



March 1, 2020

VIA ELECTRONIC FILING

Ms. Alice Stebbins
Executive Director
California Public Utilities Commission
505 Van Ness Ave.
San Francisco, CA 94102 - 3214
alice.stebbins@cpuc.ca.gov

Dear Executive Director Stebbins,

Charter Fiberlink CA-CCO, LLC, Time Warner Cable Information Services (California), LLC and Bright House Networks Information Services (California), LLC (collectively referred to as "Charter") hereby submit the Women, Minority, Disabled Veteran and Lesbian, Gay, Bisexual and Transgender (LGBT) Business Enterprises in Procurement 2019 Report and 2020 Plan in accordance with General Order 156.

Charter's commitment to the fundamental values of diversity and inclusion extends to all aspects of the organization and Charter is committed to fully pursue the goals of General Order 156 (GO 156). As part of this commitment, Charter is working to enhance its supplier diversity program nationally and, in California, submit appropriate GO 156 filings, attend biannual CPUC Expos, participate at multiple levels in the Commission's En Banc hearing, as well as support additional activities sponsored by the CPUC or supplier diversity organizations in California to establish relationships with women-owned, minority-owned, disabled veteran-owned and/or LGBT-owned business enterprises (WMDVLGBTBEs).

Please call me at 310-765-2185 or email Torry.Somers@Charter.com if you have any questions.

Best Regards,

Torry Somers
Vice President, State Regulatory Affairs - West
Charter Communications
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Annual Report

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Annual Plan

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Charter Communications	2019 Report	G.O. #156 Sec. 9.1.1
Description of WMDVLGBTBE Program Activities During the Previous Calendar Year		

Charter continues to expand its capabilities to identify, engage and track spend with women-owned, minority-owned, disabled veteran-owned, and/or LGBT-owned business enterprises (WMDVLGBTBEs), as well as increased engagement with external organizations to develop the program nationally and in California.

Internal Activities

- Identified and actively assisted 19 diverse suppliers in becoming certified
- Continued Tier 2 diverse spend reporting and expanded program beyond our top 100 prime suppliers
- Initiated the expansion of legal language for Tier 2 diverse spend reporting into additional standard contract templates
- Provided quarterly diverse spend reporting to the executive for each internal Charter business unit
- Held targeted meetings with business unit stakeholders to provide education and information on utilization of diverse suppliers
- Held bi-annual External Diversity and Inclusion Council (EDIC) meetings to assist and advise Charter in the development, monitoring and evaluation of all diversity efforts including supplier diversity. Our EDIC is made up of national civic and business leaders and helps us to implement our D&I strategy in an impactful way.
- Held four Executive Steering Committee for Diversity and Inclusion meetings to review strategy, goal-setting and implementation of all diversity efforts including supplier diversity. The Executive Steering Committee for Diversity and Inclusion is comprised of our Company’s senior most leaders, including our Chief Executive Officer.
- Initiated a pilot program to leverage Charter’s internal LGBTQ Business Resource Group to further drive engagement between Charter business units, external organizations and qualified suppliers. Onboarded seven LGBTQ BRG ambassadors to support future initiatives.

External Activities

Charter participated in a variety of external events (listed below). Additionally, Charter:

- Held board seats for Mountain Plains Minority Supplier Diversity Council (MPMSDC), the Denver chapter of the Colorado Gay and Lesbian Chamber of Commerce (COLGBTQCC), and the California-based National Asian American Coalition.
- Funded three scholarships for diverse suppliers through Charter’s Tech:SCALE membership for technical assistance and supplier development programs for diverse business owners at Tuck Executive Education at Dartmouth, Stanford Latino Entrepreneur Leaders Program, and Northwestern Advanced Management Education Program.

- Co-chaired the CPUC Joint Utilities group supporting the communication of the latest guidance from CPUC staff, gathering best practices and networking with peer GO 156 reporting companies
- Developed an external website for Supplier Diversity with content on the available opportunities with Charter and the process for engaging sourcing representatives
- Redesigned the supplier registration system allowing a faster registration process for diverse suppliers, and improvements to the identification process for sourcing opportunities
- Members of Charter’s Supplier Diversity and Strategic Sourcing teams attended the following events in 2019:

Host	Event	Date	Location
SCMSDC	Gateway Conference (Minority Business Opportunity Day)	Feb 12	Pasadena, CA
WBENC	Summit & Salute	Mar 11-13	Houston, TX
LAGLCC	2019 LGBT Economic & Delegate Consortium	Mar 14 - 16	Los Angeles, CA
NBIC	National Business Inclusion Consortium Best of the Best Summit	Apr 10	Washington, DC
CPUC	Community Outreach	Apr 10	Pomona, CA
MPMSDC	Business Opportunity Fair	Apr 29	Denver, CO
NMSDC	Industry Leaders Workshop	May 15, 16	New York, NY
USPAACC	CelebrAsian Procurement Conference	June 5-7	Houston, TX
WBENC	National Conference & Business Fair	June 25-27	Baltimore, MD
NMSDC	Program Manager's Seminar	July 9-11	Las Vegas, NV
DisabilityIN	Annual Conference & Expo	July 15-18	Chicago, IL
NGLCC	International Business & Leadership Conference	Aug 13-16	Tampa, FL
CPUC JU	Collaboration Forum	Sept 4	San Ramon, CA
MPMSDC	Business Alliance Forum	Sept 25	Denver, CO
CPUC	Annual En Banc with Commissioners	Oct 3	Fresno, CA
Tech:SCALE	Industry Group Meeting	Oct 13	Atlanta, GA
NMSDC	National Conference & Business Fair	Oct 13-16	Atlanta, GA
CA MSO	Cable Supplier Diversity Fair	12-Nov	Santa Ana, CA
NDC	Diverse Certification Seminar	Nov 12	Santa Ana, CA
SCMSDC	Leadership Awards	Nov 14	Los Angeles, CA
NGLCC	National Dinner & LGBT Biz Week	22-Nov	Washington, DC
WBEC West	Platinum Supplier Training Workshop	Multiple Dates	Denver, CO

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.2
WMDVLGBTBE Annual Results by Ethnicity		

		2019 Report				
		Direct	Sub	Total \$	%	
1	Minority Male	Asian Pacific American	\$31,920,052	\$6,809	\$31,926,861	5.26%
2		African American	\$2,989,965	\$16,402	\$3,006,367	0.50%
3		Hispanic American	\$26,093,348	\$11,315	\$26,104,663	4.30%
4		Native American	\$0	\$400	\$400	0.000066%
5		Total Minority Male	\$61,003,365	\$34,925	\$61,038,290	10.06%
6	Minority Female	Asian Pacific American	\$10,122	\$6,445	\$16,567	0.002731%
7		African American	\$0	\$2,748	\$2,748	0.00%
8		Hispanic American	\$2,751,823	\$67,627	\$2,819,450	0.465%
9		Native American	\$0	\$0	\$0	0.00%
10		Total Minority Female	\$2,761,945	\$76,819	\$2,838,764	0.47%
11	Total Minority Business Enterprise (MBE)		\$63,765,310	\$111,745	\$63,877,054	10.53%
12	Women Business Enterprise (WBE)		\$19,655,946	\$463,815	\$20,119,762	3.32%
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)		\$0	\$0	\$0	0.00%
14	Disabled Veteran Business Enterprise (DVBE)		\$0	\$79,539	\$79,539	0.01%
15	Other 8(a)*		\$0	\$0	\$0	0.00%
16	TOTAL WMDVLGBTBE		\$83,421,256	\$655,099	\$84,076,355	13.86%
17	Net Procurement**		\$606,520,017			

NOTE: * FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDES NON-WMDVLGBTBE
** NET PROCUREMENT INCLUDES PURCHASE ORDER, NON-PURCHASE ORDER, AND CREDIT CARD DOLLARS.
Direct - DIRECT PROCUREMENT
Sub - SUBCONTRACTOR PROCUREMENT
% - PERCENTAGE OF NET PROCUREMENT

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.2
WMDVLGBTBE Direct Procurement by Product and Service Categories		

				Products		Services		Total	
				\$	%	\$	%	\$	%
1	Minority Male	Asian Pacific American	Direct	\$458,003	0.08%	\$31,462,049	5.19%	\$31,920,052	5.26%
2		African American	Direct	\$0	0.00%	\$2,989,965	0.49%	\$2,989,965	0.49%
3		Hispanic American	Direct	\$50,206	0.01%	\$26,043,142	4.29%	\$26,093,348	4.30%
4		Native American	Direct	\$0	0.00%	\$0	0.00%	\$0	0.00%
5		Total Minority Male	Direct	\$508,209	0.08%	\$60,495,155	9.97%	\$61,003,365	10.06%
6	Minority Female	Asian Pacific American	Direct	\$0	0.00%	\$10,122	0.00%	\$10,122	0.00%
7		African American	Direct	\$0	0.00%	\$0	0.00%	\$0	0.00%
8		Hispanic American	Direct	\$0	0.00%	\$2,751,823	0.45%	\$2,751,823	0.45%
9		Native American	Direct	\$0	0.00%	\$0	0.00%	\$0	0.00%
10		Total Minority Female	Direct	\$0	0.00%	\$2,761,945	0.46%	\$2,761,945	0.46%
11	Total Minority Business Enterprise (MBE)		Direct	\$508,209	0.08%	\$63,257,101	10.43%	\$63,765,310	10.51%
12	Women Business Enterprise (WBE)		Direct	\$2,353,710	0.39%	\$17,302,236	2.85%	\$19,655,946	3.24%
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)		Direct	\$0	0.00%	\$0	0.00%	\$0	0.00%
14	Disabled Veteran Business Enterprise (DVBE)		Direct	\$0	0.00%	\$0	0.00%	\$0	0.00%
15	Other 8(a)*		Direct	\$0	0.00%	\$0	0.00%	\$0	0.00%
16	TOTAL WMDVLGBTBE		Direct	\$2,861,919	0.47%	\$80,559,337	13.28%	\$83,421,256	13.75%
17	Total Product Procurement			\$2,861,919					
18	Total Service Procurement			\$80,559,337					
19	Net Procurement**			\$606,520,017					
20	Total Number of WMDVLGBTBEs that Received Direct Spend			49					

NOTE: * FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDES NON-WMDVLGBTBE
 ** NET PROCUREMENT INCLUDES PURCHASE ORDER, NON-PURCHASE ORDER, AND CREDIT CARD DOLLARS.
 Direct - DIRECT PROCUREMENT
 Sub - SUBCONTRACTOR PROCUREMENT
 % - PERCENTAGE OF NET PROCUREMENT

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.2
WMDVLGBTBE Subcontractor Procurement by Product and Service Categories		

			Products		Services		Total		
			\$	%	\$	%	\$	%	
1	Minority Male	Asian Pacific American	Sub	\$0	0.00%	\$6,809	0.00%	\$6,809	0.00%
2		African American	Sub	\$304	0.00005%	\$16,097	0.00%	\$16,402	0.00270%
3		Hispanic American	Sub	\$1,005	0.00%	\$10,310	0.00%	\$11,315	0.00%
4		Native American	Sub	\$400	0.000066%		0.00%	\$400	0.000066%
5		Total Minority Male	Sub	\$1,709	0.00028%	\$33,216	0.01%	\$34,925	0.00576%
6	Minority Female	Asian Pacific American	Sub	\$47	0.00%	\$6,397	0.001055%	\$6,445	0.001063%
7		African American	Sub		0.00%	\$2,748	0.00%	\$2,748	0.00%
8		Hispanic American	Sub	\$66,687	0.01%	\$940	0.0002%	\$67,627	0.0111%
9		Native American	Sub	\$0	0.00%	\$0	0.00%	\$0	0.00%
10		Total Minority Female	Sub	\$66,734	0.01%	\$10,085	0.0017%	\$76,819	0.0127%
11	Total Minority Business Enterprise (MBE)		Sub	\$68,443	0.01128%	\$43,302	0.0071%	\$111,745	0.0184%
12	Women Business Enterprise (WBE)		Sub	\$170,953	0.0282%	\$292,862	0.0483%	\$463,815	0.0765%
13	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)		Sub	\$0	0.00%	\$0	0.00%	\$0	0.00%
14	Disabled Veteran Business Enterprise (DVBE)		Sub	\$4,454	0.00%	\$75,085	0.01%	\$79,539	0.01%
15	Other 8(a)*		Sub	\$0	0.00%	\$0	0.00%	\$0	0.00%
16	TOTAL WMDVLGBTBE		Sub	\$243,850	0.0402%	\$411,249	0.0678%	\$655,099	0.108%

17	Total Product Procurement	\$243,850
18	Total Service Procurement	\$411,249

19	Net Procurement**	\$606,520,017
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NOTE: * FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDES NON- WMDVLGBTBE
 ** NET PROCUREMENT INCLUDES PURCHASE ORDER, NON- PURCHASE ORDER, AND CREDIT CARD DOLLARS.
 Direct - DIRECT PROCUREMENT
 Sub - SUBCONTRACTOR PROCUREMENT
 % - PERCENTAGE OF NET PROCUREMENT

WMDVLGBTBE Procurement by Standard Industrial Categories

SIC Category	Asian Pacific American		African American		Hispanic American		Native American		Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	Other 8(a)**	Total WMDVLGBTBE	Total Dollars
	Male	Female	Male	Female	Male	Female	Male	Female							
15 - Building Cnstrctn - General Contractors & Operative Builders	\$ 0	\$ 0	\$ 0	\$ 0	\$ 779,115	\$ 0	\$ 0	\$ 0	\$ 779,115	\$ 0	\$ 0	\$ 0	\$ 0	\$ 779,115	\$ 28,990,341
%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%
16 - Heavy Cnstrctn, Except Building Construction - Contractors	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,683,600	\$ 670,616	\$ 0	\$ 0	\$ 5,354,216	\$ 0	\$ 0	\$ 0	\$ 0	\$ 5,354,216	\$ 174,292,708
%	0.0%	0.0%	0.0%	0.0%	0.8%	0.1%	0.0%	0.0%	0.9%	0.0%	0.0%	0.0%	0.0%	0.9%	0.9%
17 - Construction - Special Trade Contractors	\$ 30,974,911	\$ 9,210	\$ 930	\$ 0	\$ 8,314,897	\$ 78,938	\$ 0	\$ 0	\$ 39,378,887	\$ 1,770,156	\$ 0	\$ 34,767	\$ 0	\$ 41,183,809	\$ 54,782,147
%	5.1%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	6.5%	0.3%	0.0%	0.0%	0.0%	6.8%	6.8%
25 - Furniture and Fixtures	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 94,974	\$ 0	\$ 0	\$ 0	\$ 94,974	\$ 3,711,112
%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.016%	0.0%	0.0%	0.0%	0.016%	0.016%
33 - Primary Metal Industries	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 49,695	\$ 0	\$ 0	\$ 0	\$ 49,695	\$ 1,986,494
%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
35 - Industrial and Commercial Machinery and Computer Equipment	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 4,454	\$ 0	\$ 4,454	\$ 2,326,744
%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0000%	0.0%	0.0%	0.0%	0.0007%	0.0007%
36 - Electronic, Electrl Eqpmnt & Cmpnts, Excpt Computer Eqpmnt	\$ 145,451	\$ 0	\$ 0	\$ 0	\$ 21,984	\$ 0	\$ 0	\$ 0	\$ 167,436	\$ 147,802	\$ 0	\$ 0	\$ 0	\$ 315,238	\$ 17,579,944
%	0.0%	0.0%	0.0%	0.0%	0.004%	0.0%	0.0%	0.0%	0.028%	0.0%	0.0%	0.0%	0.0%	0.1%	0.1%
38 - Mesr/Anlyz/Cntrl Instrmnts; Photo/Med/Opt Gds; Watches/Clocks	\$ 290,027	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 290,027	\$ 0	\$ 0	\$ 0	\$ 0	\$ 290,027	\$ 4,261,680
%	0.05%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.05%	0.0%	0.0%	0.0%	0.0%	0.05%	0.05%
50 - Wholesale Trade - Durable Goods	\$ 22,524	\$ 47	\$ 0	\$ 0	\$ 23,194	\$ 58	\$ 19	\$ 0	\$ 45,842	\$ 2,131,193	\$ 0	\$ 0	\$ 0	\$ 2,177,035	\$ 11,544,573
%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.4%	0.0%	0.0%	0.0%	0.4%	0.4%
51 - Wholesale Trade - Nondurable Goods	\$ 0	\$ 0	\$ 304	\$ 0	\$ 0	\$ 66,629	\$ 0	\$ 0	\$ 66,934	\$ 144,114	\$ 0	\$ 0	\$ 0	\$ 211,048	\$ 70,015
%	0.0%	0.0%	0.00005%	0.0%	0.0%	0.0%	0.0%	0.0%	0.01104%	0.0%	0.0%	0.0%	0.0%	0.03480%	0.03480%
65 - Real Estate	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 11,752,872
%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
73 - Business Services	\$ 493,947	\$ 7,309	\$ 2,989,035	\$ 2,748	\$ 995,081	\$ 940	\$ 0	\$ 0	\$ 4,489,061	\$ 181,998	\$ 0	\$ 0	\$ 0	\$ 4,671,059	\$ 36,959,172
%	0.1%	0.001205%	0.5%	0.0%	0.2%	0.0002%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.8%	0.8%
87 - Engineering, Accounting, Research, Management & Related Svcs	\$ 0	\$ 0	\$ 0	\$ 0	\$ 11,280,757	\$ 0	\$ 0	\$ 0	\$ 11,280,757	\$ 985,987	\$ 0	\$ 0	\$ 0	\$ 12,266,745	\$ 28,990,341
%	0.0%	0.0%	0.0%	0.00%	1.9%	0.0%	0.0%	0.0%	1.9%	0.2%	0.0%	0.0%	0.0%	2.0%	2.0%
All Other SIC Codes	\$ 0	\$ 0	\$ 16,097	\$ 0	\$ 6,033	\$ 2,002,269	\$ 381	\$ 0	\$ 2,024,780	\$ 14,613,843	\$ 0	\$ 40,318	\$ 0	\$ 16,678,941	\$ 229,271,874
%	0.0%	0.0%	0.0%	0.0%	0.0%	0.3%	0.0%	0.0%	0.3%	2.4%	0.0%	0.0%	0.0%	2.7%	2.7%
TOTAL	\$ 31,926,861	\$ 16,567	\$ 2,990,270	\$ 2,748	\$ 26,104,662	\$ 2,819,449	\$ 19	\$ 0	\$ 63,877,054	\$ 20,119,761	\$ 0	\$ 39,221	\$ 0	\$ 84,076,355	\$ 606,520,017
%	5.26%	0.002731%	0.49%	0.00%	4.30%	0.46%	0.000003%	0.00%	10.53%	3.32%	0.00%	0.01%	0.00%	13.86%	13.86%

Total Product Procurement	\$3,105,768
Total Service Procurement	\$80,970,587
Net Procurement***	\$606,520,017

NOTE: FIRMS WITH MULTI MINORITY OWNERSHIP STATUS
 **FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDES NON-WMDVLGBTBE
 *** NET PROCUREMENT INCLUDES PURCHASE ORDER, NON-PURCHASE ORDER, AND CREDIT CARD DOLLARS.
 TOTAL DOLLARS - TOTAL PROCUREMENT DOLLAR AMOUNT IN THE SPECIFIC SIC CATEGORY
 %- PERCENTAGE OF TOTAL DOLLARS
 PRODUCT CODES: 25, 26, 30, 35, 36, 37, 38, 50, 51, 59
 SERVICE CODES: 15, 16, 17, 33, 48, 61, 73, 75, 81, 82, 87

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.2
Number of WMDVLGBTBE Suppliers and Revenue Reported to the Clearinghouse		

Data on Number of Suppliers						
Revenue Reported to CHS						
# WMDVLGBTBEs	MBE	WBE	LGBTBE	DVBE	Other 8(a)*	Grand Total
Under \$1 million	7	2	0	0	0	9
Under \$5 million	6	4	0	0	0	10
Under \$10 million	4	4	0	0	0	8
Above \$10 million	12	10	0	0	0	22
TOTAL	29	20	0	0	0	49

Revenue and Payment Data						
Revenue Reported to CHS						
WMDVLGBTBE \$M	MBE	WBE	LGBTBE	DVBE	Other 8(a)*	Grand Total
Under \$1 million	\$8,044,437	\$135,649	\$0	\$0	\$0	\$8,180,086
Under \$5 million	\$14,478,449	\$2,813,010,651	\$0	\$0	\$0	\$2,827,489,100
Under \$10 million	\$18,892,518	\$99,095,012	\$0	\$0	\$0	\$117,987,530
Above \$10 million	\$5,245,016,511	\$3,163,776,563	\$0	\$0	\$0	\$8,408,793,074
TOTAL	\$5,286,431,915	\$6,076,017,875	\$0	\$0	\$0	\$11,362,449,790

NOTE: * FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDES NON-WMDVLGBTBE

CHS: SUPPLIER CLEARINGHOUSE

This does not include 38 WMDVLGBTBE suppliers at the Sub (Tier 2) level

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.2
Description of Number of WMDVLGBTBE Suppliers with California Majority Workforce		

Charter reports 31 out of 49 WMDVLGBTBEs have a workforce headquartered in California.

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.3
WMDVLGBTBE Program Expenses		

The Charter Supplier Diversity program is implemented by all sourcing team members within Procurement. Wages and travel expenses are for all Procurement staff supporting Supplier Diversity. Program expenses include dues, subscriptions and sponsorships to organizations. Reporting expenses include the cost of supplier diversity technology solutions.

Expense Category	Year (Actual)
Wages	\$574,295
Travel Expenses	\$40,873
Program Expenses	\$456,832
Reporting Expenses	\$20,000
Other	\$0
TOTAL	\$1,092,000

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.4
Description of Progress in Meeting or Exceeding Set Goals		

Charter is pleased to report that California spend with CPUC certified suppliers increased from 11.05% in 2018 to 13.86% in 2019. This exceeds the initial short term goal of 12.89% for 2019, and is closely in line with the mid-term goal of 14.94%. With the continued push to assist in the certification of eligible diverse suppliers, increase utilization of diverse subcontractors, as well as to move non-diverse spend to diverse suppliers, Charter is focused on the long term goal of 20.43% diverse spend in California.

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.4
WMDVLGBTBE Results and Goals		

Category	2019 Results	2019 Goals
Minority Business Enterprise (MBE)	10.53%	11.19%
Women Business Enterprise (WBE)	3.32%	1.70%
Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	0%	0%
Disabled Veteran Business (DVBE)	0.01%	0%
TOTAL	13.86%	12.89%

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.5
Description of Prime Contractor Utilization of WMDVLGBTBE Subcontractors		

In 2019, Charter expanded the rollout of Tier 2 reporting beyond the top 100 prime suppliers, and began collecting reporting from general contractors. Additionally, Charter began work to expand the scope of suppliers that would be contractually required to utilize a diverse supply base and report Tier 2 spend. Charter will continue to improve Tier 2 impact as it continues to grow the program and develop diverse subcontractors.

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.5
Summary of Prime Contractor Utilization of WMDVLGBTBE Subcontractors		

	Minority Male	Minority Female	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	Other 8(a)*	TOTAL WMDVLGBTBE
Direct \$	\$61,003,365	\$2,761,945	\$63,765,310	\$19,655,946	\$0		\$0	\$83,421,256
Subcontracting \$	\$34,925	\$76,819	\$111,745	\$463,815		\$79,539	\$0	\$655,099
Total \$	\$61,038,290	\$2,838,764	\$63,877,054	\$20,119,762	\$0	\$79,539	\$0	\$84,076,355

Direct %	10.06%	0.46%	10.51%	3.24%	0.00%	0.00%	0.00%	13.75%
Subcontracting %	0.00576%	0.0127%	0.0184%	0.0765%	0.00%	0.01%	0.00%	0.11%
Total %	10.06%	0.468%	10.53%	3.32%	0.00%	0.01%	0.00%	13.86%

Net Procurement**	\$606,520,017
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NOTE: *FIRMS CLASSIFIED AS 8(a) OF SMALL BUSINESS ADMINISTRATION INCLUDES NON-WMDVLGBTBE

** NET PROCUREMENT INCLUDES PURCHASE ORDER, NON-PURCHASE ORDER, AND CREDIT CARD DOLLARS.

%- PERCENTAGE OF NET PROCUREMENT

Direct - DIRECT PROCUREMENT

Sub - SUBCONTRACTOR PROCUREMENT

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.6
A list of WMDVLGBTBE Complaints Received and Current Status		

Charter Communications did not receive any formal complaints in 2019.

Charter Communications	2019 Report	G.O. #156 Sec. 9.1.7
Description of Efforts to Recruit WMDVLGBTBE Supplier in Low Utilization Categories		

Charter commits to expand its utilization of WMDVLGBTBE law firms, advertising agencies, and grow the diversity of its banking and other financial services partners by expanding relationships with WMDVLGBTBE investment firms, investment banks, and asset managers.

Legal

- Continued a quarterly reporting process for billings by large/majority firms for diverse timekeepers
- Added and utilized one new diverse law firm
- Worked with an additional diverse law firm to become certified in the Supplier Clearinghouse
- Continued regular streams of work with 3 WMDVLGBTBE law firms or legal vendors that Charter has worked with for many years
- Supported the Asian American Bar Association of New York including 10 attorneys in attendance at its annual fundraising dinner in late February

Sales & Marketing

- Participated in matchmakers at NGLCC, WBENC, USPAACC and NMSDC conferences with diverse suppliers that provide marketing products and services
- Included diverse suppliers for competitive bids for Digital Marketing, Event Marketing, Direct Mail/Print and Promotional Marketing
- Utilized 29 diverse suppliers who provide services in the areas of Media Agency, Direct Mail/Print, Promotional Marketing and Market Research

The Charter Corporate Finance & Financial Services teams are committed to working and maintaining relationships with Women, Minority, and Disabled Veteran Business Enterprise (WMDVBE) investment banking firms and asset managers. Charter regularly meets with WMDVBE firms to ensure we remain current on their capabilities as we explore opportunities to work together.

Finance

- In 2019, Charter partnered with 13 different WMDVBE investment banking firms for the execution of our bond financing activity: Academy Securities (service disabled veteran owned), Bancroft Capital (service disabled veteran owned), Blaylock Van, LLC (minority owned), Cabrera Capital (minority owned), C.L. King & Associates, Inc. (women owned), Great Pacific Securities (minority owned), Loop Capital (minority owned), MFR Securities (women owned), Mischler Financial Group, Inc. (service disabled veteran owned), Multi-Bank Securities (service disabled veteran owned), R. Seelaus & Co. (woman owned), Samuel A. Ramirez & Co. (minority owned), and Williams Capital Group LP, now Siebert Williams Shank (minority owned).
- For each of its bond financings, Charter selects a small number of WMDVBE banks to participate. Charter intends to continue this going forward and to seek out additional ways to work with such banks.

- Drexel Hamilton (service disabled veterans owned) and Bancroft Capital (service disabled veterans owned) currently manage cash of approx. \$1.0 B invested in various funds.
- Charter has engaged, or will be engaging, minority owned investment banks to perform underwriting and due diligence services related to the \$10 MM Spectrum Community Investment Loan Fund. We are currently engaged with Cabrera Capital (minority owned) for the launch of the Fund; we have committed to working with CastleOak Securities (minority owned) and Siebert Williams Shank (minority owned) on future investments.

Charter Communications	2020 Plan	G.O. #156 Sec. 10.1.1
WMDVLGBTBE Annual Short-, Mid-, and Long-Term Goals by Product and Service Category		

	Short-Term					Mid-Term					Long-Term				
	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	WMDVLGBTBE	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	WMDVLGBTBE	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	WMDVLGBTBE
Products															
Finished Products/Misc. Goods (26, 30, 50, 51, 59)	0.27%	0.32%	0.00%	0.00%	0.59%	0.71%	0.23%	0.00%	0.00%	0.94%	1.30%	0.20%	0.00%	0.00%	1.50%
Technical Equipment/Analysis Instruments (25, 35, 36, 38)	0.58%	0.21%	0.00%	0.00%	0.79%	1.43%	0.50%	0.00%	0.00%	1.93%	2.60%	0.90%	0.00%	0.00%	3.50%
Subtotal	0.85%	0.53%	0.00%	0.00%	1.38%	2.14%	0.73%	0.00%	0.00%	2.87%	3.90%	1.10%	0.00%	0.00%	5.00%

	Short-Term					Mid-Term					Long-Term				
	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	WMDVLGBTBE	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	WMDVLGBTBE	Minority Business Enterprise (MBE)	Women Business Enterprise (WBE)	Lesbian, Gay, Bisexual, Transgender Business Enterprise (LGBTBE)	Disabled Veterans Business Enterprise (DVBE)	WMDVLGBTBE
Services															
Professional Services (48, 61, 73, 75, 81, 82, 87)	2.41%	2.19%	0.01%	0.00%	4.61%	1.18%	1.34%	0.06%	0.00%	2.58%	0.20%	0.80%	0.13%	0.00%	1.13%
Raw Materials/Construction/Industrial Services (15, 16, 17, 33)	8.46%	0.60%	0.00%	0.00%	9.06%	9.33%	1.13%	0.00%	0.00%	10.45%	12.27%	1.90%	0.00%	0.00%	14.17%
Subtotal	10.87%	2.79%	0.01%	0.00%	13.67%	10.50%	2.47%	0.06%	0.00%	13.04%	12.47%	2.70%	0.13%	0.00%	15.30%
TOTAL	11.72%	3.32%	0.01%	0.00%	15.05%	12.64%	3.20%	0.06%	0.00%	15.91%	16.37%	3.80%	0.13%	0.00%	20.30%

NOTE: GOALS DESIGNATED FOR LGBTBE AND DVBE FIRMS ARE REFLECTIVE OF A LOW VOLUME SUPPLIER CLEARINGHOUSE CERTIFIED FIRMS PROVIDING RELEVANT PRODUCTS OR SERVICES TO SUPPORT CHARTER'S BUSINESS NEEDS. CHARTER WILL CONTINUE TO SEEK OUT AND ENCOURAGE QUALIFIED SUPPLIERS IN THE RELEVANT INDUSTRIES TO BECOME REGISTERED WITH THE SUPPLIER CLEARINGHOUSE.

Charter Communications	2020 Plan	G.O. #156 Sec. 10.1.2
Description of WMDVLGBTBE Planned Program Activities for the Next Calendar Year		

Charter will build upon the internal capabilities and focus on efficiently and effectively identifying, engaging and tracking spend with women-owned, minority-owned, disabled veteran-owned, and/or LGBT-owned business enterprises (WMDVLGBTBEs). Charter will continue to build strategic relationships and increase engagement with external organizations to develop the program nationally and in California.

Internal Activities

- Train and deploy Charter’s internal Business Resource Group Ambassadors to further drive engagement between Charter business units, external organizations and qualified suppliers
- Complete bi-annual evaluations of diverse suppliers by a third party diverse supplier certification tracking service
- Hold bi-annual meetings of the External Diversity and Inclusion Council (EDIC) to assist and advise Charter in the development, monitoring and evaluation of all diversity efforts including supplier diversity. The EDIC is comprised of national civic and business leaders and helps us implement our D&I strategy in an impactful way.
- Continue regular meetings of the Executive Steering Committee for Diversity and Inclusion to review strategy, goal-setting and implementation of all diversity efforts including supplier diversity. The Executive Steering Committee for Diversity and Inclusion is comprised of Charter’s Chief Executive Officer and leaders from all business units.
- Identify existing suppliers that are diverse eligible and actively support the certification process
- Provide quarterly diverse spend reporting to the executive for each business unit and work with business unit stakeholders to proactively identify opportunities for diverse supplier utilization
- Provide resources to sourcing managers within the Strategic Procurement team and stakeholders across the business units to aid increased identification and utilization of diverse suppliers
- Expand participation in the Tier 2 reporting program to additional prime suppliers and general contractors in order to receive reported diverse spend and broaden the reach of diversity initiatives. Conduct analysis on reported Tier 2 diverse spend to find opportunities for increasing diverse spend with subcontractors

External Activities

Charter will participate in a variety of external events (listed below). Additionally, Charter will:

- Maintain board seats with Mountain Plains Minority Supplier Diversity Council (MPMSDC), the Denver chapter of the Colorado Gay and Lesbian Chamber of Commerce (COLGBTQCC), and the California-based National Asian American Coalition (NAAC). Pursue additional board seats with regional diversity councils and chambers operating within Charter’s footprint.
- Fund scholarships for diverse suppliers independently and through Charter’s Tech:SCALE membership for technical assistance and supplier development programs for diverse business

owners at Tuck Executive Education at Dartmouth, Stanford Latino Entrepreneur Leaders Program, and Northwestern Advanced Management Education Program.

- Engage additional diverse business councils and chambers nationally and within California in order to gain access to a wider base of diverse owned businesses.
- Members of Charter’s Supplier Diversity and Strategic Sourcing teams will attend the following events in 2020:

Host	Event	Date	Location
MPMSDC	Annual Meeting/ Luncheon	Feb 7	Denver, CO
CVOB	Veteran EDGE Conference	Mar 5 - 8	Dallas, TX
WBENC	Summit & Salute	Mar 16 - 18	Nashville, TN
SCMSDC	Gateway Conference (Minority Business Opportunity Day)	Mar 31	Pasadena, CA
CPUC	Community Outreach (Spring)	Apr 30	San Diego, CA
NMSDC	Industry Leaders Workshop	May 13 - 15	New York, NY
CPUC	LGBT Economic Summit	May 15	Los Angeles, CA
USPAACC	CelebrAsian Procurement Conference	June 2 - 4	Bethesda, MD
WBENC	National Conference & Business Fair	June 23 - 25	Atlanta, GA
DisabilityIN	Annual Conference & Expo	July 13 - 16	Orlando, FL
NGLCC	International Business & Leadership Conference	July 28 - 31	Las Vegas, NV
CPUC	Annual En Banc with Commissioners	Sep 29	San Diego, CA
NMSDC	National Conference & Business Fair	Oct 25 - 28	Phoenix, AZ
CA MSO	California Cable Symposium (10th Annual)	November	Northern CA
NBIC	Best of the Best Summit	April	Washington, DC
NGLCC	National Dinner & LGBT Biz Week	November	Washington, DC
CPUC	Community Outreach (Fall)	Fall	Northern CA
MPMSDC	Business Opportunity Exchange	TBD	Denver, CO
MPMSDC	Business Alliance Forum	TBD	Denver, CO
SCMSDC	Leadership Excellence Awards Dinner Gala	TBD	Southern CA
WBEC - West	WBEC West Procurement Conference	Fall	TBD
USHCC	National Convention	TBD	TBD

Charter Communications	2020 Plan	G.O. #156 Sec. 10.1.3
Plans for Recruiting WMDVLGBTBE Suppliers in Low Utilization Areas		

Charter remains committed to the efforts mentioned in 9.1.7 to identify and utilize WMDVLGBTBE law firms, advertising agencies, and grow the diversity of its banking and other financial services partners by expanding relationships with WMDVLGBTBE investment firms, investment banks, and asset managers.

Charter	2020 Plan	G.O. #156 Sec. 10.1.4
Plans for Recruiting WMDVLGBTBE Suppliers Where Unavailable		

Charter continues to focus efforts in the near term on products and services with availability of diverse suppliers as the most efficient and effective steps towards increasing diverse opportunity and spend. Charter will leverage the existing database of The Supplier Clearinghouse as well as benchmarking with peer companies to identify product and service categories with the greatest availability and opportunities for diverse procurement. Additionally, where an existing or potential diverse supplier is identified, Charter will encourage them to become certified by The Supplier Clearinghouse.

Charter	2020 Plan	G.O. #156 Sec. 10.1.5
Plans for Encouraging Prime Contractors to Subcontract WMDVLGBTBE Suppliers		

Charter will facilitate connections between existing prime suppliers and qualified diverse subcontractors to increase the utilization of diverse owned businesses. With the continued application of Tier 2 legal language within additional standard contract templates, Charter will continue to grow and develop the Tier 2 reporting program for prime suppliers and general contractors. Additionally, where an existing or potential diverse subcontractor is identified, Charter will encourage them to become certified by The Supplier Clearinghouse.

Charter	2020 Plan	G.O. #156 Sec. 10.1.6
Plans for Complying with WMDVLGBTBE Program Guidelines		

Charter will continue submitting an annual General Order 156 Report and Plan. Charter is committed to fully pursue the goals of General Order 156 and will continue to use the formatted templates established by the CPUC Joint Utilities for the submissions. Charter will continue active participation in the CPUC Joint Utilities group and support the related CPUC supplier diversity initiatives.