

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



Response to this letter is due by June 30, 2026

June 1, 2026

To: California LifeLine Service Providers

Subject: **PROJECTED COSTS FOR THE CALIFORNIA LIFELINE PROGRAM FOR FISCAL YEAR 2027-2028 (2026-05 ADMINISTRATIVE LETTER 12)**

General Order 153-A, Section 10.4.2, requires California LifeLine service providers to annually submit to the Communications Division a forecast of the service provider's California LifeLine claims. The Annual Cost Projection Worksheet must be filed by June 30, 2026 by service providers that intend to file reimbursement claims from the California LifeLine Fund for the fiscal year (FY) 2027-28. No reporting is required for service providers who do not plan to file California LifeLine reimbursement claims for FY 2027-28.

For all California LifeLine Wireline service providers, you can find the Annual Cost Projection Worksheet by clicking on the link below:

[California LifeLine Telephone Program \(LifeLine\) Annual Cost Projection Worksheet FY 2027-2028](#).

For all California LifeLine Wireless service providers, you can find the Annual Cost Projection Worksheet by clicking on the link below:

[California LifeLine Wireless Program \(LifeLine\) Annual Cost Projection Worksheet FY 2027-2028](#).

For each line item on the worksheet, the service provider's estimates should be consistent with the method used in preparing the monthly claim form. If there is a change in either the type of item claimed or in the method used for the estimates, a description of the change should be attached to the worksheet.

For service providers that have not previously submitted the LifeLine claims, guidance for the claim can be obtained from the eCAP website [Universal Lifeline Telephone Service](#). A copy of the General Order 153-A link is available on the California Public Commission website at: [Program Information \(ca.gov\)](#), and the California LifeLine eCAP claim form is available on the website at: [eCAP Home](#).

Please email the completed Annual Cost Projection Worksheet to lifelineclaim@cpuc.ca.gov by June 30, 2026.

If you have any questions, contact Tina Lee by phone at 415-703-2285, or by email at u17@cpuc.ca.gov.

Sincerely,

Gelareh Safavi

Gelareh Safavi
Communications Division Program Manager
California Public Utilities Commission