PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Telecommunications BranchRESOLUTION T-14078Commission Advisory & Compliance DivisionJune 6, 1990

<u>RESOLUTION</u>

RESOLUTION T-14078. RESOLUTION ESTABLISHING AN EXPENSE APPROVAL PROCESS FOR THE DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM.

BY COMPLIANCE FILING WITH THE COMMISSION'S EXECUTIVE DIRECTOR PURSUANT TO ORDERING PARAGRAPH 12 OF DECISION 89-05-060 MADE BY THE DEAF AND DISABLED TELECOMMUNICATIONS PROGRAM ADMINISTRATIVE COMMITTEE ON DECEMBER 6, 1989.

SUMMARY

By this Resolution the Commission modifies and adopts an Expense Approval Process for the Deaf and Disabled Telecommunications Program Administrative Committee (DDTPAC). The Expense Approval Process was submitted by the DDTPAC to the Commission's Executive Director by letter on December 6, 1989. The revised Expense Approval Process we adopt is attached as Appendix A to this Resolution.

We make revisions to the Expense Approval Process to be consistent with the duties and responsibilities of the DDTPAC we call for in our Decision No. 89-05-060 and in our Ruling on the D.E.A.F. Trust Administrative Committee's Petition A.89-04-023. These duties are consistent with the Charter for the DDTPAC we have adopted by our Resolution T-14060, June 6, 1990.

BACKGROUND

By our Decision No. 89-05-060, May 26, 1989, in Investigation No. 87-11-031, we renamed the D.E.A.F. Trust Administrative Committee the Deaf and Disabled Telecommunications Administrative Committee (DDTPAC) and we ordered changes in the structure and staffing for the DDTPAC. We ordered that the DDTPAC submit its Expense Approval Process to the Commission's Executive Director for our approval.

The DDTPAC submitted its proposed Expense Approval Process for our consideration on December 6, 1989. At that time the DDTPAC requested the Commission to clarify the DDTPAC's role in reviewing the utilities' requests for expense reimbursement. It stated that its members disagree on the amount of authority the Resolution T-14078 June 6; 1990

DDTPAC has in reviewing the utilities' expense reimbursement requests. While Commission Resolution T-13039, issued on January 11, 1989, required the D.E.A.F. Trust Administrative Committee to closely review all claims for reasonableness and prudence, the DDTPAC believes that this requirement is inconsistent with Decision No. 89-05-060 which states that the DDTPAC would only review and approve monthly program expense claims for reimbursement in accordance with the preapproved annual budget.

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The DDTPAC supplemented the Petition of the D.E.A.F. Trust Administrative Committee (A.89-04-023) on June 26, 1989; and in its letter to the Commission's Executive Director on December 6, 1989, containing its proposed Expense Approval Process, it called for the Commission to clarify its role in reviewing utility expense claims.

DISCUSSION

In our ruling on the Trust Administrative Committee's Petition (A.89-04-023) we agree that the DDTPAC does not have the obligation or capability to closely examine all utility expense claims for reasonableness and prudence. Instead, as the Committee stated in its Petition, we only expect it to review such claims for accuracy and completeness, and to the extent apparent from the reports, for appropriateness to the programs.

In our review of the Expense Approval Process, attached hereto as Appendix A, we establish a procedure by which the DDTPAC shall withhold any payment for any claim which it, by majority vote, determines to be inappropriate to the programs. We also establish a procedure by which the DDTPAC, if it is unsure if an expense claim is appropriate, may, by majority vote, defer payment and refer the issue to the Commission's Executive Director for a determination.

We thank the DDTPAC for its patience and cooperation in the resolution of this review of its duties and obligations and the establishment of an expense review and approval process. The Expense Approval Process is the culmination of a number of ministerial tasks we have imposed on the DDTPAC in our Decision No.89-05-060, and now that the Committee Charters and Expense Approval Process are established, we look forward to the Committee's assistance for the establishment of a competitive bid process for equipment procurement and relay service provision.

PROTESTS

Notice of the proposed Expense Approval Process was made at a public meeting of the DDTPAC and no protests have been received by the Commission.

FINDINGS

Resolution T-14078 June 6; 1990

> The DDTPAC has complied with the Commission's order in D.89-05-060, and has submitted its proposed Expense Approval Process for Commission approval.

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2. The Commission thanks the DDTPAC for its efforts and approves the Expense Approval Process as modified and contained in Appendix A to this Resolution.

THERBFORE, IT IS ORDERED that:

- 1. The Expense Approval Process submitted by the DDTPAC to the Commission's Executive Director on December 6, 1989, is approved as modified herein (See Appendix A).
- 2. The Commission's Executive Director shall send a copy of this Resolution to the DDTPAC with the request that the DDTPAC modify its Expense Approval Process to conform with that approved by the Commission in Appendix A. The DDTPAC shall communicate to the Executive Director by letter when the change in the Expense Approval Process has been made.

I hereby certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on June 6, 1990. The following Commissioners approved it:

G. MITCHELL WILK President FREDERICK R. DUDA STANLEY W. HULETT JOHN B. OHANIAN PATRICIA M. ECKERT

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Executive Director

Resolution T-14078 June 6, 1990

APPENDIX A, T-14078 June 6, 1990

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Expènse Approval Process Deaf and Disabled Telecommunications Prógram Administrative Committee

DEAF AND DISABLED TELECOMMUNICATION PROGRAM

ADMINISTRATIVE COMMITTEE

EXPENSE APPROVAL PROCEDURES

REPORTING REQUIREMENTS

- Once the Commission has approved the utilities' annual program budgets, the utilities will provide the DDTPAC a monthly budget for each program. To the extent possible, the utilities will budget expense for the months the expenses are expected to occur.
- 2. Each month, the utilities will prepare and submit to the DDTPAC staff the reports listed below.
 - a. Statement of Expenses for Equipment and Services Provided to the Deaf and Severely Hearing Impaired Under SB 597 (SB 597 Expense Report - Attachment A).
 - b. Statement of Expenses for Equipment and Services Provided to the Disabled Under SB 60 (SB 60 Expense Report -Attachment B).
 - c. Statement of Revenues and Expenses Dual Party Relay Service for the Deaf and Severely Hearing Impaired as Provided by the California Public Utilities Commission under Senate Bill 244 (SB 244 Expense Report - Attachment C).
 - d. Statement of Accountability for TDD Equipment Provided to the Deaf and Severely Hearing Impaired Under SB 597 (SB 597 Accountability Report - Attachment D).
 - e. Statement of Accountability for Specialized Equipment Provided to the Disabled Under SB 60 (SB 60 Accountability Report - Attachment E).
- 3. The utilities will provide meaningful and detailed explanations for all variances in the SB 60, 597, and 244 Expense Reports which are equal to or greater than 10% over the monthly budgeted amount.
- 4. Each line item on the SB 597 and SB 60 Expense Reports will contain the following information:
 - a. Current month expenditures.
 - b. Budgeted expense for the current month.
 - c. Percentage over or under monthly budgeted amount.
 - d. Year-to date expenses.

e. Budgeted year-to-date expenses.

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f. Percentage over or under year-to-date budgeted amount.

APPROVAL PROCESS

- 1. Pacific Bell, GTEC, and CTA will provide their expense reports and accountability reports to the DDTPAC staff no later than 7 days after the end of the month. The independents will file these reports with the DDTPAC staff at least quarterly. If the reports are not received within the required time, the DDTPAC staff will contact the telephone representative responsible for preparing the reports to determine why the reports have not been provided.
- 2. When the utilities' reports and the administrative expense bills are received, the DDTPAC staff will review the reports for accuracy and completeness. Any findings that may result from the initial review are dealt with immediately by the staff by contacting the person responsible for generating the statements. If the error is material, the utility is required to submit a corrected statement within 5 days.
- 3. The expense reports submitted by the utilities must be authorized by appropriate management. The utility manager responsible for authorizing the expenditure is required to maintain records to substantiate the nature of the charge as being applicable to the Trust.
- 4. After the initial review, the DDTPAC staff will compile the information received in the expense reports into the reports and graphs listed below. (Example of reports a. through f. are in Attachment F)
 - a. Consolidated Program Budget Vs. Actual Expenses Report
 - b. Revenues Billed by Telcos Report
 - c. SB597 Costs Incurred by Telcos Report
 - d. SB244 Costs Incurred by Telcos Report
 - e. SB60 Costs Incurred by Telcos Report
 - f. Administrative Costs Report
 - g. Graphs showing monthly actual and budgeted expenses to date for each program. The graphs will also show average and trended expense patterns.
 - h. Graphs showing each major utilities' (Pacific Bell, GTEC, CTA, and AT&T) monthly actual budgeted expenses to

date for each program. The graphs will also show average and trended expense patterns.

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- 5. After the DDTPAC staff reviews the utilities' expense reports and the administrative expense bills for accuracy and compiles the reports and graphs listed in approval procedure 4. above, the DDTPAC staff provides the reports, graphs, and administrative expense bills to the DDTPAC members as part of the meeting package prepared for the monthly DDTPAC meetings. The DDTPAC staff shall note in the meeting package any errors in the reports provided by the utilities and will provide copies of the corrected documents to the committee members prior to their vote for approval for reimbursement. The meeting package will be provided to the DDTPAC members at least 7 days prior to the next monthly meeting.
- 6. The DDTPAC staff will conduct a review of the utility Expense Reports and the administrative expense bills for the appropriateness of the expenses and provide a report on its conclusions to the DDTPAC at its monthly meeting.
- 7. The DDTPAC will review the Expense Reports, Accountability Reports, and the Administrative Expense Bills as part of the regular monthly meeting agenda. As part of its review, the DDTPAC compares charges submitted with monthly budgeted amounts and with claims from prior periods to identify exceptions and to distinguish trends which may impact the Fund's cash flow. The DDTPAC also review expenses for appropriateness, to the extent possible from the reports.
- 8. For each line item which is over the monthly budget amount by 5% or more the committee must specifically approve this overage in its minutes. If necessary the DDTPAC will adjust the individual companies budget and/or the program budgets to compensate for the increased expenses. The committee may make decisions with respect to program changes that do not have budgetary impact greater than one percent of the annual budget. The committee will keep a record of any program changes that it initiates, and will communicate notice of these changes to the Commission's Executive Director.
- 9. Each committee member will abstain from voting on his/her own company's expenses or on his/her individual request for reimbursement.
- 10. If an expense appears to be inappropriate, the DDTPAC will request from the appropriate member, utility, or other vendor documentation supporting its claim for reimbursement for the questionable expense.
- 11. If the DDTPAC determines by majority vote that an expense should not be approved the committee will withhold payments; at the request of the expense claimant, the committee will

submit to the Commission's Executive Director for resolution by procedures preferred by the Commission, the amount and type of expense, the DDTPAC's reason for withholding payments, and all supporting documentation provided to the DDTPAC by the claimant. The Executive Director will communicate to DDTPAC his/her decision on whether or not the expense claim should be paid.

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- 12. If the DDTPAC is unsure if an expense is appropriate, the committee, by majority vote, may defer reimbursing the expense claimant for the expense and will submit to the Commission's Executive Director an explanation of its concerns regarding the expense and any supporting documentation provided to the DDTPAC by the claimant. The Commission's Executive Director, by procedures preferred by the Commission, will determine if such an expense is appropriate and if the claimant should be reimbursed. The Executive Director will communicate to the DDTPAC his/her decision whether or not the expense claim should be paid.
- 13. If at anytime during the year a special expense budgeted as a DDTPAC contingency is approved by the committee (and/or Commission), the authorized amount shall be transferred to the budget of the utility(ies) involved.
- 14. If it appears that the utilities' budgets, in total, will be over the Commission approved budget, the DDTPAC will advise the Commission's Executive Director of the changes it requires in its budget. The DDTPAC will request the additional funds required to provide the services and equipment at least 90 days in advance of anticipation of approval of any increase in funds beyond the Commission approved budget amounts.
- 15. After the DDTPAC approves the statements, a letter of authorization addressed to the Trustee Bank is signed by the Committee. The letter is sent to Bank of America together with all of the original telephone company statements. Bank of America is instructed it issue separate checks for each program to facilitate separate accounting for program expenditures as required by law.
- 16. The validity of the charges submitted are verified annually by independent auditors hired by the Trust for this purpose.

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Statement of Expense for Services Provided to the Ceal and Severely Hearing Imaired Under \$8 597

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During the Month of _____ 19____

	CURRENT MONTH			Y	YEAR TO DATE			
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EQUIPMENT EXPENSE								
(costs assoc. with equipment handling)								
2. Warehousing and Distribution								
3. Maintenance and Repair						1		
4. TOTAL EQUIPMENT EXPENSE		•	·			1		
LABOR AND EXPENSE								
(costs assoc. with customer service)								
5. Staff Employee Salaries & Wages]		
3. Field Employee Salaries & Wages						1		
7., Benefit & Overhead Loadings			[[
Contract / Agency Labor								
9. Cutreach Advertising								
10. Other Excense		•				1		
11. TOTAL LAECR AND EXPENSE			<u> </u>					
SUPPORT EXFENSE								
(costs assoc, with program support)								
12. Accounting						(
13. Customer Records			1 1					
14. Other Succort					· · · · · · · · · · · · · · · · · · ·	<u> </u>		
15. TOTAL SUPPORT EXPENSE								
16. Adjustments (attach worksheet)								
17. TOTAL EXPENSE (due from Trust)			<u> </u>					

* Please attach excianation for differences of 10% or more between monthly actuals and monthly budget for fines 1, 4, 11, 15 and 17.

I certify that the above statement is true and correct and that detailed records substantiating each of the above expenses are maintained by my company.

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Statement of Expense for Services Provided to the Disabled Under SB 60

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During the Month of ______ 19_____

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(costs assoc, with equipment handling)						
3. Warehousing and Distribution		•				
4. Maintenance and Repair					1	<u> </u>
5. TOTAL EQUIPMENT EXPENSE			<u> </u>		<u> </u>	
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14. Customer Records						
15. Other Support			} [1 1
16. TOTAL SUPPORT EXPENSE			<u>├</u> {			
17. Adjustments (attach worksheet)						
18. TOTAL EXPENSE (due from Trust)			• •			

* Flease attach excianation for differences of 10% or more between monthly actuals and monthly budget for Sines 1, 2, 5, 12, 16 and 18.

I certify that the above statement is true and correct, and that detailed records substantiating each of the above makes are maintained by my company.

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Statement of Revenues and Expenses Dual Party Relay Services for the Deaf and Severally Hearing impaired As Provided Under SB 244 for the Month of ______, 19 ____

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DEAF TRUST ADMINISTRATIVE COMMITTEE

ATTALATE C

Co. Statement of Accountability for TDO Equipment Provided to the Deaf and Severely Hearing Impaired Under SB 597 During the Month of _______, 19_____

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13. OTHER			1	
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DEAF TRUST ADMINISTRATIVE COMMITTEE

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5. Balance End of Month				
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3. Automatic Dialers	.		1	
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t 😎 00 (Speech-Impaired)			!	
12. Telephone Sets			1	1
*3. Headsets			1	
14. Special Equipment Assemblies			1	1
15. Totzi			1	

	Total	1	Where Localed				
Activity for Month	Accountability	la laventory	la ŝervice	Other			
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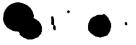
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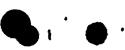
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