



CPUC WiFi

- SSID: cpucguest
- Username: guest
- Password: cpuc103118





California LifeLine Program



Renewals Workshop

California Public Utilities Commission

November 30, 2018

10am to 4pm





Housekeeping

- Phone Bridge will be listen-only.
 - Any issues with the phone bridge, please email Robert.Sansone@cpuc.ca.gov
 - Please mute your phone and do not put us on hold
- For participants that would like to speak, please state your name and affiliation.
- Please use the microphone when speaking.





California LifeLine Program Workshop

When: November 30, 2018 from 10AM – 4 PM

Where: California Public Utilities Commission-Courtyard Room, 505 Van Ness, San Francisco, 94102

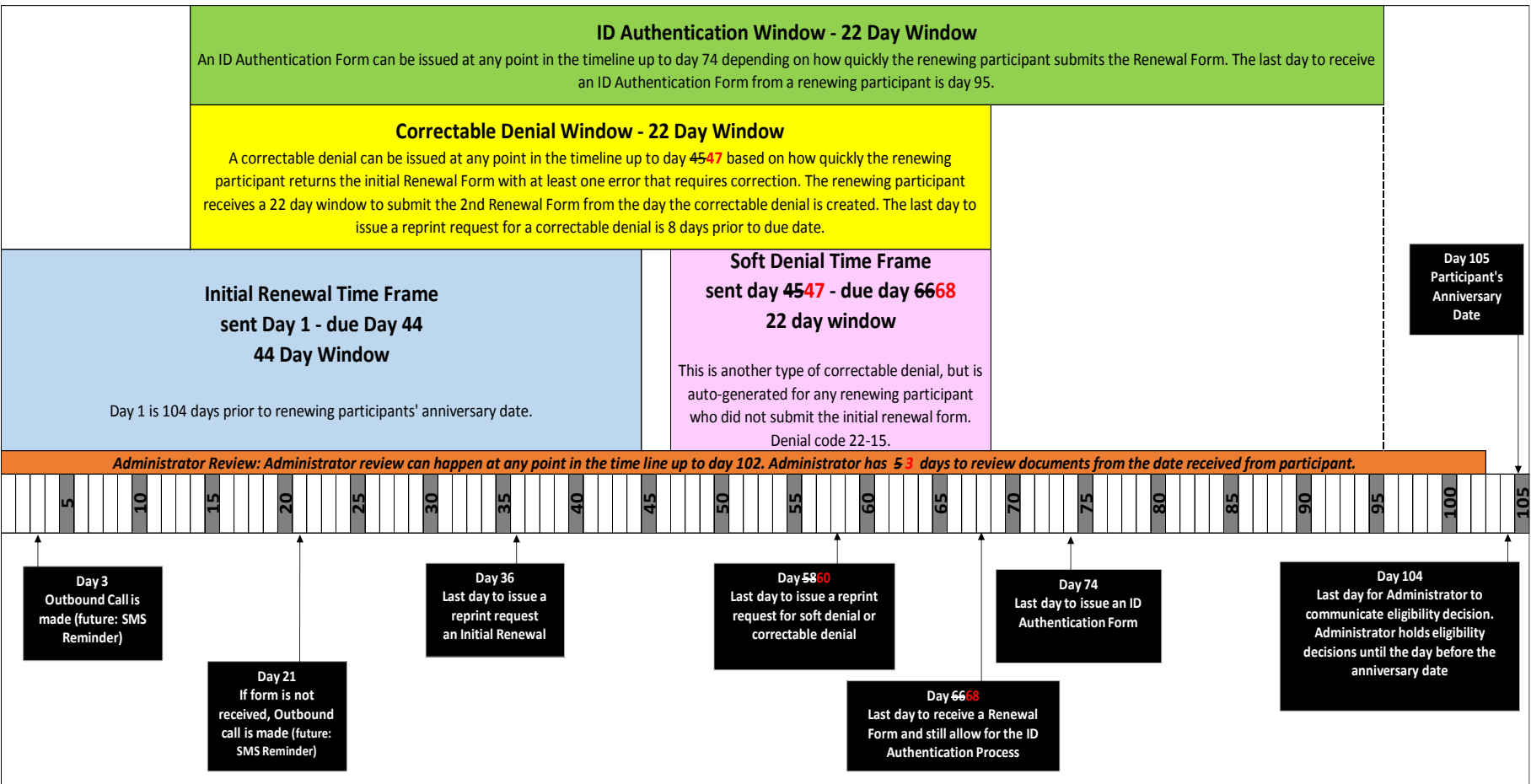
Listen-Only Toll-Free Phone Number: 866-912-9666 Participant code: 7032767

Estimated Time	Duration	Agenda Item
10:00am – 10:10am	10 min	Introduction
10:10am – 10:45am	35 min	Data on Renewals
10:45am – 12:00pm	75 min	Parties' Presentations
12:00pm – 1:00pm	60 min	Lunch
1:00pm – 3:00pm	120 min	Interactive Discussion <ul style="list-style-type: none"> • Any concerns on the proposals? • What are the concerns with the current process? <ul style="list-style-type: none"> ○ Is there customer feedback? ○ How do we improve notice to customers? • How to streamline the renewal process? <ul style="list-style-type: none"> ○ Are there any concerns of fraud or abuse from streamlining? • What are other methods or technologies to enable renewals? <ul style="list-style-type: none"> ○ Is a LifeLine app the answer? If so would there be difficulties in having it pre-installed on phones? • The effectiveness of the PIN-based system • Identify roles of CBO's, carriers, the California LifeLine Administrator and others in the renewal process to enable appropriate action to facilitate an efficient and effective renewal process. • Senior citizens/Disabled participants that have difficulty renewing and providing a valid and unexpired ID (topic brought up on the WG call).
3:00pm – 3:15pm	15 min	ALJ Next Steps
3:15pm – 4:00pm	45 min	Recording of Stakeholder's Input





California LifeLine Renewal Process Timeline*



* Timeline reflects what will happen on 2/1/18 with the new TPA.





Roles of TPA, Carriers and CAB

Third Party Administrator

- Notifies Carriers and participant of the renewal date
- Works with Office of State Publishing to print and mail renewal forms
- Evaluate renewal submissions

Carriers

- Provide supplemental reminders to renew

CAB

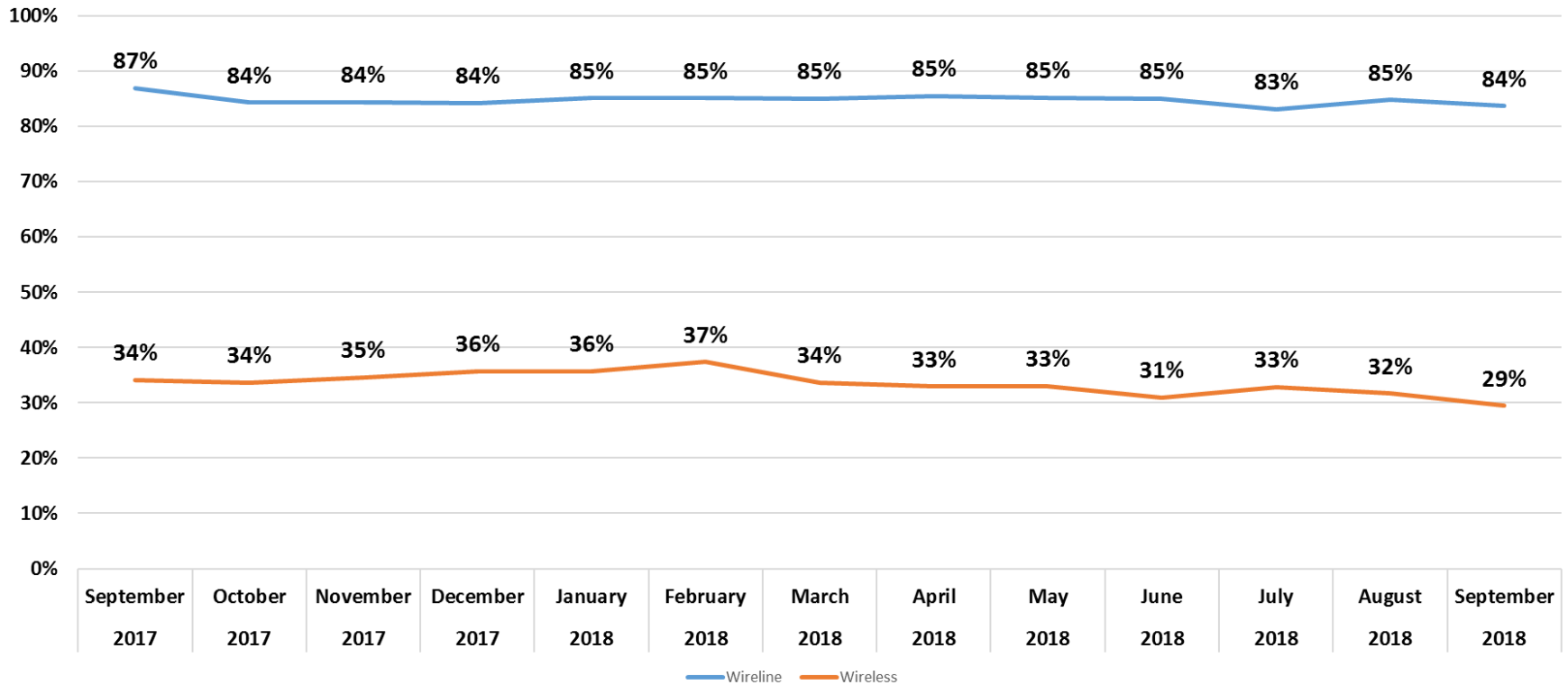
- Review and process appeals
- Offer support to participants





Renewal Rates

Renewal Rate





California LifeLine Wireline Renewals

California LifeLine Wireline Renewals

Year	Month	Service Provider Type	Responded to the Renewal Packet	Approved to Renew	Entered Renewal Process	Response Rate to Renewal	Approval Rate of Renewal Respondents	Renewal Rate
201709	September	Wireline	37,806	35,777	41,194	92%	95%	87%
201710	October	Wireline	38,126	35,180	41,735	91%	92%	84%
201711	November	Wireline	38,752	35,664	42,261	92%	92%	84%
201712	December	Wireline	35,522	32,794	38,944	91%	92%	84%
201801	January	Wireline	34,131	31,819	37,389	91%	93%	85%
201802	February	Wireline	26,783	25,038	29,433	91%	93%	85%
201803	March	Wireline	27,831	25,954	30,548	91%	93%	85%
201804	April	Wireline	33,820	31,510	36,862	92%	93%	85%
201805	May	Wireline	28,482	26,530	31,140	91%	93%	85%
201806	June	Wireline	27,543	25,618	30,145	91%	93%	85%
201807	July	Wireline	24,783	22,699	27,324	91%	92%	83%
201808	August	Wireline	32,387	29,888	35,253	92%	92%	85%
201809	September	Wireline	30,492	28,131	33,624	91%	92%	84%



California LifeLine Wireless Renewals

California LifeLine Wireless Renewals

Year	Month	Service Provider Type	Responded to the Renewal Packet	Approved to Renew	Entered Renewal Process	Response Rate to Renewal	Approval Rate of Renewal Respondents	Renewal Rate
201709	September	Wireless	29,370	26,079	76,352	38%	89%	34%
201710	October	Wireless	33,182	28,660	85,206	39%	86%	34%
201711	November	Wireless	34,984	30,408	87,824	40%	87%	35%
201712	December	Wireless	38,734	34,051	95,443	41%	88%	36%
201801	January	Wireless	40,090	35,476	99,324	40%	88%	36%
201802	February	Wireless	33,515	30,235	80,865	41%	90%	37%
201803	March	Wireless	38,173	34,255	101,929	37%	90%	34%
201804	April	Wireless	36,782	33,099	100,587	37%	90%	33%
201805	May	Wireless	39,530	35,488	107,460	37%	90%	33%
201806	June	Wireless	39,277	34,943	112,941	35%	89%	31%
201807	July	Wireless	36,567	32,331	98,404	37%	88%	33%
201808	August	Wireless	32,690	29,000	91,610	36%	89%	32%
201809	September	Wireless	26,640	23,601	80,152	33%	89%	29%





Renewal Response Rates and Methods (Sep 2017-Sep 2018)

	MAIL	WEB	WES	IVR
Program	61%	28%	7%	4%
Wireline	67%	27%	3%	2%
Wireless	54%	29%	12%	6%





Returned Mail for Renewals

Period	Renewal Mailed	Renewal Return	% Renewal Returned
201709	173,654	11,152	6.42%
201710	180,663	12,426	6.88%
201711	195,915	13,275	6.78%
201712	183,852	13,366	7.27%
201801	212,287	15,053	7.09%
201802	172,093	13,194	7.67%
201803	187,148	14,615	7.81%
201804	196,257	14,849	7.57%
201805	210,690	16,605	7.88%
201806	214,731	17,437	8.12%
201807	196,296	13,524	6.89%
201808	209,262	15,597	7.45%
201809	164,899	11,495	6.97%





Number of Mailings Per Renewal

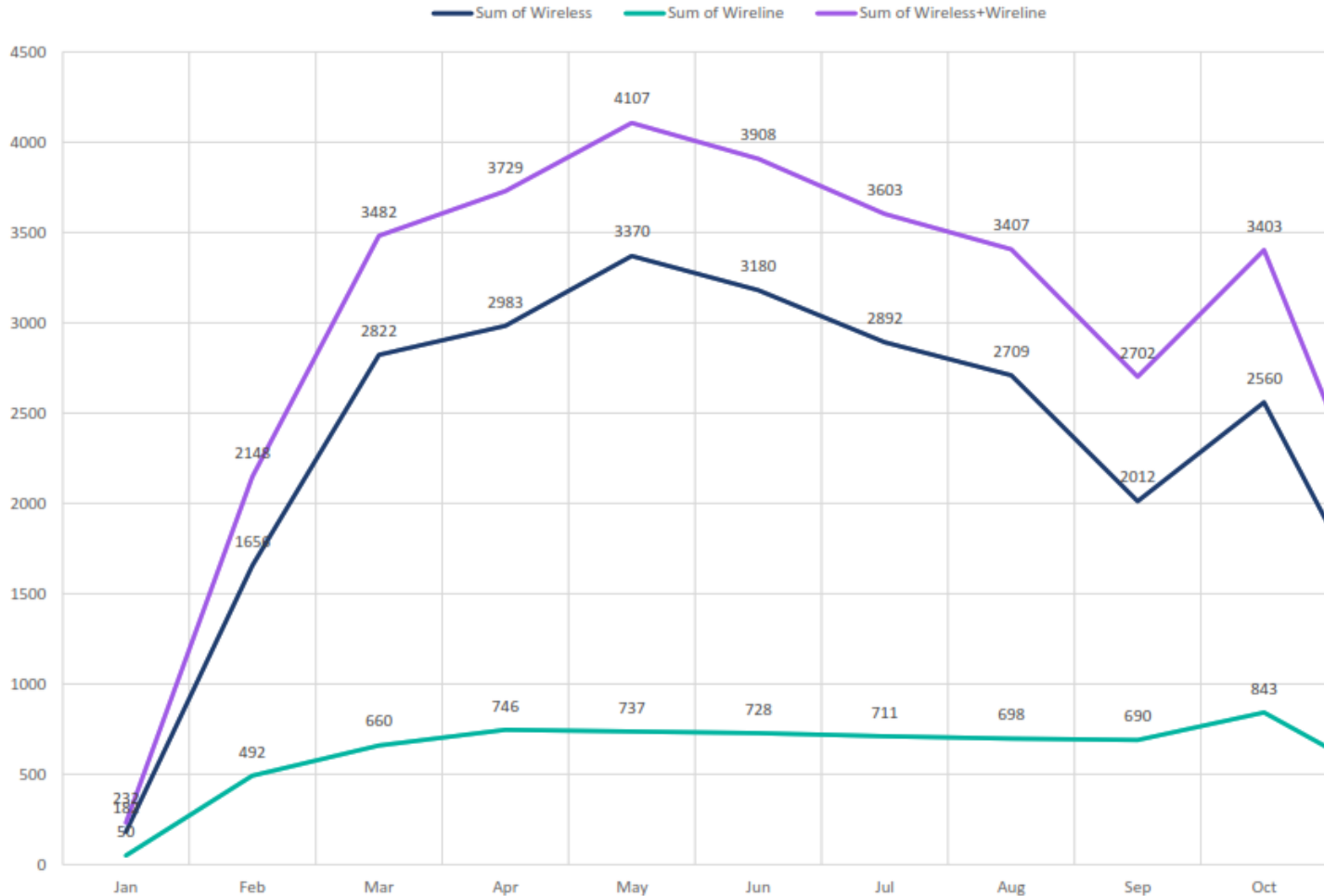
September 2017 - September 2018		
Total CAP	Total Renewal Forms	Average Mailing per Renewal
1,736,381	2,497,747	1.44





Renewals Over the Phone

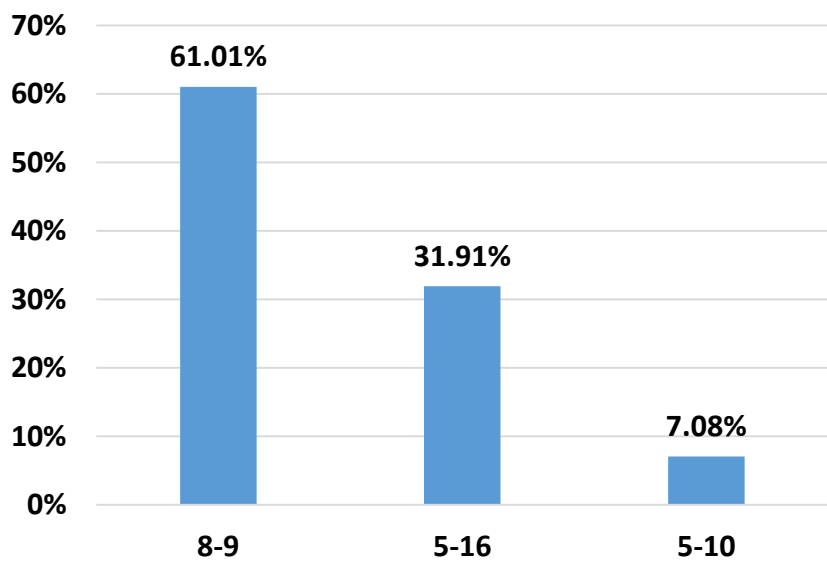
Renewals over the Phone - Monthly Totals





Top Denial Codes – Wireless (September 2018)

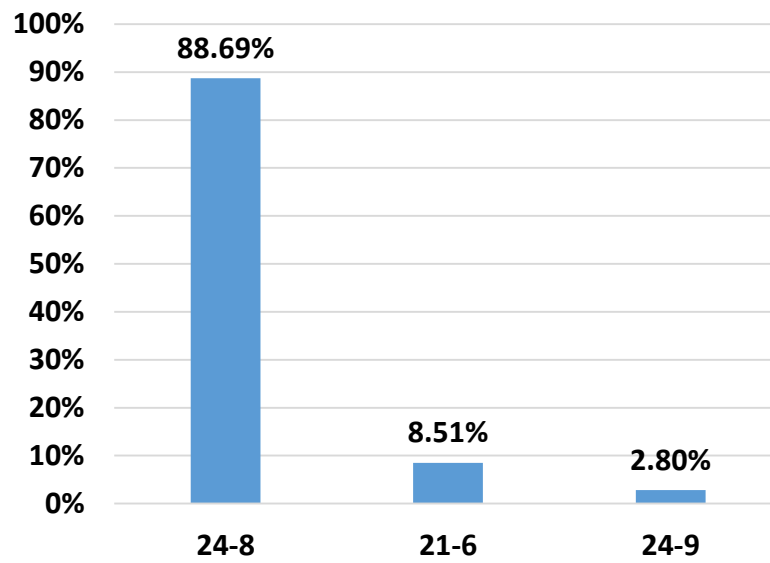
Applications



Application

- 8-9** Application not returned
- 5-16** Identity verification not returned
- 5-10** Receiving discount more than one line

Renewals



Renewal

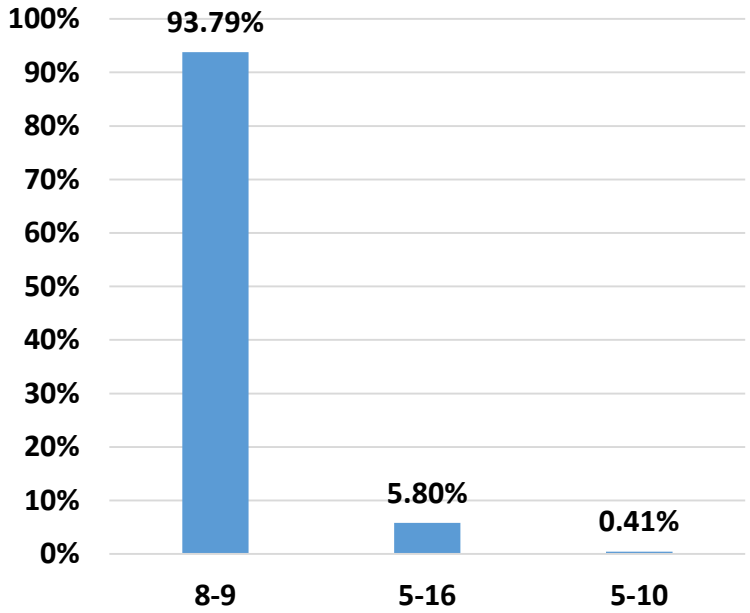
- 24-8** Renewal not returned
- 21-6** Non-deliverable. (Bad Address initial hard denial)
- 24-9** Non-deliverable. (Bad Address during renewal process)



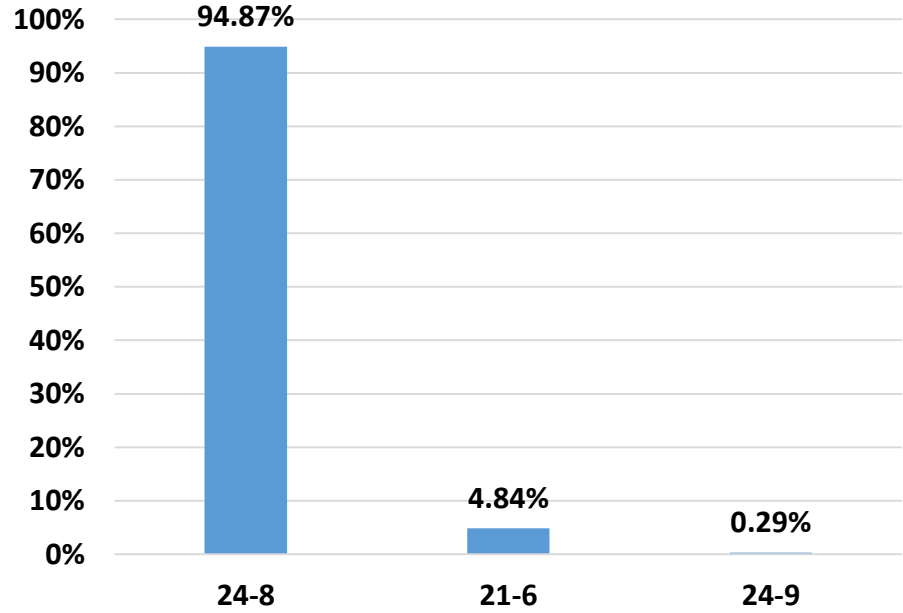


Top Denial Codes – Wireline (September 2018)

Application



Renewal



Application

- 8-9** Application not returned
- 5-16** Identity verification not returned
- 5-10** Receiving discount more than one line

Renewal

- 24-8** Renewal not returned
- 21-6** Non-deliverable. (Bad Address initial hard denial)
- 24-9** Non-deliverable. (Bad Address during renewal process)





SMS Pilot Carriers

Data as of September 30, 2018

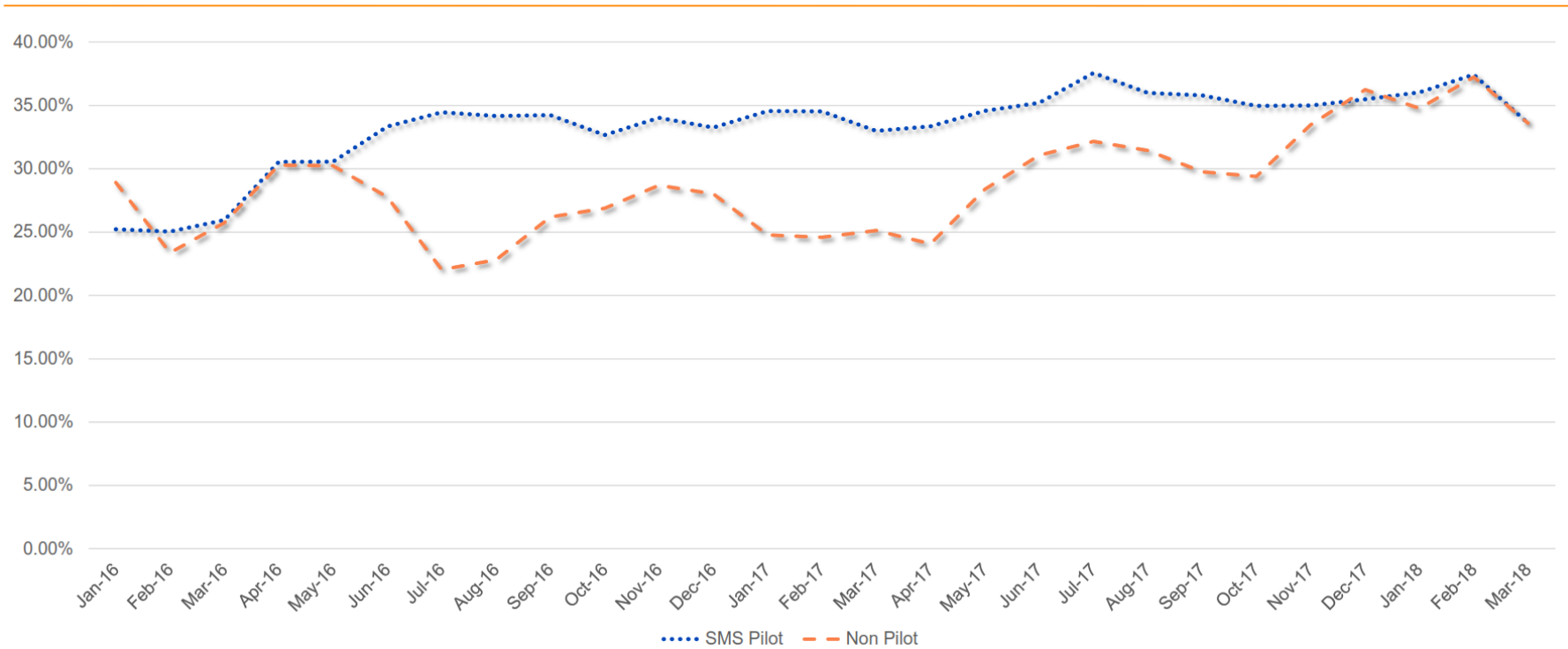
CALIFORNIA LIFELINE WIRELESS TELEPHONE SERVICE PROVIDERS	DATE WHEN JOINED TEXT MESSAGE PILOT	VOLUME of TEXT MESSAGES SENT by ADMINISTRATOR as of 5/10/2018	VOLUME of TEXT MESSAGES SENT by ADMINISTRATOR as of 8/1/2018
Truconnect Communications, Inc.	January 15, 2018	29,460	62,447
Telrite Corporation	December 2017	19,924	40,292
AmeriMex Communications Corp.	December 2017	44,558	64,897
Blue Jay Wireless, LLC	December 2016	19,151	19,154
TAG Mobile, LLC	August 2016	35,430	36,410
Budget PrePay, Inc.	February 2016	102,887	102,887
i-wireless, LLC	February 2016	177,048	193,766
Boomerang Wireless, LLC	December 2015	48,016	48,018
Virgin Mobile USA, L.P.	December 2015	1,614,415	1,832,431





Renewal Rate Comparison: Jan 2016-Sept 2018

Wireless SMS Pilot vs. Non-Pilot Carriers





CAB's Presentation





Parties' Presentation/Proposal





Parties' Proposed Changes to the Renewal Process





ALJ's Next Steps





Recording of Stakeholder's Input





Thank you!
For Additional Information:
www.cpuc.ca.gov
www.californialifeline.com

