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PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Telecommunications Division  
Public Programs Branch

RESOLUTION T- 16996  
March 2, 2006

R E S O L U T I O N

**RESOLUTION T-16996. Approval of the Universal Lifeline Telephone Service Enrollment Forms and a Uniform Customer Notification Notice**

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**Summary**

This Resolution adopts the enrollment forms for the Universal Lifeline Telephone Service (ULTS) program attached as Attachment A. Revised General Order (GO) 153 adopted in Decision (D.) 05-12-013 and the enrollment forms adopted in this Resolution shall take effect on July 1, 2006. Utilities<sup>1</sup> shall cease the annual re-certification for their ULTS customers whose ULTS qualification renewal dates are July 1, 2006 or after.

This resolution also adopts a uniform customer notification attached as Attachment B. This customer notification is to be sent as a bill insert by all utilities to their residential and ULTS customers other than customers of foreign exchange or farmer lines. This customer notification shall be included in monthly bills rendered from June 1, 2006 through June 30, 2006. Within 15 business days from the effective date of this Resolution, the Commission's Telecommunications Division (TD) will make available, to utilities upon request, the same uniform customer notification in the following languages: Spanish, Chinese, Korean, Japanese, Vietnamese, and Tagalog for use in utilities' mailings.

Furthermore, utilities shall suspend their annual ULTS notice in accordance with § 4.3 of the GO that is scheduled to be mailed between May 1, 2006 and April 30, 2007. Commencing May 1, 2007, utilities shall resume the GO 153 § 4.3 requirement in accordance with their own established mailing schedule with a new notice containing information about the new ULTS program.

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<sup>1</sup> Consistent with GO 153, utilities are defined as telecommunications carriers that offer ULTS and all telecommunications carriers that offer residential local exchange service are required to offer ULTS.

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## Background

D.05-12-013 amended the ULTS program changing the eligibility requirement from self-certification to means-tested/income-documented. This resolution implements D.05-12-013 which states:

Ordering Paragraph 1 - The revisions to General Order (GO) 153 that appear in Appendix A to this Order, are adopted and shall become effective at a later date, determined by the Commission Resolution that adopts the final versions of the certification and verification forms.

Ordering Paragraph 2 - The Telecommunications Division (TD) shall circulate any additional changes to the certification and verification forms, as proposed by the parties, or other changes proposed by GO, CertA or the Public Advisor's Office to the service list of this proceeding for comment. We will approve those additional changes by Commission Resolution.

## Discussion

Attachment A to this Resolution includes the certification and verification forms for enrollment in the ULTS program. These forms were developed through collaborative efforts of TD, the Certifying Agent (CertA),<sup>2</sup> and the Commission's Public Advisor's (PA) Office. Revised GO 153 including the enrollment forms adopted in this Resolution shall take effect on July 1, 2006, i.e. beginning July 1, 2006, utilities shall follow the procedures identified in Revised GO 153 in enrolling ULTS customers.

Utilities shall cease the annual re-certification for their ULTS customers whose ULTS qualification renewal dates are July 1, 2006 or after. This function will be assumed by the CertA.

Pursuant to D.05-12-013,<sup>3</sup> Attachment B to this resolution includes a uniform customer notification informing customers that starting July 1, 2006, ULTS eligibility criteria will be changed from self-certification to means-tested/income-documented. This customer notification likewise was developed through collaborative efforts of TD and PA. All utilities shall send this customer notification as a bill insert to their residential and ULTS customers except for customers of foreign exchange or farmer lines, in monthly bills

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<sup>2</sup> CertA is an agent of the Commission under contract to qualify ULTS customers.

<sup>3</sup> D.05-12-013 states: TD and our Public Advisor's Office are to develop a uniform customer notification for carriers that provide residential and ULTS services to send as a bill insert to those customers. (At page 54)

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rendered from June 1, 2006 through June 30, 2006. Within 15 business days from the effective date of this Resolution, TD will make available, to utilities upon request, the same uniform customer notification in the following languages: Spanish, Chinese, Korean, Japanese, Vietnamese, and Tagalog, for use in utilities' mailings.

GO 153 § 4.3 requires every utility to annually send to all of its residential customers, other than customers of ULTS,<sup>4</sup> foreign exchange or farmer lines, a notice that contains information about the ULTS program. To minimize consumer's confusion on the changeover of the ULTS program from the existing self-certification to the new means-tested/income-documented requirement, utilities shall suspend their annual ULTS notices informing customers of the availability of existing ULTS program that are scheduled to be mailed on May 1, 2006 or after. Customers will be notified regarding the new ULTS program through the aforementioned bill insert mailings. Commencing May 1, 2007, utilities shall resume the GO 153 § 4.3 requirement in accordance with their own established mailing schedule with a new notice containing information about the new ULTS program.

**Notice of Availability and Public Comments**

In compliance with PU Code § 311(g), a Notice of Availability was e-mailed on January 31, 2006, to every certificated local telecommunications carriers, parties of record in R.04-12-001, and ULTS Administrative Committee members informing them that this draft resolution is available at the Commission's website <http://www.cpuc.ca.gov/static/documents/index.htm> and is available for public comments. This Notice of Availability also informs parties of the availability of the conformed resolution, when adopted by the Commission, at the same website.

TD will address comments filed in timely manner.

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<sup>4</sup> ULTS customers are exempted from GO 153 § 4.3 because they do not need to be informed about the availability, terms and conditions of ULTS.

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**Findings**

1. This resolution implements Decision (D.) 05-12-013.
2. Attachment A to this Resolution includes the certification and verification forms for enrollment in the Universal Lifeline Telephone Service (ULTS) program, and should be adopted.
3. Revised General Order (GO) 153 adopted in D.05-12-013 and the enrollment forms adopted in this Resolution should take effect on July 1, 2006.
4. Utilities should cease the annual re-certification for their ULTS customers whose ULTS qualification renewal dates are July 1, 2006 or after.
5. Attachment B includes a uniform customer notification informing customers on the ULTS program changeover from self-certification to means-tested/income-documented requirement, and should be adopted. Within 15 business days from the effective date of this Resolution, TD should make available, to utilities upon request, the same uniform customer notification in the following languages: Spanish, Chinese, Korean, Japanese, Vietnamese, and Tagalog.
6. Utilities should send the uniform customer notification adopted in this Resolution as a bill insert to their residential and ULTS customers except for customers of foreign exchange or farmer lines. This customer notification should be included in monthly bills rendered from June 1, 2006 through June 30, 2006.
7. GO 153 § 4.3 requires every utility to annually send to all of its residential customers, other than customers of ULTS, foreign exchange or farmer lines, a notice that contains information about the ULTS program.
8. To minimize consumer's confusion on the changeover of the ULTS program from the existing self-certification to the new means-tested/income-documented requirement, utilities should suspend their annual ULTS notices informing customers of the availability of existing ULTS program that are scheduled to be mailed on May 1, 2006 or after.
9. Commencing May 1, 2007, utilities should resume the GO 153 § 4.3 requirement in accordance with their own established mailing schedule with a new notice containing information about the new ULTS program.

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10. In compliance with PU Code § 311(g), a Notice of Availability was e-mailed on January 31, 2006, to every certificated telecommunications carriers, parties of record in R.04-12-001, and ULTS Administrative Committee members informing them that a draft of this Resolution is accessible on the Commission's web-site ([www.cpuc.ca.gov](http://www.cpuc.ca.gov)) and is available for public comments.

**THEREFORE, IT IS ORDERED that:**

1. The enrollment forms for the Universal Lifeline Telephone Service (ULTS) program attached as Attachment A are adopted
2. Revised General Order (GO) 153 adopted in Decision (D.) 05-12-013 and the enrollment forms adopted in this Resolution shall take effect on July 1, 2006.
3. Utilities shall cease the annual re-certification for their ULTS customers whose ULTS qualification renewal dates are July 1, 2006 or after.
4. The uniform customer notification attached as Attachment B is adopted. This customer notification is to be sent as a bill insert by all utilities to their residential and ULTS customers other than customers of foreign exchange or farmer lines. This customer notification shall be included in monthly bills rendered from June 1, 2006 through June 30, 2006. Within 15 business days from the effective date of this Resolution, the Commission's Telecommunications Division shall make available, to utilities upon request, the same uniform customer notification in the following languages: Spanish, Chinese, Korean, Japanese, Vietnamese, and Tagalog for use in utilities' mailing.
5. Utilities shall suspend their annual ULTS notice in accordance with § 4.3 of the GO that is scheduled to be mailed between May 1, 2006 and April 30, 2007.
6. Commencing May 1, 2007, utilities shall resume the GO 153 § 4.3 requirement in accordance with their own established mailing schedule with a new notice containing information about the new ULTS program.

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This Resolution is effective today.

I hereby certify that this Resolution was adopted by the Public Utilities Commission at its regular meeting on March 2, 2006. The following Commissioners approved it:

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STEVE LARSON  
Executive Director

TD/AYY

ATTACHMENT A  
ULTS ENROLLMENT FORMS

**UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS)**  
**INSTRUCTIONS FOR COMPLETING THE ULTS CERTIFICATION FORM**  
**PLEASE READ ALL INSTRUCTIONS CAREFULLY**

Upon your request, your telephone company has enrolled you in the Universal Lifeline Telephone Service (ULTS) program. This is a discount program for low-income customers provided by the local telephone companies and sponsored by the California Public Utilities Commission (CPUC). You must certify your eligibility by completing the enclosed form. The completed form and support documents, if any, must be received by the Certifying Agent, an agent of the CPUC, by:

<insert date>.

A self-addressed return envelope is provided for your use. If a completed form is not received by the above date, the CPUC will direct your telephone company to:

- o remove you from the ULTS program
- o convert you to full residential telephone service back from the ULTS Start Date listed in Part A Carrier Information of the attached form;
- o back bill you for the ULTS discounts that you should not have received including the non-recurring charges, the monthly recurring rate, the end-user common line charge, related surcharges, taxes and fees; and
- o require you to post a service deposit, if applicable.

**ULTS Eligibility**

The Commission or the Commission's agent may audit your eligibility to participate in the ULTS program at any time. If the audit finds that you are not eligible, you will be removed from the ULTS program and billed for previous ULTS discounts that you should not have received plus interest at the 3-month commercial paper rate.

**IF YOU HAVE QUESTIONS ABOUT THESE FORMS:**

Call toll-free from 7:00 AM to 7:00 PM on regular business days. Toll-free 1-###-###-#### or TTY 1-###-###-####

**INSTRUCTIONS FOR COMPLETING CETTIFICATION FORM**

**Part A Carrier Information** This part identifies your telephone company, your ULTS phone number(s), and the date your ULTS service begins. If any information in Part A is incorrect, please call the telephone company at the phone number listed on the form next to the telephone company's name.

**Part B Billing Address and Service Address** Service address as shown on the form should be your principal place of residence. If any information in Part B is incorrect, please call the telephone company at the phone number listed on the form next to the telephone company's name in Part A.

**Part C Eligibility** You may use either Method 1 **OR** Method 2 to qualify for ULTS. Do NOT choose both.

If you are using **Method 1 Program-Based**, fill in the bubble relating to the program you or another person in your household is approved for and provide the name of that person in the box marked **"Name:"**.

If you are using **Method 2 Income-Based**, fill in the bubble relating to the combined number of adults and children in your household. **You must provide proof that your total household income is at or below the ULTS maximums when returning the certification form.** Provide a **copy of each** of the following from which you receive income:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>• Prior year's state, federal, or tribal tax return</li> <li>• Income statements or paycheck stubs for three consecutive months within the calendar year</li> <li>• Child support document</li> </ul> | <ul style="list-style-type: none"> <li>• Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or workmen's compensation</li> <li>• A divorce decree</li> <li>• Other income documents-see below</li> </ul> |
|--|---|

**Do not staple or tape the income documents to the form, and be sure to send only copies because these documents will not be returned to you.**

Household income is all income from everyone in your home, taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.

*Below description and the related part in the certification form, will be displayed only if the customer is subscribed to a 2<sup>nd</sup> ULTS Line.*

Your telephone company has signed you up for the **2<sup>nd</sup> ULTS Line** because you have a disabled person in your household. To qualify for the 2<sup>nd</sup> ULTS Line, you **must complete** this part of the form. To qualify for the 2<sup>nd</sup> ULTS Line, the disabled person must have immediate and continuous access to a telephone-text device (TTY). If the TTY is not issued by the Deaf and Disabled Telecommunications program, remember to attach a medical certificate indicating the person's need for a TTY when submitting the form.

**Part D Signature** By signing the form, you are certifying, under penalty of perjury, that the service address is your principal place of residence and you have not been claimed as a dependent on another person's income tax return, and that information in the certification form is true and correct. You must print your name under your signature. **Use only black or blue ink.** If the form is signed by Legal Guardian or by Power of Attorney, please fill in the bubble.

**Part E How do you prefer to receive future notifications?** You will be notified in writing once it is determined whether you qualify for the ULTS program. Also, to continue on the ULTS program, you must re-certify each year. If you prefer to receive future notifications including the instructions for the annual re-certification form in Braille (English only) or in large-font, please specify your preference by filling in the correct bubble.

**PLEASE REMEMBER:**

1. **Keep these instructions for your files, do not send with application.**
2. **We must receive your completed form by <insert date>.**
3. **Do not send original income document, send COPIES only because they will NOT be returned to you.**

**Universal Lifeline Telephone Service  
(ULTS) [www.cpuc.ca.gov](http://www.cpuc.ca.gov)**

**CERTIFICATION FORM**



**Part B Billing Address**

Jane Doe  
123 Maple St., Apt. #1  
Los Angeles, CA 90048-1000

**Part B Service Address**

123 Maple St., Apt #2  
Los Angeles, CA 90048-1000

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**Please return form to:**

**Certifying Agent for ULTS  
PO Box 0000  
Oxnard, CA 93036-0000  
1-###-###-#### TTY 1-###-###-####**

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**Part A Carrier Information**

SBC Communications 1-###-###-####  
ULTS Phone Number: 213-612-4690  
<2<sup>nd</sup> ULTS: 213-612-4691>  
ULTS Start Date: 02/26/06

This completed form must be received by <insert date> to qualify for the ULTS discount program.

This form is valid only for the person listed in Part B Billing Address above.

**DO NOT COPY THIS FORM.**

# ULTS Certification Form

# BarCode

## Part C Eligibility -You may use either Method 1 OR Method 2 below to qualify for ULTS.

**Method 1 Program-Based:** If you or another person in your household is approved for any of the programs below, please identify the program by filling in the correct bubble and provide the name of that person in the Name box. **Sample:**  Correct

<input type="radio"/> Medicaid/Medi-Cal <input type="radio"/> Supplemental Security Income <input type="radio"/> Food Stamps <input type="radio"/> Healthy Families Category A <input type="radio"/> Tribal TANF <input type="radio"/> Tribal NSL <input type="radio"/> Women, Infant and Children (WIC) program	<input type="radio"/> Low Income Home Energy Assistance Program <input type="radio"/> Federal Public Housing Assistance (Section 8) <input type="radio"/> Temporary Assistance for Needy Families (TANF) <input type="radio"/> National School Lunch's FREE Lunch Program (NSL) <input type="radio"/> Bureau of Indian Affairs General Assistance <input type="radio"/> Tribal Head Start
Name : <input style="width: 100%;" type="text"/>	

**(If you complete Method 1 above, do not complete Method 2 below)**

**Method 2 Income-Based:** If the income level for your household is at or less than the ULTS maximums listed below, please identify your household size by filling in the correct bubble. **YOU MUST PROVIDE PROOF OF YOUR TOTAL HOUSEHOLD INCOME.**

TOTAL # OF ADULTS AND CHILDREN IN YOUR HOUSEHOLD	MAXIMUM ULTS YEARLY INCOME	Provide <u>COPIES</u> of each of the following from which you receive income. Do not tape or staple to this form.
<input type="radio"/> 1-2 Members	\$20,600 + (will update)	<ul style="list-style-type: none"> <li>Prior year's state, federal, or tribal tax return</li> <li>Income statements or paycheck stubs for three consecutive months within the calendar year</li> <li>Child support document</li> <li>Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or workmen's compensation</li> <li>A divorce decree</li> <li>Other income documents-see instructions</li> </ul>
<input type="radio"/> 3 Members	\$24,300 +	
<input type="radio"/> 4 Members	\$29,200 +	
<input type="radio"/> 5 Members	\$34,100 +	
For each additional member after 5 members, add \$4,900 + to \$34,100 + <input type="radio"/> _____ Members      \$ _____		

**2nd ULTS I Line-** You have a disabled person in your household and this person has immediate and continuous access to a TTY. Please provide the name of the disabled person using the TTY in the name box and fill in the correct bubble below.

Name	<input style="width: 100%;" type="text"/>
<input type="radio"/> who uses a TTY issued by Deaf and Disabled Telecommunications Program. <input type="radio"/> who uses a TTY but not issued by DDTP. <b>(You must attach a medical certificate indicating the member's need for a TTY.)</b>	

**Part D Signature** By signing below, I certify, under penalty of perjury, the service address is my principal place of residence, I have not been claimed as a dependent on another person's income tax return, and that information in this form is true and correct. Please note the printed name must match the person's name in Part B of this form unless this form is signed by Legal Guardian or Power of Attorney.

<b>Applicant Signature (required)</b>	Date: <input style="width: 15px;" type="text"/> M <input style="width: 15px;" type="text"/> M <input style="width: 15px;" type="text"/> D <input style="width: 15px;" type="text"/> D <input style="width: 15px;" type="text"/> Y <input style="width: 15px;" type="text"/> Y
<b>Printed Name (required)</b>	<input type="radio"/> Fill in if signed by Legal Guardian or by Power of Attorney
<input style="width: 100%;" type="text"/>	

**Part F Please fill in if you prefer to receive future notifications in:**     Large Print     Braille

**UNIVERSAL LIFELINE TELEPHONE SERVICE (ULTS)  
INSTRUCTIONS FOR COMPLETING ULTS VERIFICATION FORM  
PLEASE READ ALL INSTRUCTIONS CAREFULLY**

You are enrolled in the Universal Lifeline Telephone Service (ULTS) program. This is a discount program for low income-customers provided by the local telephone companies and sponsored by the California Public Utilities Commission (CPUC). To remain in the program, you must re-certify your eligibility by completing the enclosed verification form. The completed form must be received by the Certifying Agent, an agent of the CPUC by:

<insert date>.

A self-addressed return envelope is provided for your use. If a completed form is not received by the above date, the CPUC will direct your telephone company to:

- o remove you from the ULTS program
- o convert you to full residential telephone service starting from the ULTS Verification Date list in Part A of the form;
- o require you to post a service deposit, if applicable.

**ULTS Eligibility**

The Commission or the Commission's agent may audit your eligibility to participate in the ULTS program at any time. If the audit finds that you are not eligible, you will be removed from the ULTS program and billed for previous ULTS discounts that you should not have received plus interest at the 3-month commercial paper rate.

**IF YOU HAVE QUESTIONS ABOUT THESE FORMS:**

Call toll-free from 7:00 AM to 7:00 PM on regular business days. Toll-free 1-###-###-#### or TTY 1-###-###-####

**INSTRUCTIONS FOR COMPLETING THE FORM**

**Part A Carrier Information** This part identifies your telephone company, your ULTS phone number(s), and your ULTS Verification date, i.e. your annual re-certification date. If the name of your telephone company listed on the form is not the telephone company providing your local telephone service or your ULTS phone number is incorrect, please call the telephone company at the phone number listed on the form next to the telephone company's name.

**Part B Billing Address and Service Address** Service address listed on the form should be your principal place of residence. If any information in Part B is incorrect, please call your telephone company at the phone number listed on the form next to the telephone company's name in Part A.

**Part C Eligibility** You may use either Method 1 **OR** Method 2 to qualify for ULTS. Do NOT choose both.

If you are using **Method 1 Program-Based**, fill in the bubble relating to the program you or another person in your household is approved for and provide the name of that person in the box marked "Name:".

If you are using **Method 2 Income-Based**, fill in the bubble relating to the combined number of adults and children in your household.

Household income is defined as all revenues from everyone in your household, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.

**Part C Eligibility:** Continued

*Below description and the related part in the verification form, will be displayed only if the customer is subscribed to a 2<sup>nd</sup> ULTS Line*

You have been qualified and subscribing to a 2<sup>nd</sup> ULTS Line. To continue the qualification of the 2<sup>nd</sup> ULTS Line, you must complete this part of the form.

**Part D Signature** By signing the form, you are certifying, under penalty of perjury, that the service address is your principal place of residence and you have not been claimed as a dependent on another person's income tax return, and that information in this form is true and correct. You must print your name under your signature. **Use only black or blue ink.** If the form is signed by Legal Guardian or by Power of Attorney, please fill in the bubble.

**Part E How would you prefer to receive future notifications?** To continue on the ULTS program, you must re-certify every year. If you prefer to receive notifications including the instructions for the verification form in Braille (English Only) or in large-font, please specify your preference by filling in the applicable bubble.

**Universal Lifeline Telephone Service  
(ULTS) [www.cpuc.ca.gov](http://www.cpuc.ca.gov)**

**VERIFICATION FORM**



**Part B Billing Address**

Jane Doe  
123 Maple St., Apt. #1  
Los Angeles, CA 90048-1000

**Part B Service Address**

123 Maple St., Apt #2  
Los Angeles, CA 90048-1000

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**Please return form to:**

**Certifying Agent for ULTS  
PO Box 0000  
Oxnard, CA 93036-0000**

**1-###-###-#### TTY 1-###-###-####**

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**Part A Carrier Information**

SBC Communications 1-###-###-####  
ULTS Phone Number: 213-612-4690  
<2<sup>nd</sup> ULTS: 213-612-4691>  
ULTS Start Date: 02/26/06

This completed form must be received by <insert date> to qualify for the ULTS discount program.

This form is valid only for the person listed in Part B Billing Address above.

**DO NOT COPY THIS FORM.**



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ATTACHMENT B  
UNIFORM CUSTOMER NOTIFICATION

**THIS IS AN IMPORTANT NOTICE  
FROM  
CALIFORNIA PUBLIC UTILITIES COMMISSION  
www.cpuc.ca.gov**

**Starting July 1, 2006, a new Universal Lifeline Telephone Service (ULTS) program will be put in place.**

ULTS is a discount program for low-income customers provided by the local telephone companies and sponsored by the California Public Utilities Commission (CPUC). If you qualify for ULTS, you are entitled to the followings:

Service	Description	Rate
Flat-Rate Local Telephone Service	Unlimited local calls and same free access to directory assistance calls as provided to non-ULTS flat-rate residential customers.	Monthly: the lower of \$5.34 or 1/2 of utility's rate for residential flat-rate local telephone service.
Measured Local Telephone Service	60 local calls per month and \$0.08 per call after 60, and same free access to directory assistance calls as provided to non-ULTS measured-rate residential customers.	Monthly: the lower of \$2.85 or 1/2 of utility's rate for residential measured local telephone service.
Service Connection and Service Conversion	For initiation of telephone service, or change of class/type/grade of service.	Non-recurring: the lower of \$10 or 1/2 of utility's connection/conversion charge for residential telephone service.

You may also qualify for a 2<sup>nd</sup> ULTS Line if you or another person in your household is disabled and needs a telephone-text device (TTY) when using the phone.

**Starting July 1, 2006**, you may qualify for ULTS under either Method 1 Program-Based **OR** Method 2 Income-Based.

**Method 1 Program-Based:** you qualify for ULTS if you or another person in your household is approved for any **one** of the following public-assistance programs:

Medicaid/Medical	Low Income Home Energy Assistance Program
Supplemental Security Income	Federal Public Housing Assistance (Section 8)
Food Stamps	Temporary Assistance for Needy Families (TANF)
Healthy Families Category A	National School Lunch's FREE Lunch Program (NSL)
Tribal TANF	Bureau of Indian Affairs General Assistance
Tribal NSL	Tribal Head Start
Women, Infant and Children program	

**Method 2 Income-Based:** you qualify for ULTS if your total household income is at or less than the ULTS income maximums:

Household Size	Maximum ULTS Yearly Income (6/1/06 through 5/31/07)
1-2 Members	\$20,600 +
3 Members	\$24,300 +
4 Members	\$29,200 +
5 Members	\$34,100 +
	For each additional member after 5 members, add \$4,900 + to \$34,100 +

Household income is defined as all revenues from everyone in your household, whether taxable or non-taxable, including, but not limited to: wages, salaries, interest, dividends, spousal support and child support, grants, gifts, allowances, stipends, public-assistance payments, social security and pensions, rental income, income from self-employment and cash payments from other sources, and all employment-related, non-cash income.

**NEW ULTS CUSTOMERS:** If you think you qualify for ULTS, please contact your local telephone company. To qualify under Method 2 Income-Based, you **must also provide documents proving that your total household income is at or below the ULTS income maximum.** Acceptable income documents are:

- Prior year’s state, federal, or tribal tax return
- Income statements or paycheck stubs for three consecutive months within the calendar year
- Statement of benefits from Social Security, Veterans Administration, retirement/pension, unemployment compensation, and/or workmen’s compensation
- A divorce decree
- Child support document
- Other income documents

**EXISTING ULTS CUSTOMERS:** If you are an existing ULTS customer and your next annual re-certification is due on July 1, 2006 or after, instead of your local telephone company, your next annual re-certification will be conducted by the Certifying Agent, an agent of the CPUC. You will have the option of continuing your ULTS enrollment under Method 1 Program-Based or Method 2 Income-Based. The CPUC has directed the Certifying Agent to randomly select 3% of the existing ULTS customers and request proof of eligibility documents from these customers. Therefore, if you qualify under Method 1 Program-Based, you may have to provide a copy of your public-assistance program enrollment form. If you qualify under Method 2 Income-Based, you may have to provide documents proving your total household income is at or below the ULTS maximums.

**Eligibility Audit:** The Commission or the Commission’s agent may audit your eligibility to participate in the ULTS program at any time. If the audit finds that you are not eligible, you will be removed from the ULTS program and billed for previous ULTS discounts that you should not have received plus interest at the 3-month commercial paper rate.