

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



December 9, 2015

To: Service List for Rulemaking 11-03-013, California LifeLine Program (California LifeLine)
Administrative Committee Members, and California LifeLine Working Group Members

**SUBJECT: GUIDANCE REGARDING THE ACCEPTABLE TYPES OF IDENTIFICATION DOCUMENTS
FOR THE CALIFORNIA LIFELINE PROGRAM'S IDENTITY AUTHENTICATION PROCESS
(ID CHECK)**

The California Public Utilities Commission's (CPUC) Communications Division hereby issues this administrative letter to provide guidance regarding the acceptable types of identification documents for a consumer to pass the ID Check for the California LifeLine Program.

Background

As a condition of the CPUC's ability to opt out of the Federal Communications Commission's (FCC) National Lifeline Accountability Database, the CPUC had to institute an ID Check during the enrollment process for the California LifeLine Program. The ID Check may require consumers to submit the ID Authentication Form along with a copy of one or more of the acceptable types of identification documents to authenticate a consumer's identity. The identification document must include a photo, match at least two personal information factors (e.g., name, service address, date of birth, and last four of the social security number), which are already provided by the consumer to the California LifeLine Administrator, be current, be legible, and be one of the acceptable types of identification documents as follows:

- U.S. Driver License
- Certificate of U.S. Citizenship
- Certificate of Naturalization or Citizenship
- U.S. Passport/U.S. Territory Passport
- Foreign Passport
- U.S. government, military, state, or Tribal-issued ID, which includes date of birth and/or Social Security Number and/or Tribal ID
- U.S. Military ID cards (active or reserve duty, dependent of a military member, retired member, discharged from service, medical/religious personnel)
- Common Access Card (only if designated as Active Military or Active Reserve or Active Selected Reserve)
- Military Discharge documentation, which includes date of birth and/or Social Security Number and/or Tribal ID

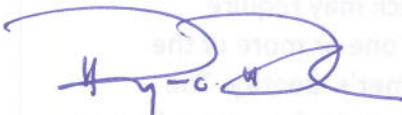
- Northern Mariana Card
- Permanent Resident Card
- Permanent Resident Alien Card
- Permanent Resident Re-Entry Permit
- Temporary Resident Identification Card
- Employment Authorization Card
- Mexican Consular Card (Matricula Consular – 2006, 2014, 2015 and later versions)

Please note that only those acceptable types of IDs issued by an official government agency would be permitted by the California LifeLine Administrator (except military ID and Tribal-issued ID). Prison IDs, employee IDs, and school IDs issued by any government agency or entity would not be accepted.

The California LifeLine Administrator denies participation into the program if the consumer fails to pass the ID Check. A consumer may fail the ID Check for the following reasons: 1) inability to prove the consumer's identity using the information already provided to the California LifeLine Administrator; 2) the identification document does not match the consumer; 3) the identification document provided by the consumer is not listed under the acceptable types of identification documents; and 4) the California LifeLine Administrator does not have evidence that the ID Authentication Form and the identification document were submitted.

If you have any questions regarding this matter, please contact Michaela Pangilinan at (415) 703-1890 or at wow@cpuc.ca.gov.

Sincerely,



Ryan Dulin
Director, Communications Division