**September 18, 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)
* Robert Schwartz (ORA)

Present (CPUC Staff):

* Anna Jew (CD Liaison)
* Andrew Lomeli (CD)
* Fe Lazaro (CD)
* Jonathan Lakritz (CD)
* Michaela Pangilinan (CD)
* Charlotte Mister (CD)
* Patricia Cassaro (CAB)
* Allan Rayo (CAB)
* Sindy Yun (Legal)

Present (Public):

* Graciela Valero (Xerox)
* Bill Allen (Xerox)
* Tom Burns (Xerox)
* Kristine Kowalewski (Mission Consulting)

On Conference Line

* Alex Gudkov (Xerox)

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

* Everyone present introduced themselves to the group.

1. **Approval of Minutes:**

* Previous minutes from the March 13, 2014, meeting was approved by everyone and second by Jeff Mondon.

1. **Fiscal Report**

* Fiscal provided copies of the most recent California LifeLine budget report.
* Michelle Morales was unable to attend the meeting. Questions or concerns regarding the report can be directed to Anna Jew.
* As of November 13, 2014, Anna Jew has not received any feedback in regards to the Fiscal Report.

1. **CAB Report**

* CAB presented its July 2014 consumer complaint report
  + CAB is all caught up, no backlog
  + Steady decline in complaints up through July 2014
* The LifeLine Committee requested that the next CAB report include separate data for Wireline and Wireless

1. **Contract Reports (Xerox)**

* Xerox presented their annual report.
  + Some previous comments/requests have not yet been incorporated but will be in future reports. (below are items from the March 2014 minutes)
    - It was requested that the next report include data showing:
      * Approval demographics vs. Total of Low income.
      * Total applications 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.
  + Overall decrease in wireline but some growth in wireless.
  + Report compared demographics of state vs. users in the program, using ethnicity as defined by 2010 census as proxy of language. Does not capture multi-lingual population.

1. **Legal Liaison:**

* There is no update on the Conflict of Interest Issue.
* No other issues or update

1. **Public Comments:**

* None.

1. **Communications Division Liaison reports:**

* Status of Proceedings:
  + Issued D14-01-036 which was approved January 16, 2014
    - Current and pending wireless carriers
    - Telscape, Budget, Virgin, and Boomerang all currently operating as California LifeLine wireless providers.
    - Six providers’ applications are currently pending.
* Income Limits:
  + New income limit effective June 2014 were posted in March.
* Claims Status
  + Carrier claim payments are up to date. Currently processing claims submitted in August 2014.
* FCC 12-11 Compliance Status
  + Waivers/Changes
    - Image Exchange
      * Implemented on 7/1/14.
    - ID Check
      * Currently working on the exception process for customers who didn’t pass the ID check. So it’s still ongoing.
  + Temporary Addresses
    - Still pending issue.
* Resolution for Back Credits issue
  + Still pending. CD is currently working with Xerox on the write up.
* Marketing/Outreach Contract
  + Outreach contract ended in June.
  + CD figuring out when to plan to start the process to get an outreach contractor.
  + CD also need to figure out what types of procurement process they’ll be using. CD plans on having an outreach contractor in the near future.
  + Commission has community outreach staff providing information to consumers in meantime.
  + Commission will consider better coordination amongst agencies signing up consumers to multiple programs at once. Problem arises when different state agencies operate at different pace.
* Phase II proceeding
  + Still a pending issue.

1. **CA LifeLine Budget – FY 2015-2016**
   * CD presented its FY 2015-2016 proposed Budget.
     + Budget for FY 2015-2016 is $347,044,000 – an increase of $142 million from previous fiscal year. Increase is due to carrier claims (particularly wireless).
     + Estimate 600,000 wireline subscribers for 2015-2016 with an SSA of $13.75.
     + Estimate 1.3 million wireless subscribers for 2015-2016 with an SSA of $13.75.
     + Wireless estimates derived from other states’ data and take-rates for eligible users.
     + CD estimates 45% participation of the 3 million eligible households.
     + At current rate, numbers will surpass 2014-2015 budget.
   * CD proposes Surcharge will increase in FY 2014/2015.
2. **ULTS-AC Report:**

* Committee will do outreach to wireless carriers to have wireless representation on committee.
* Committee asked Xerox to further break down data by wireline/wireless.

1. **Review of Administrative Committee vacancy status:**

* Encourage others to join

1. **Future Meeting Date/Location:**
   * + The next meeting will be held on December 10th, at 1:00 pm in the Golden Gate Room.
2. **Adjournment:** 3:30pm

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)