

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



August 27, 2018

NOTICE TO ALL WIRELINE CARRIERS OFFERING LIFELINE IN CALIFORNIA


RE: Implementation of the California LifeLine Eligibility Criteria Provisions

In accordance with [Decision \(D.\) 18-02-006](#), the California LifeLine program has adopted changes to the eligibility criteria authorizes the California LifeLine fund to make-up for the loss of federal support for participants who qualify under California-only eligibility criteria. These changes include California LifeLine fund make-up for loss of federal support, and modifying the claim form.

The Commission and the California LifeLine Administrator (currently, Conduent) implemented new reporting for carriers, including revisions to the Weighted Average Report (WAR), the monthly True-Up report, and the list of status codes for the daily return feed. The reports, specifically the WAR, will differentiate between participants qualifying under the California-only or federal eligibility criteria and will assist the Service Providers in completion of the new claim form.

Adjustments to Service Provider data systems may be necessary in response to these changes. Wireline Service Providers participating in the California LifeLine Program may claim reimbursement for the IT changes necessary because of the added data relating to Funding Type (California-only eligibility or federal and California eligibility). Incremental LifeLine related expenses may be reported as Implementation Cost (Line 13) on the claim form. Service Providers claiming reimbursement for Implementation Costs must submit supporting documentation to justify the expenses and all costs must be reasonable.

For questions regarding the new LifeLine procedures, please contact Hannah Steiner at 415-703-1638, HS3@cpuc.ca.gov, or Tina Lee at 415-703-2285, U17@cpuc.ca.gov.


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