**ULTS Trust Administrative Committee**

**Meeting Minutes**

**California Public Utilities Commission**

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

**San Francisco, CA 94102**

**May 24, 2018**

**1:00PM**

Present (Committee Members)

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

Present (CPUC Staff)

* Anna Jew (CD)
* Cynthia Walker (CD)
* Johnathan Lakritz (CD)
* Fe Lazaro (CD)
* Llela Tan-Walsh (CD)
* Tina Lee (CD)
* Kim Hua (CD)
* Sindy Yun (Legal)
* Patty Cassaro (CAB)
* Michelle Morales (Fiscal)

Present (Public)

* Mark Tobin (Conduent)
* Alysia Diggs-Chavis (Conduent)
* Joe Dyer (Conduent)

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

* Everyone introduced themselves to the group

1. **Approval of Minutes:**

* The February 15, 2018 meeting minutes were voted and approved by Marcie Evans and second by Michael Foreman at this meeting.

1. **Public Comments**

* No Comments

1. **Fiscal Report**

* Yvonne had a question about “Due from Other Funds”. Michelle explained that State Surplus can be transferred to other funds and will be returned if needed.
* New Accounting System (Fi$cal)– Financial reporting might be delayed. Claim payments will not be affected. (State-wide transition)

**CAB Report**

* + - * + Increase in overall phone calls for April 2018
        + “Policy and Practices” - had an increase in calls for items that did not have subcategories and if a consumer had more than one issue.
        + “Billing Subcategory” - There was a slight increase in the Equipment category, which included customers that had difficulties with their device and or dissatisfaction with their device.
        + The Freeze category is still on the list because there is still the 24-hour freeze
        + Written Appeals - 184 received for the month of April and billing decreased from 108 in March to 61 in April.
        + Appeals:

#1- IDV Identity Verification

#2- The customer did not return form

1. **3rd Party Contract Reports**

* Conduent presented its report on key projects: qualification rates; SMS pilot carriers; renewals rates; program participation; new application requests; denial codes; and call center statistics.
* In a future meeting, Conduent will show examples for each of the methods in which a consumer signs up for the program, i.e. DAP, WES, by phone.
* Participation map - Map that shows participants by county, will be updated every June.

1. **Legal Liaison**

* Reminder: All Members, primary and alternates, must complete Form 700 and mail it to the Director of CPUC.
* CPUC sent a waiver request to delay the implementation of the port freeze. FCC has not responded.

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

Phase II Proceeding:

* + No updates.
  + As mentioned on the working group last week, Michaela wanted the stakeholders to start thinking of topics to discuss regarding the proceeding.
  + Current and pending wireless carriers:
    - As of May 1, 2018, there were 12 active wireless carriers and 6 pending carriers requesting to offer California LifeLine.
  + Claims Status:
    - Currently reviewing March and April 2018 claims.
    - February warrants will be issued sometime in June.
  + Third Party Administrator (TPA) update:
    - Intent to award to Maximus was released on April 16 but due to technical issues the intent to award was withdrawn.
    - Conduent filed a protest.
    - Anticipate that the final decision by the Office of Administrative Hearing (OAH) will be made by July 13.
  + Office of State Publishing (OSP) update:
    - Project for transitioning the print and mail services from the TPA to OSP was completed as of May 16.
    - OSP began printing and mailing only postcards on April 23 and followed by letters on April 25.
    - OSP began printing and mailing all types of documents: postcards, letters and forms on May 1, 2018.
    - Program Administrator is tracking through the call center customer concerns that may be related to printing and mailing of the program documents. At this time, we have not been informed of any issues, and will continue to monitor the progress.
    - We continue to work with OSP to ensure that all program documents are timely processed in coordination with our current administrator, Conduent.
    - Any questions relating to OSP, should be directed to Llela Tan-Walsh as she is the project lead.
  + RFO (IT) update:
    - CPUC released an RFO to hire an IT Consultant to assist with the transition from old to a new TPA on March 28, 2018.
    - Multiple offers were received and we are currently in the evaluation period.
    - We anticipate to make an award by the first week of June 2018.
  + State Controller’s Office (SCO) Examination update:
    - SCO is unable to complete all nine carriers that staff anticipated by the end of the contract term (September). SCO will only be able to complete three carriers.
    - CD is working with SCO to see how much it would cost for them to complete the rest and how long it’ll take them.
  + Status of the Resolution changing the date of ULTS AC Committee Budget submittal and including a primary wireless representative.
    - Commission approved Resolution T-17574 on March 26, 2018 Commission meeting.
    - Welcomed David Avila, from TracFone Wireless as an Official Committee member representing the wireless carriers.

* + Form 555
    - There are concerns about carriers not getting the information from Conduent regarding form 555. Carriers are also facing difficulties with collecting the information. Since it is a federal requirement, the state is no longer providing this information to carriers. CPUC will be working with Conduent to assist carriers on how to complete the form through training.
  + Update on FY 1819 PPP Budget
    - The public purpose programs’ budget resolution, which includes the California LifeLine, is being drafted and will be considered for a vote on July 26 Commissioners meeting.
  + New Claim Form
    - Currently posted the template on to the CPUC website and the instruction manual will be online soon. The new claim form will be effective for the May 2018 claim.
  + Legislative Update
    - You can find more information on the status of each bill related to California LifeLine (AB 2537, AB 2652 and AB 3111) with the link below:
      * [www.leginfo.legislature.ca.gove](http://www.leginfo.legislature.ca.gove)

1. **FY 2017/18 AC Annual Report Preparation (Due on or before October 1)**

* Assign committee member to draft the annual report.
* For the next AC meeting, include time for a working session after the meeting for members to work on the annual report.

1. **ULTS-AC Report:**

* Suggestion to update the members on the list.

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

* None

1. **Future Meeting Date**

* August 16, 2018 from 1 - 4pm

**Adjournment 2:37pm**