**California Public Utilities Commission**

**505 Van Ness Avenue, Courtyard Room**

**San Francisco, CA 94102**

**June 18, 2015**

**1:00 PM – 4:00 PM**

Present (Committee Members):

* Ken McEldowney (Consumer Action)
* Jeff Mondon (AT&T)
* Marcie Evans (Cox Communications)
* Yvonne Wooster (Calaveras Telephone Company)
* Robert Schwartz (ORA)
* David Donahue (Budget Prepay)

Present (CPUC Staff):

* Anna Jew (CD)
* Andrew Lomeli (CD)
* Jonathan Lakritz (CD)
* Patricia Cassaro (CAB)
* Michaela Pangilinan (CD)
* Llela Tan-Walsh (CD)
* Helen Mickiewicz (Legal)

Present (Public):

* Bill Allen (Xerox)
* Tom Burns (Xerox)
* Vanessa Garcia (Xerox)
* Kristine Kowalewski (Mission Consulting)
* Lorrie Clark (Sebastian)

On Conference Line

* Vanessa Anderson (RHA)
1. **Introduction**, Ken McEldowney, ULTS Chairperson
* Everyone present introduced themselves to the group.
1. **Approval of Minutes:**
* Previous minutes from the March 18, 2015 meeting was approved. Jeff Mondon made the motion to approve and second by Yvonne Wooster.
* Slight change:
	+ Item 2: Should say “Previous minutes from the September 11, 2014 meeting was approved. Jeff Mondon made the motion to approve and second by Yvonne Wooster.
1. **CAB Report:**
* CAB presented data on LifeLine contacts received and LifeLine cases closed for April 2015. May 2015 data will be available at the next AC meeting.
* CAB continues to see appeals and complaints, but there is not much increase.
* Majority of the complaints on appeal is about “documents not provided/Does not meet guidelines”.
* CAB works as a liaison between wireless service providers and customers on equipment and billing complaints, such as, cell phone not working properly or defective cell phone, and cannot get a hold of a wireless service provider.
* California LifeLine wireless service providers have the discretion on the type of cell phones (new or refurbished) to be given to CA LifeLine consumers.
* CAB does not receive many complaints related to one household policy. For example, an existing customer would lose his/her California LifeLine service because another household member had signed up instead.
* CAB will look into adding subcategories for Fraud and one household policy complaints.
1. **Fiscal Report:**
* Michelle Morales presented information regarding the budget.
* The total spending matched that of last year.
* Fiscal Year 15/16 budget will be reported at the next meeting.
1. **Contract Report (Xerox):**
* Xerox presented its report. – see presentation
1. **Legal Liaison:**
* No action has been taken on the conflict of interest issue.
* CD Staff and Chair consider whether legal liaison or this section

is necessary in AC meetings – CD will check charter to verify.

* CD Staff recommends to leave the Legal liaison topic/report on the agenda; however, the conflict of interest issue should be removed from the agenda.
1. **Public Comments:**
* None.
1. **Communications Division Liaison reports:**
* Status of Proceedings:
	+ R. 11-03013
	+ Ten wireless providers are currently participating in the California LifeLine program; ten pending wireless providers.
* updated numbers Claims Status
	+ An Administrative Letter was sent on June 8, 2015, notifying CA LifeLine carriers of the new payment schedule.
	+ Typically, claims have been paid within the expedited window of 45 days; however, claims will continue to be paid within the time period of 120 days as mandated by General Order 153.
	+ The delay of payments is due to the rapid growth in the program.
* Resolution for Back Credits issue
	+ Letter was sent to all carriers in February 2015.
	+ CD will reach out to certain carriers who have not provided CD the following:
		- Estimate of the administrative cost reimbursement the service provider will seek from the CPUC in order to research and provide these credits
		- Estimated timeline of how long it will take to complete this work.
* Marketing/Outreach Contract
	+ No RFP has been released yet.
* Phase II of the proceeding
	+ Pre-Hearing conference was held on May 28th in Sacramento in conjunction with the Low Income Oversight Board meeting to receive comments on prioritization of outstanding issues remaining from Phase I for consideration in Phase II by the public, members of the low income oversight Board, and parties.
	+ The next step is to issue a scoping ruling for Phase II of the CA LifeLine proceeding.
* Income Limit
	+ The new income limits became effective on June 1, 2015.
* VoIP Proposal
	+ Parties filed opening and reply comments.
	+ There was an All-Party Meeting held on June 4, 2015.
	+ Next step is for staff to put forth a plan for comment.
* Surcharge Resolution
	+ CD issued a surcharge resolution T-17479 to adopt a surcharge increase from 2.4% to 3.8% effective July 25, 2015, that will be voted on June 25, 2015 Commission Meeting. (Please note that the new surcharge effective date has been changed to August 1, 2015.)
* Budget
	+ CD is preparing the Fiscal Year 2016-2017 Budget for Commission consideration in September 2015 meeting. ULTS AC meeting will be scheduled in late July to discuss the budget.
1. **ULTS-AC Report:**
* No comments
1. **Review of Administrative Committee vacancy status:**
* Lorrie Clark of Sebastian is interested in becoming an alternate for Yvonne Wooster (Small LECs primary representative) and hopes to make it official at the next AC meeting.
1. **Future Meeting Date/Location:**
	* + The next meeting will be held on July 29, 2015 (Golden Gate Room)
2. **Adjournment:** 2:00 PM