**ULTS Trust Administrative Committee**

**Meeting Minutes**

**California Public Utilities Commission**

**505 Van Ness Avenue, Courtyard Training Room**

**San Francisco, CA 94102**

**December 12, 2018**

**1:00PM**

Present (Committee Member)

* Michael Foreman (AT&T)
* Marcie Evans (Cox Communications)
* Ken McEldowney (Consumer Action)
* Yvonne Wooster (Calaveras)
* Lorrie Clark (Sebastian)
* David Avila (TracFone Wireless)
* James Ahlstedt (ORA)

Present (CPUC Staff)

* Anna Jew (CD)
* Clover Sellden (CD)
* Michaela Pangilinan (CD)
* Tina Lee (CD)
* Robert Sansone (CD)
* Martha Guzman Aceves (Commissioner)
* Sarah Sharpe (Commissioner Advisor)
* Diana Bravo (Intern from Commissioner’s office)
* Patty Cassaro (CAB)

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

* Everyone introduced themselves to the group

1. **Approval of Minutes**

* Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD) which were approved by Marcie Evans and second by Yvonne Wooster.

1. **Public Comments**

* None

1. **Fiscal Report**

* Michelle Morales was not present.
* A question was asked to verify if the data was correct, Anna will double check.

1. **CAB Report**

* Presented Call Volume Statistics
* Patty presented the CAB report – high trend on policy and practices category. (catch-all category)
* No noticeable changes of call-ins to CAB
* A question was asked regarding application requests – Patty explained that those requests go to the carriers themselves. The reason for these requests could be several reasons, including failure to renew, failure to complete the application, or miscommunications with customer service.

1. **3rd Party Contract Reports**
   * **Conduent – Mark**
   * Enrollment Statistics
   * Approval and Denial Statistics
   * Call Center Statistics
   * A question was asked about robocalls – including those effected by the fires in Butte County. Mark clarified all concerns.
2. **Legal Liaison**

* Sindy presented a statute added to the Bagley Keen act that provides additional ways that members can teleconference into a meeting. It makes it easier for the members to teleconference in, replaces 10 day notice with 24 hours, the remote location does not have to be included in the notice, or made available to the public. Physical meeting location is required and must have a quorum physically present.

1. **Communications Division Liaison Reports:**
   * Status of Proceedings:
     + R. 11-03-013 (California LifeLine)

* Staff Conducted a renewals workshops on November 30
* Presentations from the different parties are already posted on the CPUC website
* ALJ will be releasing a ruling and parties will be able to provide comment but most likely after the pilot PD
  + Current and pending wireless carriers
    - 12 active carriers, 3 pending carriers requesting to offer California LifeLine.
  + Claims Status
    - Currently reviewing 2018 claims.
    - August and some of September warrants have been issued and should receive sometime this month.
    - Management is reviewing the remainder of September claims who are following the 120 days payment cycle.
    - Effective January 2018, SSA will increase to $14.85. Both Wireless carriers and Wireline should file a Tier 2 advice letter reflecting the increase.
  + TPA Contract update
    - Current TPA contract will expire at the end of January 2019, and we anticipate a new TPA will assume responsibility February 2019. The PUC awarded and has an executed contract with Maximus Human Services as the new TPA.
    - For those of you who attended the workshop, I mentioned some staffing changes. Llela who was the lead in the transition has moved to another section effective December 3rd. I fortunately have taken over some of her responsibilities in regards to transition.
    - Data Migration is almost complete.
    - They are now developing the cutover strategy which includes checklist of tasks for the cutover work with both Maximus and Conduent to establish roles and responsibilities
      * Such as when to disable certain tasks
      * Processing final carrier files from DAP
      * When to initial the mail forwarding to Maximus
      * When does Agents stop taking calls
      * When would be the last day to process final carrier files,
      * And other work.
  + OSP Update
    - Maximus is currently testing with OSP on the postcards.
    - No other updates.
  + State Controller’s Office Examination update
    - SCO is currently auditing 3 carriers
    - They’ve provided a draft audit report to us for the first one. We’re still in the process of reviewing.
    - The other two, SCO is doing their final test. CD can’t provide any more details until SCO issues the final audit report and is made public.
    - SCO anticipates finishing up all three carriers by March/April timeframe.
    - The other 4 carriers will be conducted internally by UAFCB. They’ve just began.
    - There was a brief discussion on what wireless carriers were removed, and still under evaluation. Anna answered the questions.
  + Update on Budget Prepay
    - Resolution T-17596 was issued May 31, 2018 approving AL20 which request Budget Prepay to discontinue its offering of California LifeLine and federal Lifeline wireless services, and to relinquish its designation as an ETC subject to Budget payment of $817,730 due to overclaiming from the LifeLine fund ($1,121,013 total payment amount that CPED found - $303,283.10 claims held that haven’t been paid = $817,730)
    - Utility enforcement is currently working with CPUC attorneys to pursue further actions. No other update.
  + FCC—Lifeline NPRM (update provided by David Avila)
    - David Avila from Assurance presented an update
    - NPRM – some of the things being considered
      * Reseller ban
      * Minimum service standards
      * Minimum charge/maximum discount
      * Lifeline budget cap
      * Phase out of voice subsidy
      * Removal of Tribal for non-facilities providers
      * Removal of port freeze (already in effect)

1. **ULTS-AC Report:**

* None

1. **Review of Administrative Committee Vacancy Status:**

* Conflict of interest should be removed because AC is purely advisory
* Sara Sharp will receive all emails from the AC meeting
* Discussion on having the AC meeting in various locations, even without quorum, because quorum is only necessary for voting meetings.

1. **Future Meeting Date**

* 03/07/2018 - SF

1. **Adjournment @ 2:28pm**