**February 15, 2018[[1]](#footnote-1)**

**1:00 PM**

**CA Public Utilities Commission Office – San Francisco**

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

**San Francisco, CA 94102**

**Call-in number: (866) 918-9521 / pass code: 6211814#**

**Member Roster**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 1 | Large ILEC | Primary | Jeffrey Mondon | AT&T California |
|  |  | Alternate | Michael Foreman | AT&T California |
| 2 | Small ILEC | Primary | Yvonne Wooster | Calaveras Telephone Company |
|  |  | Alternate | Lorrie Clark | Sebastian |
| 3 | CLEC | Primary | Marcie Evans | Cox Communications |
|  |  | Alternate | ------------------- |  |
| 4 | Consumer | Primary | Ken McEldowney | Consumer Action |
|  |  | Alternate | ------------------- |  |
| 5 | Consumer | Primary | ------------------- |  |
|  |  | Alternate | ------------------- |  |
| 6 | CBO | Primary | ------------------- |  |
|  |  | Alternate | ------------------- |  |
| 7 | CBO | Primary | ------------------- |  |
|  |  | Alternate | ------------------- |  |
| 8 | CBO | Primary | ------------------- |  |
|  |  | Alternate | ------------------- |  |
| 9 | ORA | Primary | James Ahlstedt | Office of Ratepayer Advocates |
|  |  | Alternate | ------------------- |  |

1. **Introduction**: Ken McEldowney, Chair
2. **Approval of Minutes:** Committee reviews and approves the last meeting minutes prepared by the Communications Division (CD)
3. **Public Comments**
4. **Fiscal Report**
5. **CAB Report** 
   * Call Volume Statistics
6. **3rd Party Contract Reports**
   * **Introduction to new team members**
   * **Conduent**
   * Enrollment Statistics
   * Approval and Denial Statistics
   * Call Center Statistics
7. **Legal Liaison**
8. **Communications Division Liaison Reports:**
   * Status of Proceedings:
     + R. 11-03-013 (California LifeLine)

* Phase II Proceeding
  + Current and pending wireless carriers
  + Claims Status
  + TPA Contract update
  + State Controller’s Office Examination update
  + Status of Resolution changing date of AC Committee Budget submittal and revising charter to include Wireless representative.

1. **Approval of FY 2018-19 Program Budget**
2. **ULTS-AC Report:**

* Recommendations for CPUC staff
* Proposed initiatives for 2017/2018

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

* Invitation to nominate Members/Alternates

1. **Future Meeting Date**
2. **Adjournment**

1. These locations are accessible to people with disabilities. If specialized accommodations for the disabled are needed at any of the locations of this meeting, e.g., sign language interpreters please call the PUC Public Advisor at (415) 703-2074 // email: [public.advisor@cpuc.ca.gov](mailto:public.advisor@cpuc.ca.gov) three business days in advance of the meeting. Meeting location where accommodations are required should be specified. [↑](#footnote-ref-1)