

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



June 24, 2025

To: California LifeLine Service Providers

Subject: UPDATED GUIDANCE REGARDING LIFELINE USAGE REQUIREMENT
SUPPLEMENTAL DATA FOR CLAIMS (**AMENDED** ADMINISTRATIVE LETTER
7)

The Communications Division is issuing updated guidance related to Administrative Letter 7, issued on December 24, 2024.¹ That letter required service providers to submit proof of monthly subscriber payments for plans with co-payment.

If a service provider cannot submit proof of monthly subscriber payments, they must instead submit the following in the Excel format provided:

- The service plan the customer is subscribed to; and
- Data usage records for the claimed period.

Claims will be rejected if proof of monthly subscriber payments or data usage is not submitted with the claim to lifelineclaim@cpuc.ca.gov and Kiteworks.²

If you have any questions regarding this notice, please contact Tina Lee at 415-703-2285 or U17@cpuc.ca.gov.

Sincerely,

chari worster

for

Gelareh Safavi

Communications Division Program Manager

California Public Utilities Commission

¹ See Administrative Letter 7 – Guidance regarding the LifeLine Usage Requirements on Supplemental Data for Claims

² See General Order 153, Section 9.7.1.1