

Frequently Asked Questions

Broadband Grant Portal

June 2023

What is the Broadband Grant Portal?

The California Public Utilities Commission (CPUC) Broadband Grant Portal is a web-based system designed to allow users to submit applications for broadband implementation grants. It is a comprehensive system that covers all aspects of the grants management lifecycle, from user registration and application submission to review cycles, award notifications, reporting, and closeout.

When does the application window close?

The first application window for the Federal Funding Account closes on September 29, 2023, at 4 p.m.

Registration

How do I access the Broadband Grant Portal?

From the Federal Funding Account [Application Resources](#) page, click on the link for the [Broadband Grant Portal](#). First-time users will need to register.

What information do I need to enter in order to register for the Broadband Grant Portal?

The Broadband Grant Portal asks for your first and last names, an email address, a phone number, and your organization's name and address.

What happens after I enter my information?

An email from noreply@salesforce.com will arrive in your Inbox (you may need to add the address to your safe senders list in your email client so it is not filtered out). Click on the link in the email to create your password and login.

Is there a user guide for the Broadband Grant Portal?

Yes, the Broadband Grant Portal User Guide can be downloaded from the Federal Funding Account Application Resources [page](#), which also includes an instructional video on the how to use the portal.

I just want to object to an application submitted by another organization. Must I use the Broadband Grant Portal?

Yes, all transactions related to the Federal Funding Account must be routed through the portal.

Preparing an application

How do I create an application?

On the home page, click on the Funding Opportunities option at the top of the page, then select the Last Mile Federal Funding Account. You will be taken to Last Mile Federal Funding Account landing page, where you will click on “Create Application” in the upper right corner.

Do I need to complete the entire application to submit?

Yes, you will need to complete the entire application. Fields with a red asterisk are required and you will not be able to submit your application until they are complete. Applicants may track the progress of their application with the “steps” feature on the right-hand side of the page. When all the required fields have been entered, you will see a green check mark.

Do I need to complete the application in one sitting?

No, you may stop work on an application at any time before submission and your progress will be saved. To resume work at a later time, select that application from your list of unsubmitted applications.

What is a Plan ID?

Prospective applicants may use the Federal Funding Account Applicant Tool to design projects and create their Plan IDs. A Plan ID will be generated in the Applicant Tool, when a user clicks the “Submit” button. When you enter your Plan ID in the Broadband Grant Portal, many details about your project will be automatically imported into your application. A Plan ID is required to submit an application.

Do I need to use the Applicant Tool and Plan ID?

Applicants are strongly encouraged to use the Applicant Tool because using the Plan ID automatically imports much of the data needed into the application into the Portal.

My organization will not allow me to sign the end user licensing agreement to access the Applicant Tool. What do I do?

Contact the CPUC at: federalfundingaccount@cpuc.ca.gov

Uploading Data and Documents

What resources are available to help me prepare my application?

An Application Checklist is available on the [Application Resources](#) page. Some sections of the application have text boxes, which will expand when the text goes beyond the lower edge of the text box. Some sections of the application require you to “upload” files. Acceptable document types are Word/Excel, pdf, or image files. Some sections, require “templates” to be uploaded. Templates can be downloaded. Applicants should fill in the required information and upload the template in the appropriate field.

Can I upload my documents in any order?

Yes, click on the items on the “Steps” on the right side of the screen to go directly to that item for upload.

How do I know when I have filled out the necessary information in my application?

On the right side of the screen, a green checkmark will be displayed when you have completed a “Step.”

Can I edit a submitted application?

No, submitted applications cannot be edited. If major changes are needed during the application window, the project can be withdrawn and a new application with the necessary changes can be uploaded. Applications that have not yet been submitted can be edited by clicking on the down arrow on the far right and clicking “edit.”

Who should I contact if I need more help with the Portal?

Contact federalfundingaccount@cpuc.ca.gov with any issues.

Post-application process

What else will the Broadband Grant Portal be used for?

Approved grantees will be able to file their regular reports (contracting, quarterly, and payment) on the portal after their grant is awarded. The process will be reflected in the Administrative Manual in coming months.