**California Public Utilities Commission**

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

**San Francisco, CA 94102**

**November 8, 2016**

**1:00 PM – 4:00 PM**

Present (Committee Members):

* Jeff Mondon (AT&T)
* Marcie Evans (Cox Communications)
* Lorrie Clark (Sebastian)
* Yvonne Wooster (Calaveras Telephone Company)
* Ken McEldowney (Consumer Action)
* James Ahlstedt (ORA)
* Robin Enkey (Budget) – on phone bridge

Present (CPUC Staff):

* Anna Jew (CD)
* Jonathan Lakritz (CD)
* Fe Lazaro (CD)
* Llela Tan (CD)
* Tina Lee (CD)
* Michelle Morales (Fiscal)
* Patti Cassaro (CPED)

Present (Public):

* Tom Burns (Xerox)
* Alex Gudkhov (Xerox)
* Jennine Daniels (Xerox)
* John Clark

1. **Introduction**

* Everyone present introduced themselves to the group.

1. **Approval of Minutes:**

* The August 10, 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 as of September 30, 2016.
* The report reflects the supplemental appropriation of $137,827,000 for FY 15-16.

1. **CAB Report:**

* CAB presented data on LifeLine contacts received and cases closed for July, August and September 2016.
* Phone contacts are about 57 per month in September 2016, which is less than in 2015.
* Written contacts are pretty consistent, averaging in the high 300s.
* For September 2016, the number one reason for appeals was signature issues.
* Top 3 reasons for appeals consistently include: (1) signature, (2) did not return form, and (3) supporting documents not provided.
* Future reports will show a split for billing complaints for Wireline and Wireless.

1. **Contract Report (Xerox):**

* Xerox presented its report.
* Xerox will confirm if the information on wireline certification approval rates being higher than wireless for July 2016 on page 11 of the slideshows is accurate.

1. **Legal Liaison:**

* CPUC filed a temporary waiver request to implement the revised federal Lifeline eligibility rules and federal Lifeline benefit portability rules by October 31, 2017, instead of December 2, 2016. However, the FCC may not grant the CPUC for the full eleven month extension.
* State Port Freeze: CPUC is currently working on this issue, but no definitive date when the proposed Decision or ruling will be issued.

1. **Communications Division Liaison reports:**

* Status of Proceedings:
  + R. 11-03-013:
    - Phase II of the proceeding
* No definitive date when the proposed Decision will be issued.
  + - VoIP
* The Commission issued D.16-10-039 on November 1, 2016, adopting revisions to modernize and expand the CA LifeLine Program by allowing voluntary participation by Fixed VoIP service provider without a CPCN to participate in the program.
* Number of wireless service providers
  + As of October 30, 2016, thirteen wireless providers are currently participating in the California LifeLine program.
  + There are nine pending wireless providers.
* Claims Status
  + CD staff just processed the August 2016 claims and carriers should receive payments in early December.
  + CD staff will be processing September 2016 claims in November 2016.
* TPA Contract Update
  + TPA’s contract is set to expire in May 2017.
  + CD is still working on releasing the new TPA RFP. CD’s goal is to release RFP by the 1st or 2nd 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 award the contract by mid-November 2016. The consultant will assist CD to:

Ensure that the RFP for the new TPA has a robust and sufficient IT needs and requirements.

Facilitate the integration of OSP’s printing and mailing services with 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.
* FCC Order Update
  + No updates other than those that were presented on the Working Group calls.
* SSA Admin Letter
  + Staff issued an SSA Administrative letter on October 28, 2016, informing carriers of the new SSA of $13.75, effective January 1, 2017. The Administrative Letter can also be found on the CPUC’s California LifeLine website.
* FY 2017-18 Proposed ULTS Budget
  + CD presented FY 2017-18 Proposed ULTS Budget
  + CD staff estimated an increase of $76 million from FY 2016/17 budget of $483 million.
  + The proposed change is primarily due to increased wireless carrier claims.
  + CD is proposing a FY 2017-18 Budget of $559.2 million

Local Assistance of $525.4 million (assumes no subsidy for connection charges)

State Operations of $33.8 million

1. **Annual Report**

* Jeff Mondon presented the status of the Annual Report.
* Committee members provided comments and edits.
* Jeff Mondon waiting on information from CD in order to finalize the Report.
* Jeff Mondon will then submit the final version to CD to review.

1. **ULTS-AC Report:**

* None

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

* Jeff Mondon had concerns about the ULTS Charter and how it can be changed. He recommends modifying the membership to allow wireless representative(s) as a primary instead of an alternate member.
* Jeff Mondon requested CD staff to send out the ULTS Charter to members.
* Questions were asked regarding the Charter: What are the necessary steps and process to change the ULTS Charter? Does it require a petition to modify the decision or an application to change the membership?

1. **Future Meeting Date/Location:**
   * + The next meeting will be held on Feb 7 or 9, 2017, in the Golden Gate Room. Anna Jew will email the committee members of their availability.
2. **Adjournment: 2:18pm**