



FILED

06/02/26

10:16 AM

R2511005

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

Order Instituting Rulemaking to
Update the California LifeLine
Program.

Rulemaking 25-11-005

**ADMINISTRATIVE LAW JUDGE’S RULING INVITING COMMENTS ON THE
CUSTOMER PORTAL 2.0 STAFF PROPOSAL**

This ruling requests party comments on the attached *Staff Proposal: California LifeLine Direct Enrollment and Renewal Application Processes Through Customer Portal 2.0 Release* (Attachment A, Customer Portal 2.0 Staff Proposal), which introduces the California Public Utilities Commission’s (Commission) proposal for a redeveloped online application, eligibility renewal, and customer information portal for the California Universal Telephone Service Program (California LifeLine). Opening comments are due within 14 days of the issuance of this ruling, and reply comments are due within 14 days of the due date for opening comments.

In the prior California LifeLine rulemaking, Rulemaking (R.) 20-02-008, the April 19, 2024, *Staff Proposal for California LifeLine Program: Enrollment Path for Individuals without Social Security Numbers* presaged the Commission’s intention to redevelop its online portal for LifeLine enrollment.¹ The redeveloped online portal is referred to as, “Customer Portal 2.0.” As described in the attached,

¹ Administrative Law Judge’s Ruling Requesting Comments on Staff Proposal on Enrollment for Individuals without Social Security Numbers, Attachment A at 6.

