**California Public Utilities Commission**

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

**San Francisco, CA 94102**

**November 4, 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)
* Lorrie Clark (Sebastian)
* Robert Schwartz (ORA)

Present (CPUC Staff):

* Anna Jew (CD)
* Llela Tan-Walsh (CD)
* Fe Lazaro (CD)
* Michaela Pangilinan (CD)
* Patti Cassaro (CAB)

Present (Public):

* Michaela Hearn (Mission)
* Tom Burns (Xerox)
* Bill Allen (Xerox)
* Alex Gudkov (Xerox)

On Conference Line:

* Robin Enkey (Budget Prepay)
* Sindy Yun (Legal)
* Michelle Morales (Fiscal)

1. **Introduction**, Ken McEldowney, ULTS Chairperson

* Everyone present introduced themselves to the group.

1. **Approval of Minutes:**

* The June 18, 2015 meeting minutes were not approved during the July 29 meeting as there was no quorum at the time of voting. Therefore, minutes from the June 18 and July 29 meeting was approved by Jeff Mondon and second by Marcie Evans.

1. **Public Comments:**

* No Comments.

1. **Fiscal Report:**

* Michelle Morales presented information regarding the budget.
* No questions were raised.

1. **CAB Report:**

* CAB presented data on LifeLine contacts received and LifeLine cases closed for September 2015.
* Phone contacts have increased from January through September 2015.
* Written complaints have decreased.
* Committee members request CAB to breakdown the data between wireline and wireless.

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

* Xerox presented its report. – see presentation.

1. **Legal Liaison:**

* CPUC staff filed comments on issues of the FCC NPRM which was filed in September 2015.

1. **Communications Division Liaison reports:**

* Status of Proceedings:
  + R. 11-03-013-
    - Phase II of the proceeding
* The next step is to issue a scoping ruling for Phase II of the CA LifeLine proceeding.
  + - VoIP Proposal – still pending
* Number of wireless service providers
  + Thirteen wireless providers are currently participating in the California LifeLine program
  + Nine pending wireless providers.
* Claims Status
  + Claims will continue to be paid within the time period of 120 days as mandated by General Order 153.
  + CD staff just processed the June Claims in September 2015
  + CD staff will be processing July Claims in October 2015.
* Resolution for Back Credits issue
  + Many carriers have already completed this task. CD will continue to work with the carriers who have not responded to the data request.
* Marketing/Outreach Contract
  + Marketing Request for Proposal (RFP) has not been released yet.
  + CD staff is primarily focusing on the day to day operations and Third Party Administrator RFP preparation.
* Surcharge Resolution Approved
  + Surcharge Resolution T-17486 was adopted on August 13, 2015 to increase the surcharge from 3.8% to 5.5%, effective October 1.
* Budget Resolution Approved
  + Budget Resolution T-17499 was adopted on October 22, 2015, approving Fiscal Year 2016-17 budget of $627,496,000.
* New SSA
  + CD staff issued a notice to all California LifeLine service providers of the new SSA of $13.20, effective January 1, 2016.
* LIOB recap
  + CD staff presented the slides on Enhanced LifeLine.
* Annual report
  + According to the ULTS AC Charter, Article 4b, under Duties and Responsibilities, states that each year before October, the ULTS AC shall submit a report to the Commission describing Committee activities during the prior fiscal year.
  + The chair recalls that the Annual Reports submitted in the past was a report that compiled all the minutes the CD staff puts together.
  + CD Staff will look at the past Annual Reports and will provide copies of the most recent Annual Report submitted.

1. **ULTS-AC Report:**

* No comments

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

* Introduced Robin Enkey, Director of Compliance for Budget Prepay, as a possible candidate to fill the vacant alternate representative position of Competitive Local Exchange Carriers, as a replacement for David Donahue.
* CPUC staff will prepare an appointment letter.

1. **Future Meeting Date/Location:**
   * + The next meeting will be held on either February 17, 2016 (Primary) or February 24, 2016 in the Courtyard Room.
2. **Adjournment:** 2:30 PM