**California Public Utilities Commission**

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

**San Francisco, CA 94102**

**February 9, 2017**

**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)
* Michelle Morales (Fiscal)
* Ade Sogbeson (CPED)
* Sindy Yun (Legal)

Present (Public):

* Tom Burns (Conduent)
* Alex Gudkov (Conduent)
* Bill Allen (Conduent)
* Gustavo Gonzalez (Conduent)
* Traci Fabrie (Conduent)
* Amie Yang (Conduent)
* Mike Foreman (AT&T)
* MyLoc Dinh (TruConnect Communications)

1. **Introduction**

* Everyone present introduced themselves to the group.

1. **Approval of Minutes:**

* The November 8, 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 December 31, 2016.

1. **Consumer Affairs Branch (CAB) Report:**

* CAB presented data on LifeLine contacts received and cases closed for 2016.
* Total phone contacts for 2016 was less compared to 2015.
* Written contacts for 2016 was much higher compared to 2015.
* LifeLine Appeals closed for 2016 of 2,832 was higher compared to 2015 of 2,241.
* For 2016, the number one reason for appeals was signature issues.
* Top 3 reasons for appeals consistently include: (1) signature, (2) supporting documents not provided, and (3) did not return form.
* Future reports will show a split for billing complaints for Wireline and Wireless.
* AT&T suggested that “LLP Equipment” under LifeLine Billing should be relabeled as “Service” and not “Equipment”.
* CAB will send out definitions of the different categories to the group.
* “LL Policy/Practices” under “Section II – LifeLine Phone appeals and Billing Contacts by Subcategory” is too broad. The category name might be difficult to identify the issues.
* Committee requests that a supervisor from CAB attend the meeting to answer follow up questions and possibly schedule a separate meeting to discuss the report as well as to understand what are driving the numbers in the report.
* Committee requests that the CAB report should be simplified to make it more clear for the reader to understand.

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

* Xerox presented its report.

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.

1. **Communications Division Liaison reports:**

* Status of Proceedings:
  + R. 11-03-013:
    - Phase II of the proceeding
* January 19, 2016, the Commission unanimously adopted the California LifeLine Program proposed decision.
* January 23, 2016, the Commission issued a ruling extending discounts and reimbursements for service connection/activation charges for the wireless service providers until the Commission addresses this issue in a proposed Decision.
* The Commission hosted a workshop on February 8, 2017, to discuss enrollment and portability freeze.
  + - 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 January 31, 2017, twelve wireless providers are currently participating in the California LifeLine program.
  + There are nine pending wireless providers.
* Claims Status
  + Carriers should have received the October 2016 claim payments already.
  + CD staff had processed the November 2016 claims and carriers should receive their payments this month or next month depending on when they filed their claims.
  + CD staff is currently processing December Claims.
* Third Party Administrator (TPA) Contract Update
  + No new update from the previous meeting.
  + CD is still working on releasing the new TPA Request for Proposal (RFP). CD’s goal is to release the RFP by the 1st quarter of 2017.
* FCC Order Update
  + The Commission is currently implementing the addition of the Federal Veterans and Survivors Pensions Benefit Program to the program eligibility criteria.
* FY 2017-18 Proposed ULTS Budget
  + CD presented a revised FY 2017-18 Proposed ULTS Budget
  + CD staff estimated an increase of $129 million from FY 2016/17 budget of $505 million.
  + The proposed change is primarily due to increased wireless carrier claims.
  + CD is proposing a FY 2017-18 Budget of $634.8 million

Local Assistance of $604.7 million (assumes subsidies for connection charges)

State Operations of $30 million (placeholder)

* + Marcie Evans from Cox motioned to approve the ULTS budget and second by Ken McEldowney. Other carriers recused themselves from voting.

1. **ULTS-AC Annual Report**

* CD received the ULTS-AC Annual Report and will send it to the Commission.

1. **ULTS-AC Report:**

* Mike Foreman from AT&T is interested in becoming an official Committee Member. If approved, he will be an alternate for the large ILEC.
* CD will process the necessary documentation to make Mike Foreman an official committee member.

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

* Brainstorm steps and ideas to modify the ULTS Charter to allow wireless representative(s) as primary instead of an alternate member.
* Resolution Process
* Include this issue in an all-party meeting
* File a petition to modify
* Since there are three community based organization (CBO) positions, convert one of the CBO positions to a wireless carrier representative position.
* Committee voted (Marcie motioned and Jeff second) to convert 1 CBO position to a wireless carrier representation position. The committee members will help draft a letter to Executive Director recommending the change in the charter through a resolution process.

1. **Future Meeting Date/Location:**
   * + The next meeting is tentatively scheduled on May 2nd. Anna Jew will email the committee members of their availability after the meeting.
2. **Adjournment: 2:53pm**