**California Public Utilities Commission**

**505 Van Ness Avenue, Golden Gate Room**

**San Francisco, CA 94102**

**August 10, 2016**

**1:00 PM – 4:00 PM**

Present (Committee Members):

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

Present (CPUC Staff):

* Anna Jew (CD)
* Jonathan Lakritz (CD)
* Hannah Steiner (CD)
* Tina Lee (CD)
* Kim Hua (CD)
* Michelle Morales (Fiscal)
* Patti Cassaro (CPED)
* Ade Sogbesan (CPED)
* Maria Vasquez (CPED)
* Manisha Lakhanpal (ORA)

Present (Public):

* Tom Burns (Xerox)
* Alex Gudkhov (Xerox)
* Jennine Daniels (Xerox)
1. **Introduction**, Ken McEldowney, ULTS Chairperson
* Everyone present introduced themselves to the group.
1. **Approval of Minutes:**
* The February 17, 2016 meeting minutes were voted and approved by Marcie Evans and second by Jeff Mondon at this meeting.
1. **Public Comments:**
* No Comments.
1. **Fiscal Report:**
* Michelle Morales presented information regarding the budget and explained the difference between the cash balance and appropriation.
* ULTS received a supplemental appropriation of $137,827,000 which will show up in the September reports.
1. **CAB Report:**
* CAB presented data on LifeLine contacts received and cases closed for June 2016.
* Phone contacts are about 100 per month in 2016, which is less than in 2015.
* No change in number of written contacts.
* For June 2016, the no. 1 reason for appeals was signature issues.
* Top 3 reasons for appeals consistently include: (1) did not return form, (2) supporting documents not provided, and (3) signature.
1. **Contract Report (Xerox):**
* Xerox presented its report.
* July 2016 was the first month of positive growth in 2016.
* ORA staff asked how many of customers that qualified via income fall between 135% and 150% of the FPL. Xerox will provide the information at the next meeting.
* ORA asked what will happen to current Nexus customers after they exit the wireless market. CD directed ORA staff to the draft Resolution for more information.
* Ken McEldowney asked why the wireless renewal rates are so low. Xerox provided answer in presentation.
* Approximately 95% of participants who fail to renew are back on the program within one year.
1. **Legal Liaison:**
* No comments.
1. **Communications Division Liaison reports:**
* Status of Proceedings:
	+ R. 11-03-013:
		- Phase II of the proceeding
* Upcoming Public Participation Hearings:

August 25th in Lucerne

September 6 in Montebello

September 15 in Salinas

* + - VoIP Proposal – still pending
* Number of wireless service providers
	+ As of July 30, 2016, fourteen wireless providers are currently participating in the California LifeLine program.
	+ There are nine pending wireless providers.
* Claims Status
	+ CD staff just processed the April claims in July 2016, however payments will be issued in August.
	+ CD staff will be processing May Claims in August 2016.
	+ CD sent out an Administrative letter August 5, 2016, to shorten the processing cycle in service providers receiving payments in approximately 90 days instead of the 120 day payment cycle if the service provider submits their claim within 30 days after the claim period, starting with July 2016 claims; otherwise, the processing time will be 120 days.
* TPA Contract Update
	+ TPA contract is set to expire May 2017.
	+ CD is still working on releasing the new TPA RFP. CD’s goal is to release RFP by the 4th quarter of 2016 or 1st quarter of 2017.
	+ Currently, the TPA contracts out the printing and mailing services; however, in FY 2017-18, Office Of State Publishing (OSP) under Department of General Service will be taking over the printing and mailing service as required by Government Code.
	+ Request for Offer (RFO) for IT technical consultant was released on July 29, 2016, and the goal is to have a contract in place by Mid October 2016.

The purpose is to ensure that the RFP for the new TPA has a robust and sufficient IT needs and requirements.

Facilitate in the integration of OSP for printing and mailing services of the TPA.

Ensure seamless transition from old to new TPA.

* Marketing/Outreach Contract
	+ Marketing Request for Proposal (RFP) has not been released.
	+ CD staff is primarily focusing on the day to day operations, preparation of the TPA RFP, Budget related issues, and proceedings.
* Annual report
	+ Will have a working session at the end of the meeting.
* LIOB recap
	+ There was a Low Income Oversight Board Meeting on July 19th in Sacramento.
	+ The next meeting is scheduled for September 22, 2016

Eureka City Hall Council Chambers

531 “K” Street

Eureka, CA 95501

10:00-3:30pm

* + Additional information, including the agenda can be found on their website. (LIOB.org)
* Snapshot Date
	+ Committee members brought up issues regarding the snapshot date and how it’s captured on the true up report and the weighted average report. A continued discussion will be held during the next Working Group Call.
1. **ULTS-AC Report:**
* None
1. **Review of Administrative Committee vacancy status:**
* Introduced James Ahlstedt as an official ULTS AC member to fill the vacant primary representative position of ORA.
1. **Future Meeting Date/Location:**
	* + The next meeting will be held on September 16, 2016, in the Golden Gate Room, and will focus on Budget related matters only.
2. **AC Committee Members Annual Report Working Session**
	* + Anna Jew distributed copies of previous Annual Report as example.
		+ Report will cover multiple Fiscal Years starting July 2013 through June 2016.
		+ Jeff Mondon agreed to draft the report. He will update the Committee on the status at the next meeting.
3. **Adjournment: 2:32pm**