California Public Utilities Commission

ULTS Administrative Committee Meeting

Please join the California Public Utilities Commission (CPUC) for the Q2 2026 Universal LifeLine Telephone Service Administrative Committee Meeting

When: **Thursday, June 18, 2026 9a-Noon**
Where: **505 Van Ness Ave., Hearing Room A, San Francisco, CA 94102**

WebEx Meeting Link: 2nd Quarter 2026 ULTS-AC Meeting **Webinar Number 2485 989 1042**

Call-in Number: 1-855-282-6330 Access Code: 248 598 91042 Meeting Password: 2026 (2026 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***	
9:00 a.m. – 9:05 a.m.	**Introduction: David Avila, Chair**
9:05 a.m. – 9:10 a.m.	**Welcome:**
9:10 a.m. – 9:15 a.m.	**Approval of Minutes: Committee reviews and approval of the last meeting minutes prepared by the Communications Division (CD)**
9:15 a.m. – 9:20 a.m.	**Public Comments**
Session 2: Program Alerts & New News ***Session Outcome: Inform Critical Program Updates*** ***Session Topics: New News, Alerts & Highlights***	
9:20 a.m. – 9:35 a.m.	**CPUC Communications Division (CD) Updates:** • **Program Updates – Robert Sansone** • **Policy Updates – Chari Worster**

Session 3: Program Performance & Metrics ***Session Outcome: Understand "What's Working" vs. What's Not Working"*** ***Session Topics: Internal & External Past Quarter Performance & Future Guidance***	
9:35 a.m. – 9:40 a.m.	**Fiscal Report: Lalaine Semana**
9:40 a.m. – 9:45 a.m.	**CAB Consumer Contact Statistics Report: Inetha Mallard**
9:45 a.m. – 9:50 a.m.	**Claims Status Report:**
Session 4: Program Enrollment & Operations ***Session Outcome: Understand Consumers Enrolling & Staying on the Program*** ***Session Topics: Operational Topics & Updates***	
9:50 a.m. – 10:20 a.m.	**LifeLine Program Report: James Graettinger** **Program & Operation Reports** • **Completed Initiatives and Impact** • **Upcoming Initiatives**
10:20 a.m. – 10:30 a.m.	**BREAK**
10:30 a.m. – 10:45 a.m.	**Foster Youth LifeLine Program Report: Sean Peters** **Program & Operation Reports: Maximus** • **Completed Initiatives and Impact** • **Upcoming Initiatives**
Session 5: Program Compliance & Best Practices ***Session Outcome: Program Compliance & Best Practices to Reduce Waste, Fraud & Abuse*** ***Session Topics: CaPUC Topics, Committee Proposals & Recommendations & Areas to Explore***	
10:45 a.m. – 10:50 a.m.	**New Meeting Session:** • **Introduction & Purpose**
Session 6: Committee Administration & Governance ***Session Outcome: Lifeline Committee Management, Deliverables & Commitments*** ***Session Topics: Committee Deliverables, Sub-Team Reports/Read-Outs, Calendars***	
10:50 a.m. – 10:55 a.m.	**Annual Report – David Avila**
10:55 a.m. – 11:15 a.m.	**Sub-Committees' Update:** **Marketing** • **Lead: Cesar Motts** **Member:** **Member:** **Retention** • **Lead: Jason VanArsdall** **Member: Saira Pasha** **Member: Kate Woodford** **Acquisition** • **Lead: Ashley Salas** **Member: Robert Yap**

ULTS-AC Member Roster as of 2Q2025				
1	**ILEC**	Primary Alternate	Chris Burke Saira Pasha	Frontier Communication AT&T
2	**CLEC**	Primary Alternate	Vacant Vacant	
3	**Wireless**	Primary Alternate	David Avila Alex Gudkov	IM Telecom TruConnect
4	**Wireless**	Primary Alternate	Robert Yap Jason VanArsdall	GenMobile StandUp Wireless
5	**Consumer Group**	Primary Alternate	Ashley Salas Vacant	The Utility Reform Network (TURN)
6	**CBO**	Primary Alternate	Cesar Motts Vacant	Newstart Housing Corporation
7	**CBO**	Primary Alternate	Vacant Vacant	
8	**CPUC's Public Advocates Office**	Primary Alternate	Christopher Bartulo Chrystian Villareal	Public Advocates Office Public Advocates Office
9	**Deaf/Hearing Impaired or Disabled Rep**	Primary Alternate	Kate Woodford Brian Winic	Cntr for Accessible Technology CA Department of Rehabilitation
10	**Sister Agency**	Primary Alternate	Vacant Vacant	
11	**CA Office of the Tribal Advisor**	Primary Alternate	Vacant Vacant	

	Member:
11:15 a.m. – 11:20 a.m.	**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**
	Meeting Adjourned

Meeting Minutes – ULTS-AC Meeting, S, 9:00 am – 12:00 pm
Attendees: 6 primary members and 1 alternate present
Primary members: Chris Burke, David Avila, Kate Woodford, Cesar Motts, Christopher Bartulo, Robert Yap.
Alternates: Alex Gudkov, Chrystian Villareal, Jason VanArsdall, Brian Winic, Saira Pasha
Other Attendees: Robert Sansone, Kellie M. Jones, Lisa Anthony, Lalaine L. Semana, Chari Worster, Jim Graettinger, Michael Mullaney, Danyel Cordoba, Sola Lee, Sindy J. Yun, Robyn Purchia, Joseph Haga, Loi Nguyen
Introduction: David Avila – Opening remarks.
Approval of Minutes

- Davis Avila: Motion to adopt.
- Chris Burke: Approved.

Public Comments:

- N/A

CPUC Communications Division (CD) Updates: Robert Sansone/Loi Nguyen

- Pending staff proposal for customer portal 2.0
  - We received several opening comments yesterday.
  - Replying comments are due, I believe, within 10 days.
- Policy team doesn't have any update today
- Questions/ Comments:
  - N/A

Fiscal Report: Lalaine

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

- For the period ending May 31, 2026
- Total Revenue: $295,266,761
- Total Appropriation: $750,777,577
- Total Expenditures: $370,644,672
- Remaining/Available Appropriation: $363,862,846
- Total Available Cash as of May 31, 2026: $344,844,998
- Total Available Cash as of Today: $343,000,000

- Questions/Comments: N/A
  - N/A

CAB Consumer Contact Statistics Report: Inetha Mallard

See presentation #2, Quarterly LifeLine Report

- Consumer Affairs Branch LifeLine Overview
  - CAB has dedicated 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 and General Order 153
        - Resolving issues with wireless devices
        - LifeLine Contacts Received by CAB: February 2026 – April 2026
        - LifeLine Contacts Closed by CAB: February 2026 – April 2026
        - LifeLine Contacts Received and Closed by CAB – February 2026 – April 2026
        - LifeLine Contacts Closed by CAB: February 2026 – April 2026
        - LifeLine Contacts Received and Closed by CAB: 15-month Trend
- Questions/Comments:
    - N/A

Claims Status:

- Questions/Comments:
    - N/A

3rd Party Administrator – Maximus Report: Jim Graettinger

See presentation #3, Maximus CA LifeLine – TPA Presentation

- Completed Initiatives and Impact
    - Home Broadband Pilot
    - Monitoring the Impact of the Annual Renewal Recertification Requirements
    - Consent to Transfer Process
- Upcoming Initiatives
    - Customer Portal 2.0 – Regulatory Status Update
    - Potentially Deceased Participants Process

- Program and Operations Reports
- Questions/Comments:
    - David Avila: When a provider has a bundle solution, what's included?
    - Jim Graettinger: Voice and broadband.
    - David Avila: Is there an end date to the Broadband Pilot?
    - Jim Graettinger: 3 years from January 2026
    - Cesar: What is the minimum upload and download speed for the Pilot?
    - Loi: The minimum Service Standard is 120.

Break: 9:50 am – 10:00 am

3rd Party Administrator – Foster youth: Sean Peters

See presentation #4, Maximus CA Foster Youth – TPA Presentation

- Program Highlights
  - Website Modernization
  - Usage Rule and Notifications
  - End-of-Eligibility Notifications
  - County Help Desk
- Stakeholder Collaboration and Outreach Initiatives
- Upcoming Enhancements
  - Ombudsperson Eligibility Verification
  - County-initiated Applications
- Program and Operations Reports
- Questions/Comments:
  Cesar Motts: How do foster youth get the verification letter? Is it something they can log in and generate online? What is the process for requesting and obtaining the letter?
  Sean Peters: The relevant office's website has a section for generating the verification letter. Youth would go to the website and enter a small amount of personal information. The request is processed within a few days. Once they receive the letter, they can log into their dashboard or portal and attach it to their existing application.

Annual Report:

- Report is almost complete; needs editing
  - Kelly will distribute last year's and this year's reports for the team to review and provide comments. The reports will be submitted for a vote at the next meeting.
- Questions/Comments: N/A

Program Compliance & Best Practices:
Sub-Committees (2025/2025) Updates Leads:
Marketing, Retention, and Acquisition:

- **Marketing Subcommittee– Cesar Motts**
  - Marketing is heavily based on online information.
  - Recruit new members from CBOs; hold the committee until we can have more members.

- **Retention Subcommittee – Jason Vanarsdall**
  See presentation #5, Retention Subcommittee
  Purpose
  - The purpose of the Retention Subcommittee is to understand why eligible participants leave the California LifeLine program and identify opportunities to reduce avoidable churn caused by process friction, communication gaps, or other correctable issues.

  Gathering Data
  - Continue regular sub-committee meetings

- Collect & analyze data from TPA
- Identify potential recommendations based on data and process review
- Present at 3rd Quarter ULTS Administrative Committee Meeting

- **Acquisition Subcommittee– Robert Yap**
  See presentation #6, Acquisition Subcommittee

  - Supplemental Subsidy for CA Only Eligible Customers
  - MSS/SSA Change
  - Activation Fee
  - Transfer Carrier Name Issues

- Questions/Comments:

David Avila: How can the committee submit it to the process for voting on these items' recommendations?
Sindy J Yun: According to the charter, this committee is an advisory committee to the commission. That means the committee can certainly present its recommendations or ideas to the commission, but they are not binding on the commission.
written document that you can submit to the commissioners or the ALJ for consideration, and that would be the process that I would recommend here. And that document would represent formal recommendations approved by the majority of the committee members.

Voting:

1- **Supplemental Subsidy for CA Only Eligible Customer**.

Motion to approve, accepted

- Chris Burke / Yes
- David Avila / Yes
- Robert Yap / Yes
- Ashly Salas / not here
- Cesar Motts / Yes
- Christopher Portolan / Yes
- Kate Woodford Yes

2- One Year Notice of MSS/SSA Change

Motion to approve, accepted

- Chris Burke / Yes
- David Avila / Yes
- Robert Yap / Yes
- Ashly Salas / not here
- Cesar Motts / Yes
- Christopher Portolan / No
- Kate Woodford Yes

3- Activation Fee Transparency

- Chris Burke / Yes
- David Avila / Yes

- Robert Yap / Yes
- Ashly Salas / not here
- Cesar Motts / Yes
- Christopher Portolan / No
- Kate Woodford Yes

- Questions/Comments:

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

Motion to Conclude:

- First: Robert Yap
- Second: Cesar Motts

Meeting adjourned at 11:40