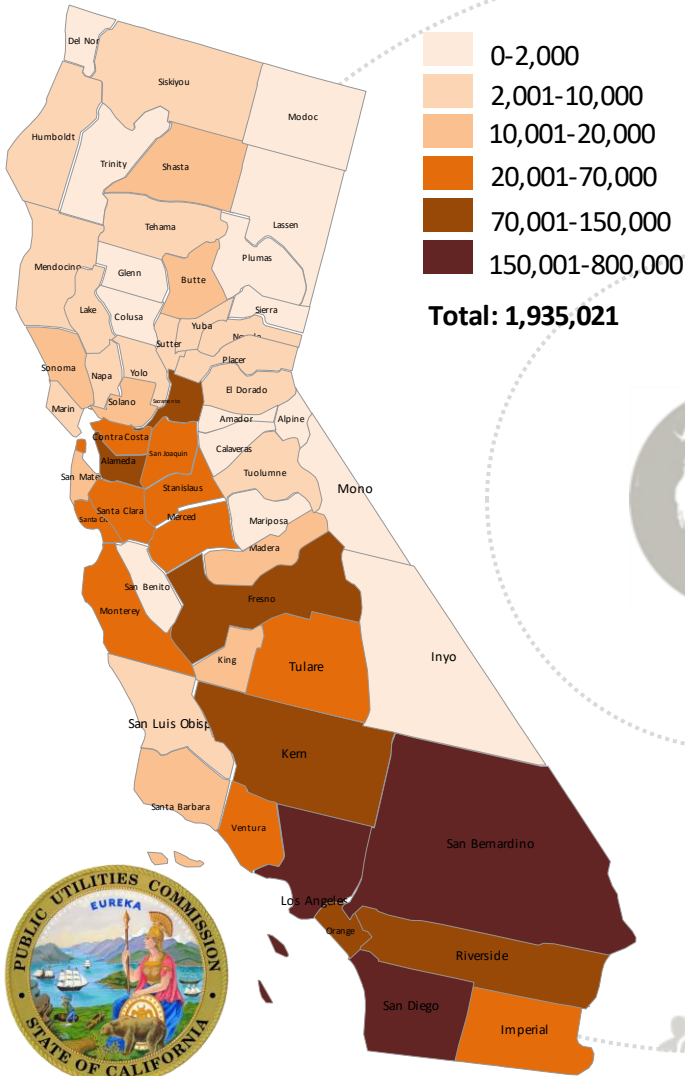


# California LifeLine Program

PU Code Section 871 *et. seq.* requires the CPUC to promote universal service by making residential service affordable to low-income Californians. This program provides discounts to basic landline and wireless phone service to qualifying low-income residents to help them stay connected.

## Number of Participants by County



FY 19/20 Enacted Budget	FY 20/21 Enacted Budget
\$427.5 Million	\$403.5 Million

### PROGRAM ELIGIBILITY

#### Household Income Thresholds

1-2 members	\$28,100
3	\$32,600
4	\$39,700

For each additional member, add \$7,100

Each household must choose to get the discount on service for either a home phone or cell phone.

Or

#### Categorical Enrollment

Resident is eligible if already enrolled in Medicaid/Medi-Cal, Low Income Home Energy Assistance Program (LIHEAP), Supplemental Security Income (SSI), Federal Public Housing Assistance or Section 8, CalFresh, Food Stamps or Supplemental Nutrition Assistance Program (SNAP), Women, Infants and Children Program (WIC), National School Lunch Program (NSLP), Temporary Assistance for Needy Families (TANF), Tribal TANF, Bureau of Indian Affairs General Assistance, Head Start Income Eligible (Tribal Only), Food Distribution Program on Indian Reservations, or Federal Veterans and Survivors Pension Benefit Program

### Discount Level

Each program participant receives up to a **\$14.85** discount from CA LifeLine in addition up to a **\$9.25** discount from Federal LifeLine.

### Multi-lingual Access

Enrollment process available in English, Spanish, Chinese, Korean, Japanese, Vietnamese, and Tagalog

