Holop (Telscape)
* Kristine Kowalewski (Mission Consulting)

On Conference Line

* None

1. **Introduction**, Ken McEldowney, Chair

* Everyone present introduced themselves to the group.

1. **Approval of Minutes:**

* Previous minutes from the November 2012 and February 2013 meeting had duplicates under Activity 7, Public Comments. February 2013 should take out the comment.
* All members voted to approve the previous minutes.

1. **Fiscal Report**

* Fiscal passed out copies of the most recent California LifeLine budget report
* There was a date error for Total Program Expenditures (7/1/10-11/30/13) & should read (7/1/10-2/28/14)

1. **CAB Report**

* CAB presented itsJanuary 2014 consumer complaint report (Is this the name of the report?)
  + CAB is all caught up, no backlog
  + CAB notes new categories of Billing.
* The LifeLine Committee requested that the next CAB report include separate data for Wireline and Wireless

1. **Contract Reports (Xerox and RHA)**

* Xerox presented their annual report.
  + It was requested that the next report include data showing:
    - Approval demographics vs. Total of Low income.
    - Total applicants sent out altogether resulting Approval vs Denials for 2013 (slide 13)
    - A similar Approval vs Denials statistics for 2014 (slide 13)
  + Verified that Caller ID shows CA LifeLine.
* RHA provided an update on its outreach activities and handed out a summary.
  + Action item for CD: using the sign up sheets to see if the consumers were actually reached or was able to sign up for LifeLine.
    - CD responds – with lack of resources, CD may not be able to meet that.
  + It was requested that RHA provide penetration rates in the next meeting

1. **Legal Liaison:**

* Reminds to submit Form 700 by April 1rst.
* There is no update on the Conflict of Interest Issue.
  + Commission has signed off on the proposed legislation.
  + We sought a sponsor, but were unable to obtain one.
  + Commission intends to reintroduce the proposed legislation in 2012.
  + There is no further action on this issue at this time.

1. **Public Comments:**

* None.

1. **Communications Division Liaison reports:**

* Status of Proceedings:
  + Issued D14-01-036 which was approved January 16, 2014
    - Telscape was the first to get approval to offer Wireless Lifeline, Others are on queue (Budget, Virgin, and others)
    - Developed a checklist on how to participate is posted on website
* Receiving Advice Letters regarding Wireline to comply with recent decision
* Income Limits:
  + Effective June 1st and will be posted online at CPUC website.
* Claims Status
  + Carrier claim payments are up to date. Currently processing claims submitted in March.
* Lack of LifeLine Marketing and Rebranding Effort
  + Waiting for Wireless providers to come on board
* Rebranding Effort
  + Waiting for Wireless providers to come on board
  + New logo (3 rings) on all forms and will be rolled out next week
* Survey of Customers who did not return form
  + CD presented stats on Survey which is now irrelevant given that it was conducted a couple of years or so ago.
  + Redo Survey possibly in near future
* Proposal to Change Outbound Dialer Timing (Currently 3/21 days)
  + Xerox notes that it will be moved to 5:30 or 6 and will come back with a report
  + Instead of Day 3 call will move to Day 5 call
* FCC Compliance Status
  + CD has an extension request in to the FCC for time to implement the Image Exchange (7/1/14).
  + ID Check deadline of 5/1/14 using LexisNexis for duplicate Check
    - * Will do SSN and DOB for Identity Check for Duplicates in May
  + Implementation of a Temporary Address check is ongoing.
* Additional Questions For the Next Meeting
  + Come up with a resolution for back credits.

1. **ULTS-AC Report:**

* No recommendations for Communications Division staff
* CD asking members to come up with two goals for the AC members to be accomplished in 2014.

1. **Review of Administrative Committee vacancy status:**
   * Benjamin Schein is no longer a member, Anna Jew will replace Benjamin
   * Dale will ask his supervisor for an alternate member
   * Jeff will ask for an alternate member
2. **Future Meeting Date/Location:**
   * + The next meeting will be held on June 12th, at 1:00 pm in the Golden Gate Room.
3. **Adjournment:** 3:15pm

1. This location is accessible to people with disabilities. If specialized accommodations for the disabled are needed at the location of this meeting, e.g., sign language interpreters please call the PUC Public Advisor at (415) 703-2074 // email: public.advisor@cpuc.ca.gov three business days in advance of the meeting. [↑](#footnote-ref-1)