

California LifeLine Program Workshop

When: August 6th from 10 – 4:30 PM and August 7th from 9:00 AM – 3:30 PM

Where: California Energy Commission, Imbrecht Hearing Room 1516 9th Street Sacramento, CA 95814

Attendees will need to check in with Security upon arrival, sign in, and receive a visitor sticker

Driving and parking information: <http://energy.ca.gov/commission/directions.html>

Listen-Only Toll-Free Phone Number: 877-692-8578 Participant code: 7035345

DAY 1	Estimated Time	Duration	Agenda Item
	10:00 – 10:30 AM	30 mins	Introductions: Pilots and Partnerships
	10:30 AM – Noon	90 mins	Presentations
	Noon – 1:00 PM	60 mins	Lunch
	1:00 – 3:00 PM	120 mins	Interactive Discussion <ul style="list-style-type: none"> • Target Markets – Which groups should we include? How should we choose locations, if needed? Is there an ideal size for each target market? • Service Plans – Which types of service plan should be funded? Which factors should we use in choosing the appropriate service plans? • Duration – How do we determine the appropriate duration for the pilot? What is the ideal duration for a pilot? • California LifeLine Discount Level – How do we determine the appropriate discount level? • Enrollment Process – What would an ideal enrollment process look like for consumers to receive California LifeLine discounted services? • Entity(ies) Responsible for Eligibility Determinations – Which entity(ies) should perform the eligibility determinations? Would it be appropriate to transition eligibility determinations to a more stable set of entities such as local or state government agencies, including the CPUC? If government agencies assume this responsibility, is there still a role for a California LifeLine Administrator? How can the California LifeLine Program coordinate with the energy utilities when performing eligibility determinations and partnering with local or state government agencies? • Entity(ies) Responsible for Database Management • Distribution Methods – After a consumer receives an approval, what are some methods by which the consumer can sign-up for California LifeLine discounted service? What kind of information will the consumer need to give to the service provider? • Outreach Methods – Which outreach strategies should be used in a model where the consumer does not go to the service provider first? With which entities (e.g., paid vs. unpaid) should the Program partner for outreach? • Reimbursements – Will the claims process and timeline need to change? • Approval Process for Proposed Pilots • Measuring Success of Implemented Pilots – What does success look like?
	3:00 – 3:15 PM	15 mins	Break
	3:15 – 3:30 PM	15 mins	ALJ Next Steps with the Proceeding and Preview Workshop Day 2
	3:30 – 4:30 PM	60 mins	Recording of Stakeholders' Input

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	Estimated Time	Duration	Agenda Item
DAY 2	9:00 – 9:30 AM	30 mins	<p>Introductions: The Future of the California LifeLine Program</p> <p>Develop a plan for how California should move forward with effectively serving California LifeLine participants. Determine how to continue to meet all of California’s low-income households’ minimum communications needs despite potential changes at the federal level. Evaluate potential ways to redesign the California LifeLine Program.</p>
	9:30 – 10:30 AM	60 mins	<p>Interactive Discussion regarding: 1) the federal Lifeline program’s proposals and of upcoming and suggested possible changes; 2) consumers’ needs; 3) affordability of communications services; 4) performance of the existing Program’s structure; 5) coordinating and leveraging other universal service programs and CPUC low-income consumer programs; and 6) continued leveraging of federal Lifeline support.</p> <p>List of proposals and of upcoming and suggested possible changes for the federal Lifeline program:</p> <ul style="list-style-type: none"> • (Upcoming) Phasing out the federal Lifeline discounts for telephone service • Focusing the federal Lifeline discounts on non-adopters of broadband internet access service • Prioritizing allocation of federal Lifeline funds to certain areas: rural areas, federally-recognized Tribal lands in rural areas, and underserved areas • Focusing federal Lifeline funds to facilities-based service providers • Limiting the duration of time for federal Lifeline participants to be on the federal Lifeline program • Setting a maximum federal Lifeline discount level • Requiring federal Lifeline participants to pay for a federal Lifeline discounted service plan • Requiring proof of eligibility during the renewal process • Requiring consumers living in multi-unit housing to provide proof of residence in this type of housing • Adopting a self-enforcing federal Lifeline program budget
	10:30 – 10:45 AM	15 mins	Break
	10:45 – 12:00 PM	75 mins	Continue Interactive Discussion
	12:00 – 1:00 PM	60 mins	Lunch
	1:00 – 2:15 PM	75 mins	Continue Interactive Discussion
	2:15 – 2:30 PM	15 mins	Break
	2:30 – 3:30 PM	60 mins	Recording of Stakeholders’ Input and Closing Remarks