

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



February 10, 2022

NOTICE TO SERVICE PROVIDERS OFFERING LIFELINE IN CALIFORNIA

RE: GUIDANCE REGARDING THE ADDITION OF ACCEPTABLE TYPES OF IDENTIFICATION DOCUMENTS
(Parolee Identification Card)

The Communications Division (CD) hereby issues this administrative letter to add Parolee Identification Card issued by the California Department of Corrections and Rehabilitation Division of Adult Parole Operations to the list of acceptable documents for the California LifeLine Program's Identification Check (ID Check). This change is effective February 11, 2022.¹

The California Lifeline Program requires consumers to undergo an ID Check during the enrollment process. The ID Check may require consumers to submit an ID Authentication Form with a color photograph of one or more acceptable identification documents to authenticate a consumer's identity. A black and white photocopy is only accepted through USPS mail, not electronically.

Consumers may submit one or more of the following unexpired documents for the ID Check:

- U.S. Driver License
- Certificate of U.S. Citizenship
- Certificate of Naturalization or Citizenship
- U.S. Passport/U.S. Territory Passport
- Foreign Passport
- U.S. government, military, state, or Tribal-issued ID, which includes date of birth and/or Social Security Number and/or Tribal ID
- U.S. Military ID cards (active or reserve duty, dependent of a military member, retired member, discharged from service, medical/religious personnel)
- Common Access Card (only if designated as Active Military or Active Reserve or Active Selected Reserve)
- Military Discharge documentation, which includes date of birth and/or Social Security Number and/or Tribal ID
- Northern Mariana Card
- Permanent Resident Card
- Permanent Resident Alien Card
- Permanent Resident Re-Entry Permit
- Temporary Resident Identification Card

¹ This guidance letter amends CD's December 9, 2015 guidance letter regarding acceptable types of identification documents for the California LifeLine Program's identity authentication process.

- Employment Authorization Card
- Mexican Consular Card (Matricula Consular - 2006, 2014, 2015 and later versions)
- Parolee Identification Card issued by California Department of Corrections and Rehabilitation Division of Adult Parole Operations, which is within one year of the date under picture

Prison IDs, Employee IDs, and school IDs are not acceptable for the ID Check.

The California Lifeline Administrator denies participation into the program if the consumer does not pass the ID Check. A consumer may fail the ID Check for the following reasons: 1) inability to prove the consumer's identity using the information already provided to the California Lifeline Administrator; 2) the identification document does not match the consumer; 3) the identification document provided by the consumer is not listed under the acceptable types of identification documents; and 4) the California Lifeline Administrator does not have evidence that the ID Authentication Form and the identification document were submitted.

If you have any questions regarding this notice, please contact Lisa Bass at (415) 703-3491 or lisa.bass@cpuc.ca.gov.

Sincerely,



/s/ Robert Osborn

Communications Division Director
California Public Utilities Commission