



## California Public Utilities Commission

### ULTS Administrative Committee Meeting Minutes

Please join the California Public Utilities Commission (CPUC) for the Q2 2025 Universal LifeLine Telephone Service Administrative Committee Meeting

**When:** [Tuesday, June 10, 2025, 9am-Noon](#)

**Where:** [505 Van Ness Ave., Golden Gate Room, San Francisco, CA 94102](#)

**WebEx Meeting Link:** [ULTS-AC 2nd Quarter Meeting](#)

**Call-in Number:** [1-855-282-6330](#) **Access Code:** [248 505 50534](#) **Meeting Password:** [2025 \(2025 when dialing from a phone or video system\)](#)

#### California LifeLine Program Meeting Agenda

##### **Session 1: Welcome & Kick-Off**

*Session Outcome: Meeting Kick-Off*

*Session Topics: Welcome, Opening Remarks, Public Comments*

<b>9:00 a.m. – 9:05 a.m.</b>	<b>Introduction: David Avila, Chair</b>
<b>9:05 a.m. – 9:10 a.m.</b>	<b>Welcome:</b>
<b>9:10 a.m. – 9:15 a.m.</b>	<b>Approval of Minutes: Committee reviews and approval of the last meeting minutes prepared by the Communications Division (CD)</b>
<b>9:15 a.m. – 9:20 a.m.</b>	<b>Public Comments</b>

##### **Session 2: Program Alerts & New News**

*Session Outcome: Inform Critical Program Updates*

*Session Topics: New News, Alerts & Highlights*

<b>9:20 a.m. – 9:30 a.m.</b>	<b>CPUC Communications Division (CD) Updates: Robert Sansone</b> <ul style="list-style-type: none"><li>• <b>Program Updates</b></li></ul>
<b>9:30 a.m. – 9:40 a.m.</b>	<b>USAC/Federal Updates: David Avila</b>

<b>Session 3: Program Performance &amp; Metrics</b> <i>Session Outcome: Understand "What's Working" vs. What's Not Working"</i> <i>Session Topics: Internal &amp; External Past Quarter Performance &amp; Future Guidance</i>	
9:40 a.m. – 9:45 a.m.	Fiscal Report: Lalaine Semana
9:45 a.m. – 9:55 a.m.	CAB Consumer Contact Statistics Report: Inetha Mallard
9:55 a.m. – 10:00 a.m.	Claims Status Report: Travis Green
<b>Session 4: Program Enrollment &amp; Operations</b> <i>Session Outcome: Understand Consumers Enrolling &amp; Staying on the Program</i> <i>Session Topics: Operational Topics &amp; Updates</i>	
10:00 a.m. – 10:15 a.m.	LifeLine Program Report: James Graettinger <ul style="list-style-type: none"> <li>• Completed Initiatives and Impact</li> <li>• Upcoming Initiatives</li> <li>• Program &amp; Operation Reports</li> </ul>
10:15 a.m. – 10:30 a.m.	Foster Youth LifeLine Program Report <ul style="list-style-type: none"> <li>• Program &amp; Operation Reports: Brittney Bulluck</li> </ul>
10:30 a.m. – 10:35 a.m.	<b>BREAK</b>
<b>Session 5: Committee Administration &amp; Governance</b> <i>Session Outcome: Lifeline Committee Management, Deliverables &amp; Commitments</i> <i>Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars</i>	
10:35 a.m. – 10:55 a.m.	Election of Officers – Chair and Vice Chair
10:55 a.m. – 11:15 a.m.	Committee Attendance and Engagement – Kellie Jones
11:15 a.m. – 11:25 a.m.	ULTS Administrative Committee Charter positions: 10 Open Positions – 4 Primary, 6 Alternates <ul style="list-style-type: none"> <li>• CLEC – 1 Primary, 1 Alternate</li> <li>• Consumer – 1 Alternate</li> <li>• CBO – 1 Primary, 2 Alternates</li> <li>• Sister Agency – 1 Primary, 1 Alternate</li> <li>• CPUC Office of the Tribal Advisor – 1 Primary, 1 Alternate</li> </ul>
11:25 a.m. – 11:30 a.m.	Future Meeting Date
11:30 a.m. – Noon	Open Forum/Meeting Adjourned

## ULTS-AC Member Roster as of 2Q2025

<b>1</b>	<b>ILEC</b>	Primary Alternate	Chris Burke Saira Pasha	Frontier Communication AT&T
<b>2</b>	<b>CLEC</b>	Primary Alternate	Vacant Vacant	
<b>3</b>	<b>Wireless</b>	Primary Alternate	David Avila Alex Gudkov	TracFone Wireless, Inc. TruConnect
<b>4</b>	<b>Wireless</b>	Primary Alternate	Robert Yap Jason VanArsdall	GenMobile StandUp Wireless
<b>5</b>	<b>Consumer Organization</b>	Primary Alternate	Ashley Salas Vacant	The Utility Reform Network (TURN)
<b>6</b>	<b>CBO</b>	Primary Alternate	Cesar Motts Vacant	Newstart Housing Corporation
<b>7</b>	<b>CBO</b>	Primary Alternate	Vacant Vacant	
<b>8</b>	<b>CPUC's Public Advocates Office</b>	Primary Alternate	Christopher Bartulo Chrystian Villareal	Public Advocates Office Public Advocates Office
<b>9</b>	<b>Deaf/Hearing Impaired or Disabled Rep</b>	Primary Alternate	Kate Woodford Brian Winic	Cntr for Accessible Technology CA Department of Rehabilitation
<b>10</b>	<b>Sister Agency</b>	Primary Alternate	Vacant Vacant	
<b>11</b>	<b>CPUC Office of the Tribal Advisor</b>	Primary Alternate	Vacant Vacant	

## **Meeting Minutes – ULTS-AC Meeting, January 20, 2025, 9:00 am – 12:00 pm**

**Attendees:** 6 primary members and 1 alternate present

**Primary members:** Chris Burke, Robert Yapp, David Avila, Kate Woodford, Cesar Motts, Christopher Bartulo, Brian Winik.

**Alternates:** Alex Gudkov, Chrystian Villareal

**Other Attendees:** Robert Sansone, Kellie M. Jones, Lisa Anthony, Lalaine L. Semana, Chari Worster, Travis Green, Jim Graettinger, Michael Mullaney, Chari Worster, Danyel Cordoba, Sola Lee, Sindy J. Yun, Robyn Purchia, Joseph Haga, Sandy Lion, Sarah Torres

**Introduction:** David Avila – Opening remarks.

Motion to Change the order, Kate Woodford

Chris approved

### **Approval of Minutes**

- Motion approved by the committee members.
- Kate WoodFord: Motion to adopt.
- Cesar Zaldivar Motts, approved.

### **Public Comments:**

No public Comments

### **Acknowledge new members:**

Saira Pasha, Ashley Salas, Jason VanArsdall

## **CPUC Communications Division (CD) Updates: Robert Sansone**

- Program updates
  - Four rulings about the broadband pilot. Open comments and replies received.
  - Increased number of parties to that proceeding,
  - Affirmative consent form, waiting for USAC feedback.
- Questions/Comments:

### **USAC Federal Update: David Avila:**

USAC and federal updates: I usually brief the committee on what's happening with the federal Lifeline program, including consumer affordability programs. In the future, I will include a guest speaker to start a targeted conversation about the consumer affordability programs and the Supreme Court ruling on the USAC Lifeline case.

ACP might rise back through congressional efforts.

Example of the guest speaker: National LifeLine organization.

- Questions/Comments: N/A
  - Robert Yapp:** Have they announced the day of the ruling?
  - David Avila:** Any time this month.
  - Robert Sansone:** No release time, it could be anytime.

### **Committee Vote – Chair and Vice Chair:**

**51% Majority**

#### **Candidates For Chair Position:**

**Recommendation:**

**David Avila.**

#### **Voting:**

Saria Pasha: Approve

Alex Gudkov: Approve

Jason VanArsdall: Approve

Ashly Salas: Approve

Chrystian Villareal: Approve

Robert Yapp: Approve

Cesar Motts: Approve

Chris Bartola: Approve

Kate Wittford: Approve

**David Avila remains the Committee Chair.**

**Candidate for Vice Chair:**

**Recommendation:**

**Ashly Salas: Declined**

**Ceaser Motts, Volunteered**

**Voting:**

David Avila: Approve

Saria Pasha: Approve

Robert Yapp: Approve

Chris Bartola: Approve

Kate Wittford: Approve

Chris Burtola: Approved

Ashley Sales: Approved

Jason VanArsdall: Approved

Chrystian Villareal: Approved

**Approved Vice Chair: Cease Motts.**

**Committee Attendance and Engagement – Kellie Jones:**

We need to see more engagement from the Members. Your role is important, and your participation is valuable. We would appreciate your efforts in the quarterly agenda.

**Ceaser Mott:** recommended A Training or onboarding orientation for new members.

**Ashley Salas:** Open the training (new member orientation) to all committee members.

**Kate WoodFord:** Regarding the deaf and disabled community rule, I would recommend the Alternate role to be an expert in the deaf community, the deaf community does not consider themselves disabled.

**Ashley Salas:** I agree with that, the deaf community is different than the disabled community.

**Robert Sansone:** We have a program especially made for the Deaf program: DTTP, California Connect.

### **Fiscal Report: Lalaine Semana**

#### **See presentation #1: ULTS (Fund 0471) Committee Meeting Report**

- For the period ending April 30, 2025
- Total Revenue: \$251,154,244
- Total Appropriation: \$706,729,960
- Total Expenditures: \$310,213,842
- Remaining/Available Appropriation: \$402,873,248
- Total Available Cash as of April 30, 2025: \$ 503,344,000
- Total Available Cash as of June 2024: \$485,000,000
- Questions/Comments: N/A

Robert Sansone: Resolution T-1781

### **CAB Consumer Contact Statistics Report: Inetha Mallard**

#### **See presentation #2, Quarterly LifeLine Report**

- Consumer Affairs Branch LifeLine Overview
  - CAB has dedicated specialists and consumer affairs specialists to assist consumers with Lifeline-related issues:
    - Appealing LifeLine denials
    - Disputing various issues with the LifeLine Service Provider
    - Requesting information on the LifeLine application process
    - Resolving consumer questions or complaints with the LifeLine

application process regarding Rules/General Order 153; a lot of consumers know the General Order

- Resolving issues with wireless devices
  - LifeLine Contacts Received by CAB: February 2025 – April 2025
  - LifeLine Contacts Closed by CAB: February 2025 – April 2025
  - LifeLine Contacts Received and Closed by CAB: February 2025 – April 2025
  - LifeLine Contacts Received and Closed by CAB 15 Month trend
- Questions/Comments: N/A

**Robert Yapp:** Can you elaborate on Did not approve transfer Category?

**Inetha Mallard:** The percentage of consumers that fall under the not approved transfer is relatively flat. We try to help them as much as we can and direct them to appropriate channels.

## **Claims Status: Travis Green**

### **See attachment #3 Claims Status Report**

- March 2024 – 95% of all claims approved for December:
  - Wireline: 100% of Claims Received and Approved by CPUC
  - Wireless: 92% of Claims Received and Approved by CPUC
- April 2025 – Service Providers have until June 31st to submit January claims. CPUC staff have received and approved 65% of all claims.
  - Wireline: 93% of Claims Received and Approved by CPUC
  - Wireless: 46% of Claims Received and Approved by CPUC
- May 2025 – Due by July 30th
- Service Providers have 60 days to submit claims each month. If an extension is needed, you can email [lifelineclaim@cpuc.ca.gov](mailto:lifelineclaim@cpuc.ca.gov) by that month's deadline.
- Questions/Comments: N/A



### **3<sup>rd</sup> Party Administrator – Maximus Report: James Graettinger**

**See presentation #3, Maximus CA LifeLine – TPA Presentation**

- **Completed Initiatives and Impact**

- Collecting Benefit Qualifying Person (BQP) Demographics During Enrollment
- Revised the Public Website Frequently Asked Questions: “What can I do if my enrollment application, household worksheet, or renewal is denied?”
- Acceptable Eligibility Documentation Guidelines for Qualifying as a CalFresh Participant
- CPUC Administrative Letter #8 California income guidelines effective for 6/1/2025 through 5/31/2026.

- **Upcoming Initiatives**

- Planned Measures to Lessen Unauthorized Benefit Transfers.

Questions/Comments:

**Alex Gudkov:** What is the level of detail for this report?

**James Graettinger:** The report will include High-level summaries that will be introduced first in the production environment, and the service providers will have the opportunity to give feedback.

- Collecting BQP demographics during the annual renewal process
- Collecting eligibility documentation from renewing subscribers whose continuing eligibility is not resolved by database matching
- Establishing an API connection with the Department of Health Care Services' Medi-Cal database.

#### **Program and Operations Reports**

- Questions/Comments:

### **Foster youth Maximus CA LifeLine Brittany Bulluck:**

**See presentation #4, Maximus CA LifeLine – FY TPA Presentation**

**Foster Youth Program Highlights**

- Customer Management System Enhancements
- Stakeholder Collaboration
- Outreach Initiatives

#### **Foster Youth Program Reports**

- Program Participation
  - TPA Call Center Statistics
- Questions/Comments: N/A

#### **ULTS Administrative Committee Charter positions:**

- **10 Open Positions – 4 Primary, 6 Alternates**
  - CLEC – 1 Primary, 1 Alternate
  - Consumer – 1 Alternate
  - CBO – 1 Primary, 2 Alternates
  - Sister Agency – 1 Primary, 1 Alternate
  - Office of the Tribal Advisor – 1 Primary, 1 Alternate

**Robert Sansone:** If you have a topic to discuss in the meeting, please notify Kellie Jones in advance, so we can discuss it internally and include it in the meeting agenda.

**Meeting adjourned at 11:21**