

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