User Guide

CALIFORNIA PUBLIC UTILITIES COMMISSION

CALIFORNIA ADVANCED SERVICES FUND (CASF)

BROADBAND INFRASTRUCTURE GRANT ACCOUNT APPLICATION PORTAL

October 2026

This guide assists users with how to register, navigate, and submit an application through the CASF Infrastructure Grant Management Portal

California Public Utilities Commission

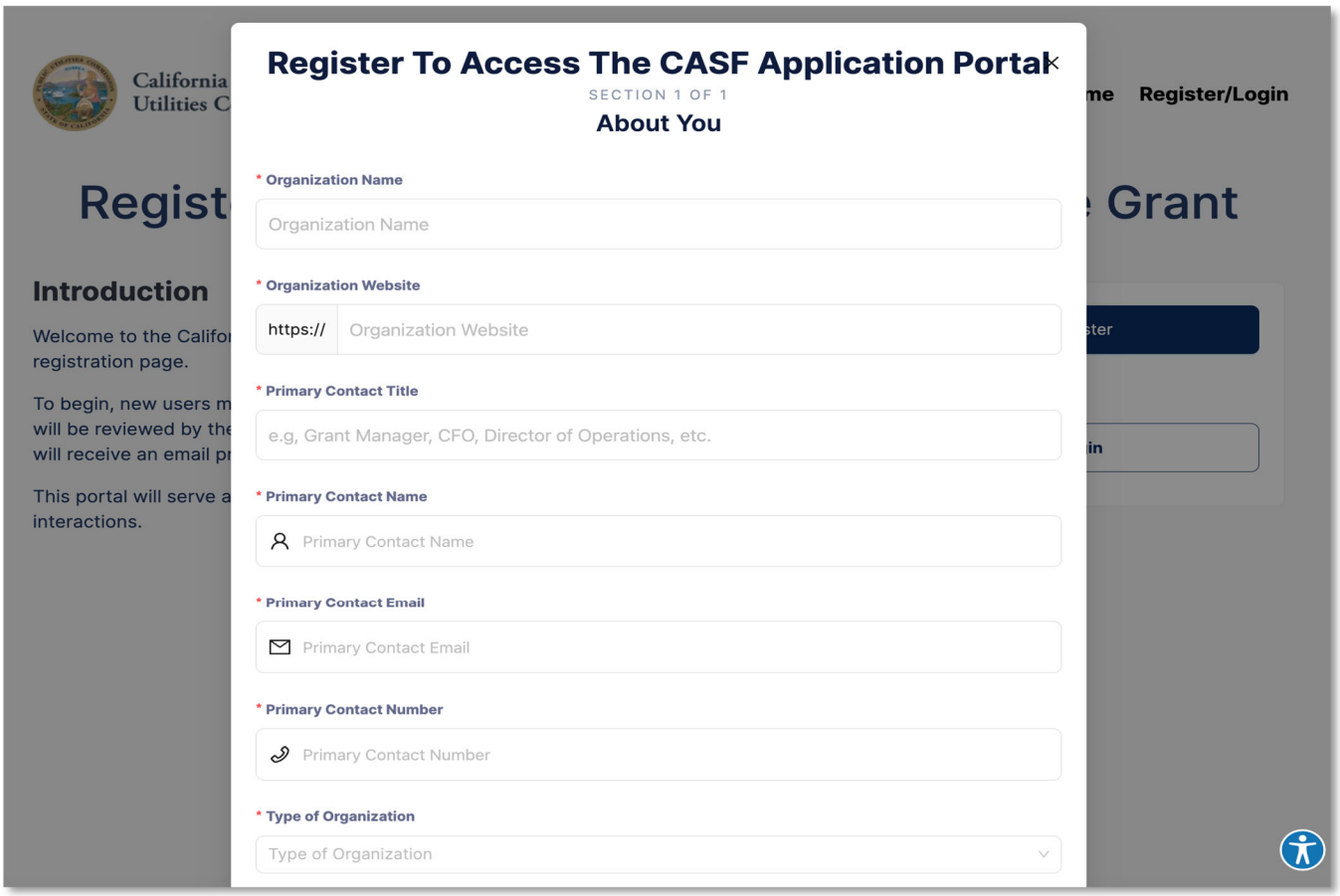
Contents

1. Getting into the Portal 2
Creating your account 2
2. Set up your Organization Profile 3
3. Start your application 4
4. Navigating the application 5
You can work in any order 6
Answering questions 7
5. Completing Each Item 8
Items 1–3 · Your project and organization 8
Item 4a · Project Location Data (the map) 10
Item 4b · Project Equipment Locations 12
Item 5 · Median Household Income 13
Items 6–9 · Eligibility, Schedule, and Costs 14
Items 10–17 · Commitments and qualifications 15
Item 18 · CEQA Attestation & Questionnaire 16
Items 19–20 · Checklist and affidavit 17
6. Submit your application 18
7. Messaging with program staff 19
Start a conversation 19
Replies, Attachments, and Notifications 19
8. After you submit 19
What the statuses mean 19
Emails you'll receive 20
If a revision is requested 20

1. Getting into the Portal

Creating your account

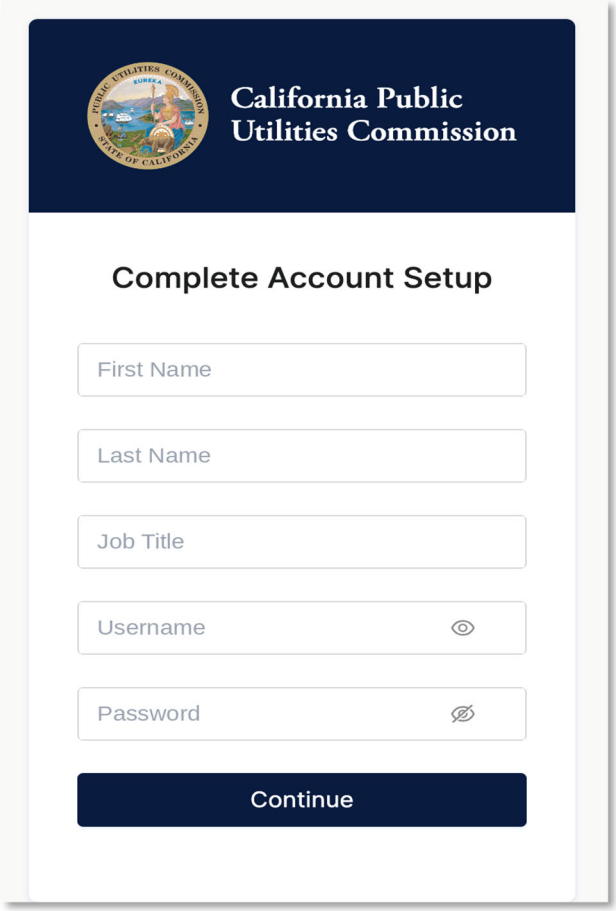
Before you can submit an application, your organization needs to create an account in the portal. Go to the **CASF Broadband Infrastructure Grant** portal at https://register.casf.grant.cpuc.ca.gov/register/ and select **Register**. A short form prompts you to provide your organization's details and primary contact information.



The registration form, asking for your organization and primary contact details.

Submitting the form sends an email to the CASF Infrastructure Team, confirming your registration has been received. CASF staff will review and verify the information before an account is created. There will be a short wait for a response while CASF staff reviews your request. When approved, you will receive a second email with

instructions on how to complete your account setup with a username and password.



Completing account setup after your registration is approved.

Finishing the account setup signs you in for the first time and takes you to the portal's Home page.

After this initial setup, sign into CASF Portal with the email and password you created at https://register.casf.grant.cpuc.ca.gov/register/

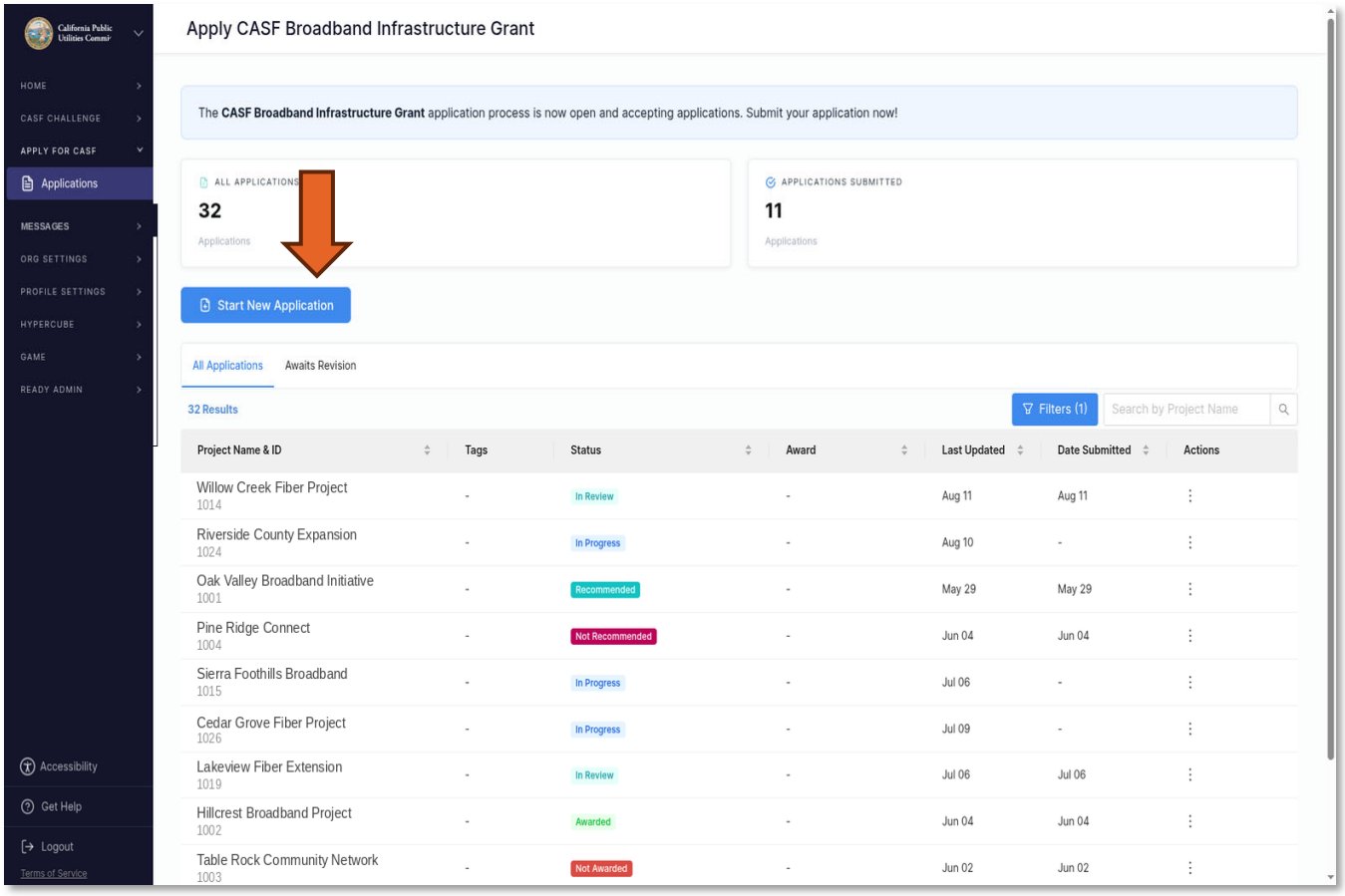
2. Set up your Organization Profile

Every applicant must complete an **Organization Profile** before starting an application. The portal uses this information to fill in matching fields, such as

organization name and address on each new application, eliminating the need to re-enter the same details each time. To view your organization's details, select **Organization Profile** in the left navigation menu under **Home**.

3. Start your application

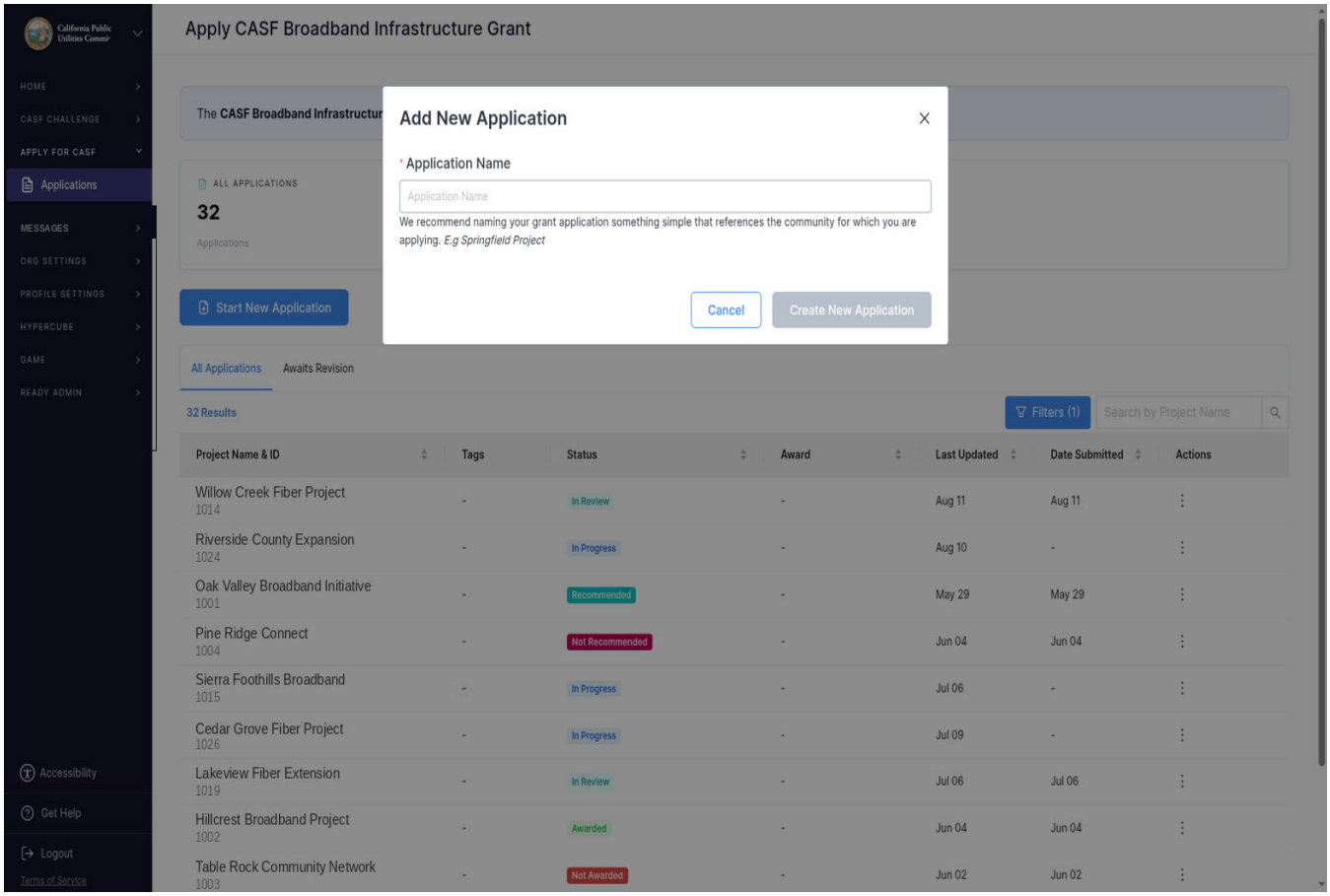
1. Open the **Applications** list (under **Apply for CASF** in the left navigation).
2. Confirm your Organization's Profile is complete. If not finish it before continuing.
3. Click **Start New Application**. (This button is unavailable when application submission is closed).



The applications list, with the Start New Application button and your existing applications and their statuses.

4. In the dialog that opens, enter a **project name** for the application (e.g. the community, neighborhood or wire center being served, this must be a unique name).
5. The **Create New Application** button stays unavailable until a project name is entered. Click it to create the application.

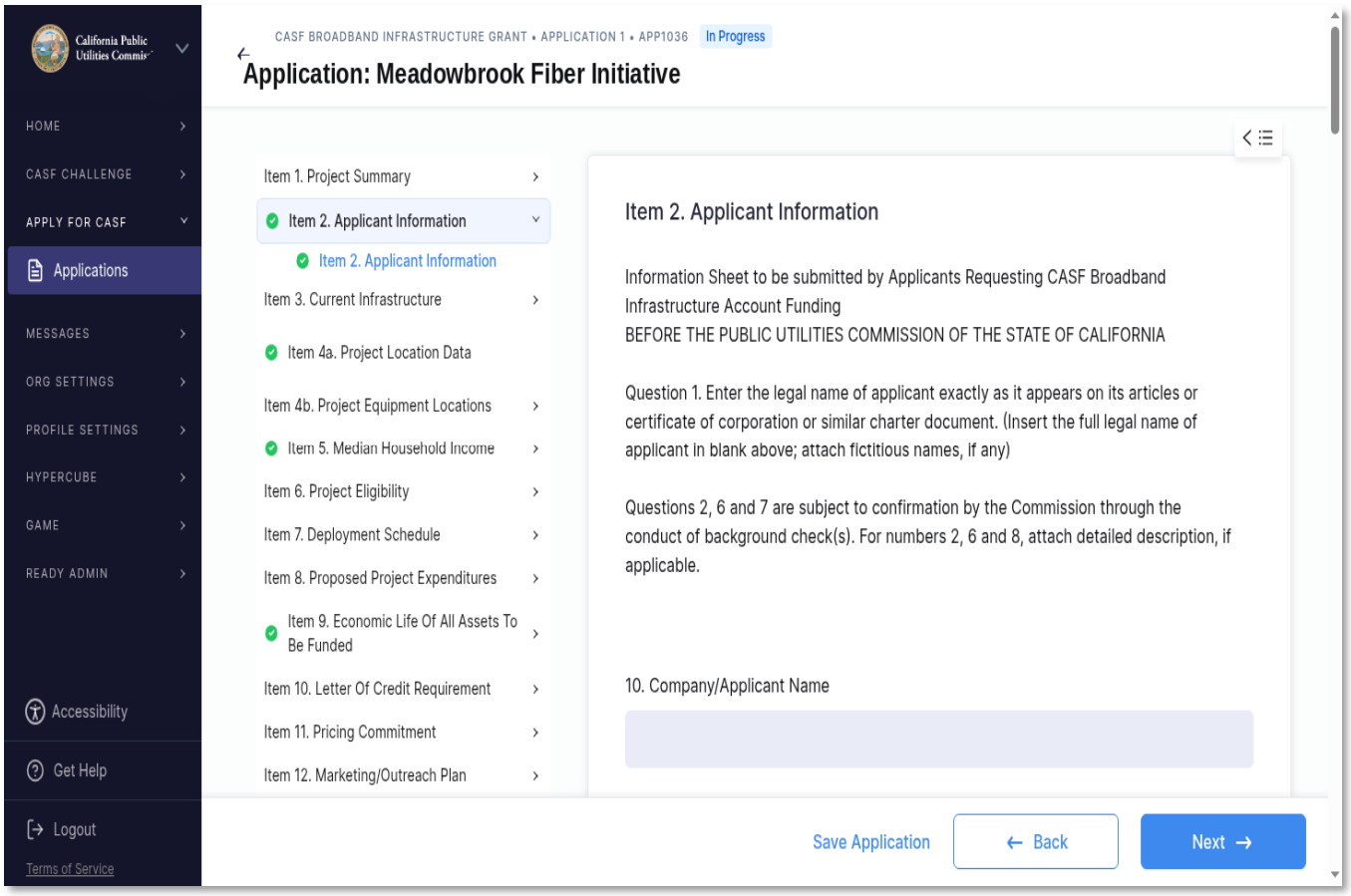
6. The system confirms with a "Grant Application Created" message and opens your new application.



The new-application dialog.

4. Navigating the application

The CASF application is organized into 20 numbered items that can be accessed via a **vertical navigation rail** on the left side of the workspace by clicking the nested item that appears when expanding each Item header. Each item displays a completed check or an alert icon to track your progress.



The navigation rail with finished items marked complete.

You can work in any order

Items can be accessed and completed in any order; at any time. Progress on one item is saved when another item is opened. Application Items can be completed in the order that best suits the material you have ready.

NOTE ON MEDIAN HOUSEHOLD INCOME FIELDS:

Items 1 and 5 both contain a read-only Median Household Income (MHI) field that is auto calculated based on the locations you select in Item 4a. Those MHI fields are only populated once Item 4a is complete.

Tip: Know your Save buttons

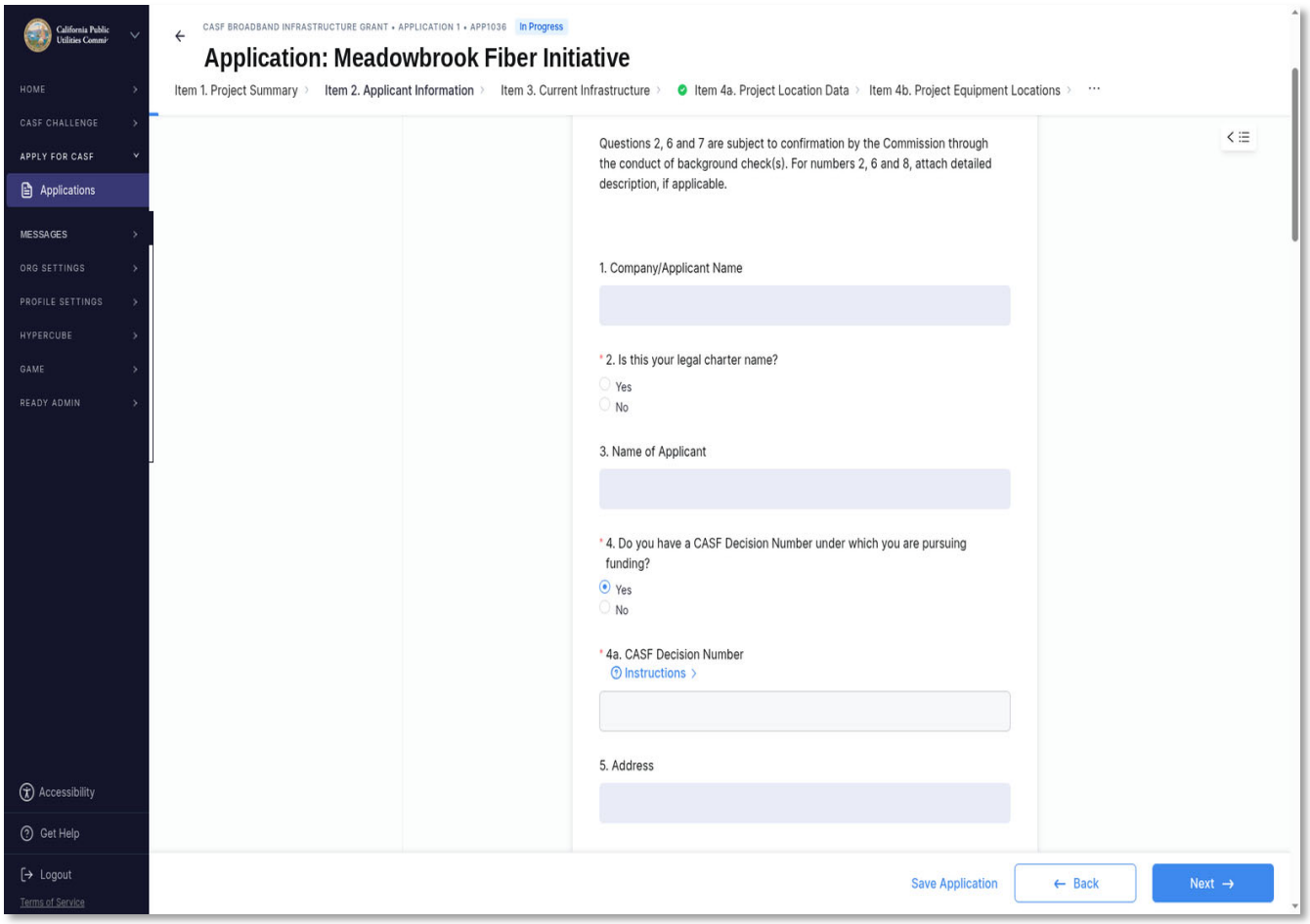
Save Application, found at the bottom of every Item. Navigating to the next Item also saves the application. There will be a notification animation at the top of the page when application is saved.

The **Save** button inside a pop-up dialog (for adding a cost line, a piece of equipment, or a funding source) only adds that row to the table on the page behind it — it does not save the Item. Click **Save Application** afterward or move to a new Item to Save the new row in the table.

Item 4a is the exception: it saves through its own **Save Selections** button on the map, not through **Save Application**.

Answering questions

Questions take different forms — single-choice options, short text, longer written answers, and file uploads. Some answers prompt a follow-up question to certain answers. Additional guidance, where it exists, appears alongside the question under an **Instructions** sub-heading. A question may also include a **Tip**; many questions have neither. If a required question is left blank, an inline message appears directly beneath it in red.

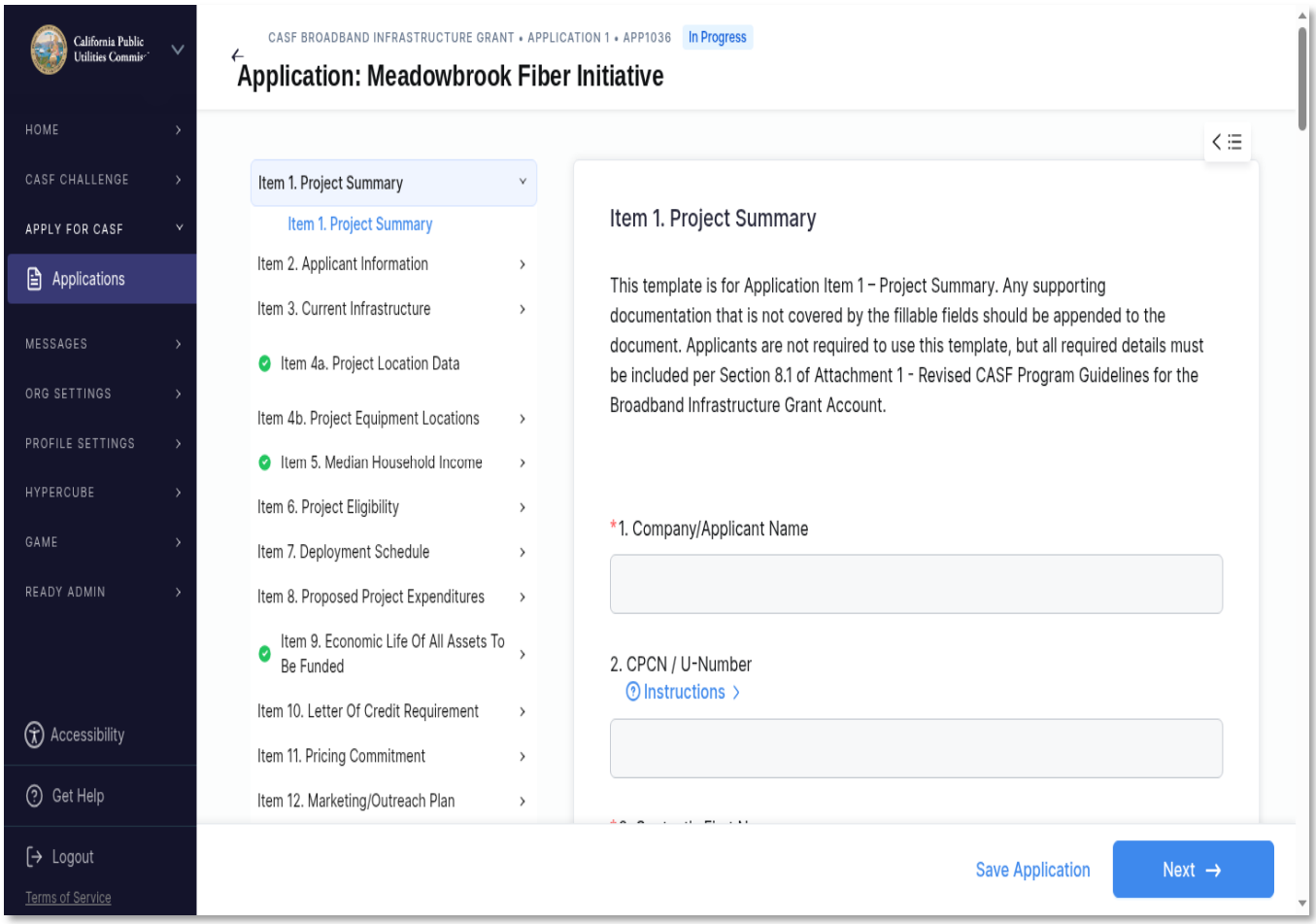


A question (4) that reveals a required follow-up (4a).

5. Completing Each Item

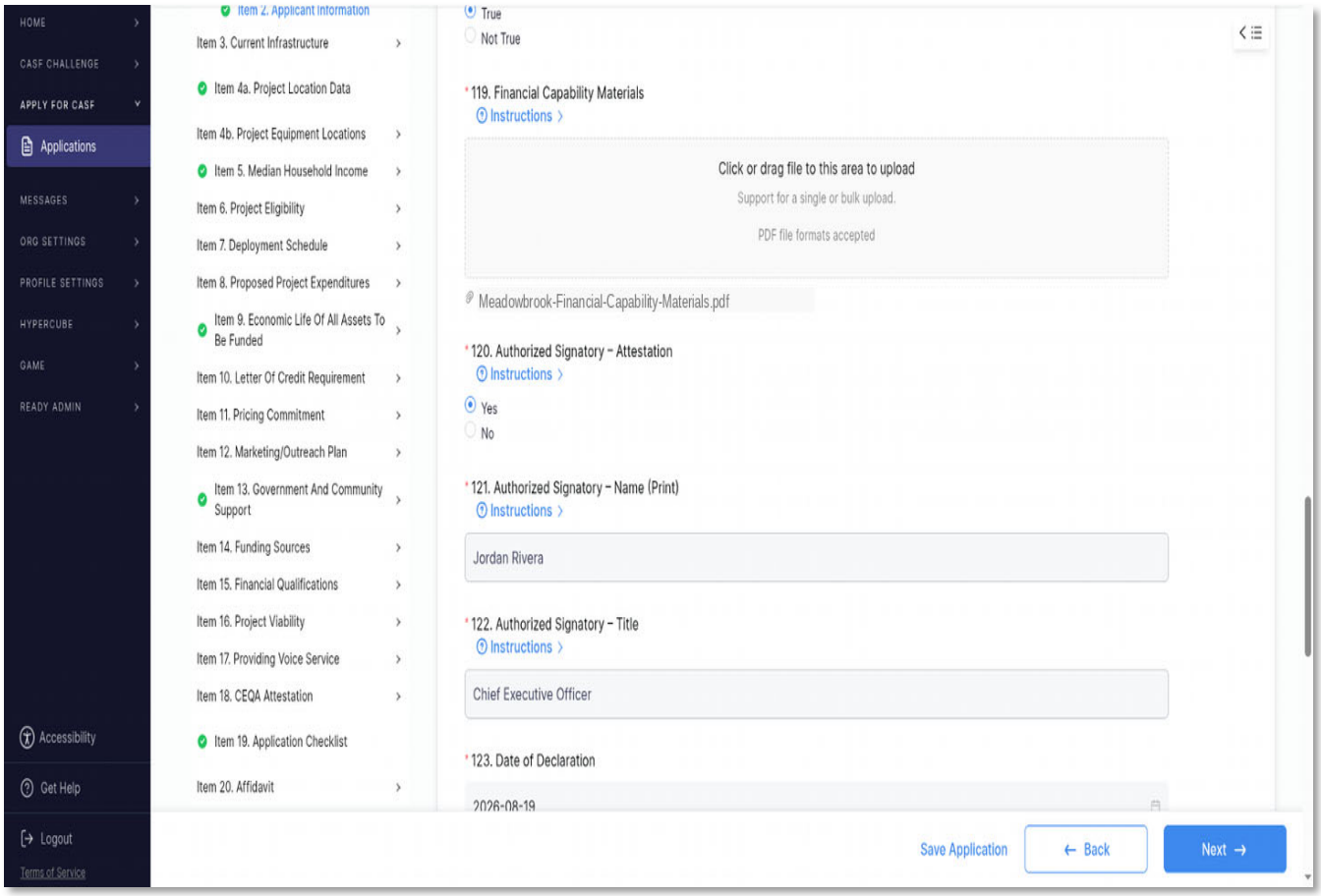
Items 1– 3 · Your project and organization

Item 1. Project Summary captures information about the applicant and the project — contact details, project location, speeds, technology, and cost. The Median Household Income field is read-only and is populated automatically after Item 4a is complete.



Item 1. Project Summary, at the top of the form.

Item 2. Applicant Information captures additional applicant details with read-only fields auto populated from any equivalent questions in Item 1. It closes with the authorized signatory block where a person authorized to represent your organization attests to the application and enters their name, title, and current date.

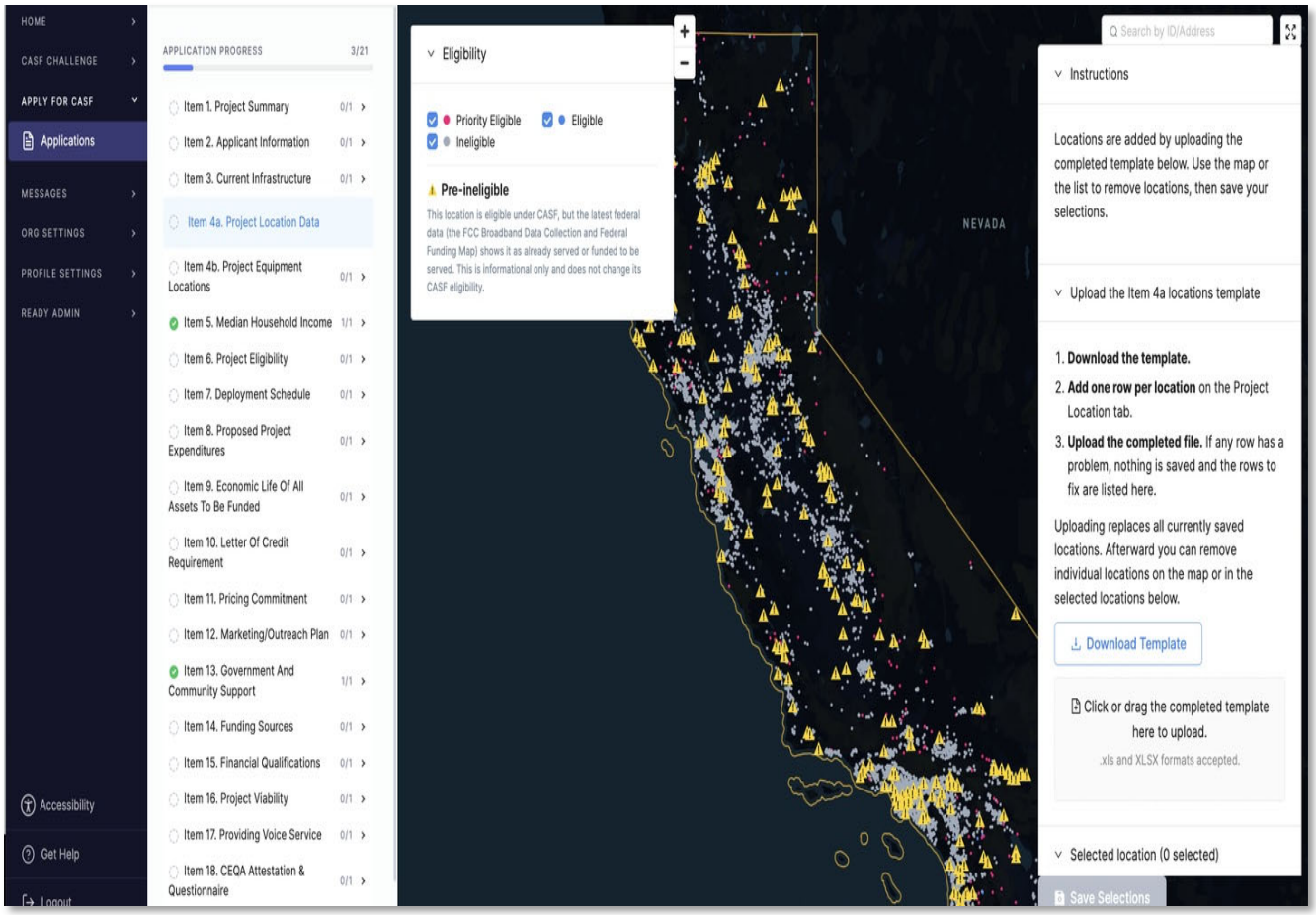


The authorized signatory block that closes Item 2.

Item 3. Current Infrastructure covers your existing infrastructure in the proposed project area.

Item 4a · Project Location Data (the map)

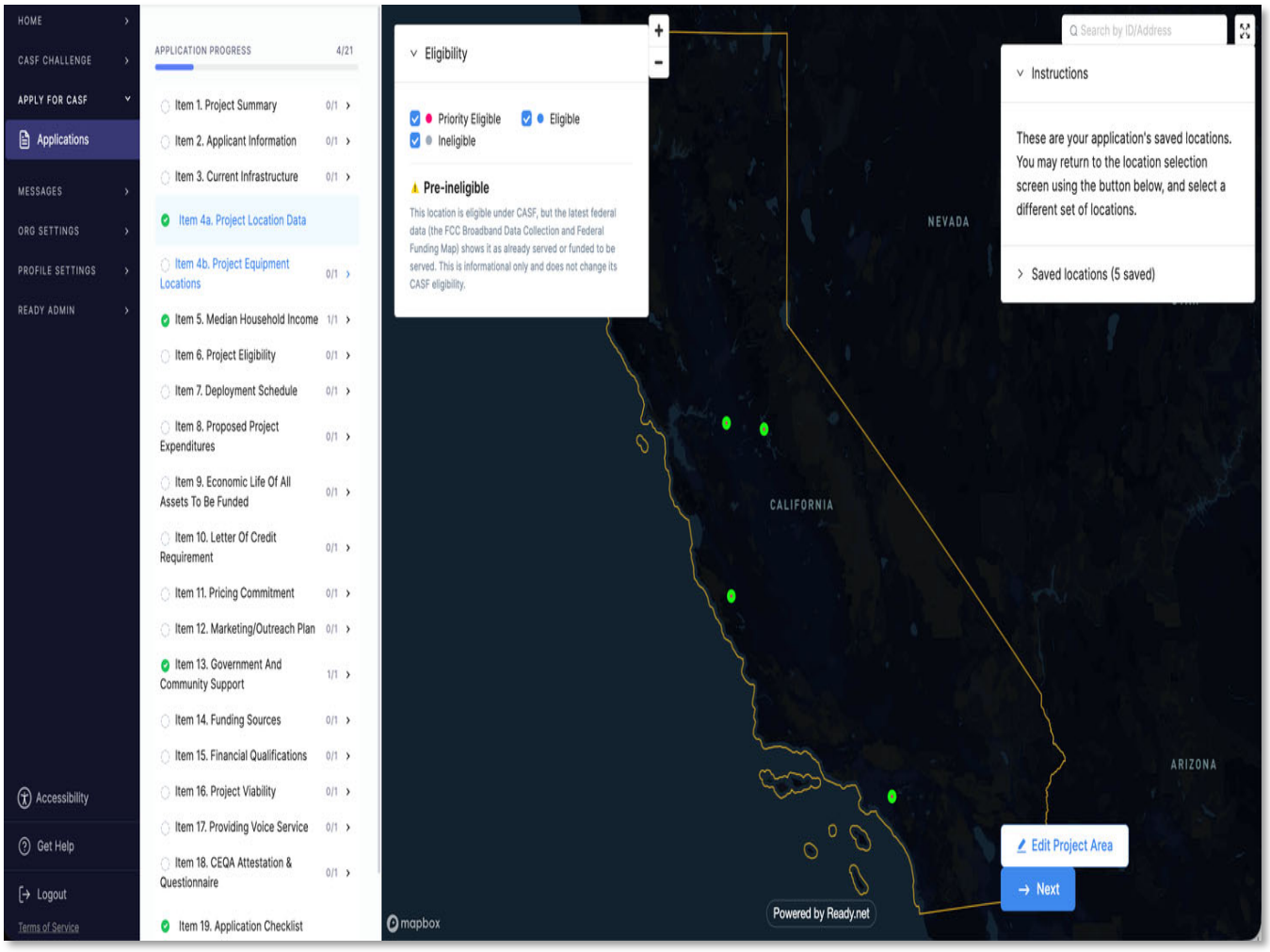
Item 4a is a full-screen map for choosing the locations your project will serve. Every potential location falls into one of three eligibility categories, each with its own color: **Priority Eligible**, **Eligible**, and **Ineligible**. Use the Eligibility legend to filter which location types are displayed on the map. A caution marker on some locations is informational only — it flags locations shown as already served or funded by another grant program but does not change CASF eligibility designation.



The map as the step opens, before anything is selected.

Under *Instructions* on the panel on the right, you will find a downloadable template (spreadsheet) required to add locations. Optionally, you can scroll to the bottom of the instructions panel to download the full candidate location list (CASF ID, latitude/longitude, and address) for each eligibility category to help build your Item 4a spreadsheet. Once the template is populated with your location data, upload the completed item 4a template.

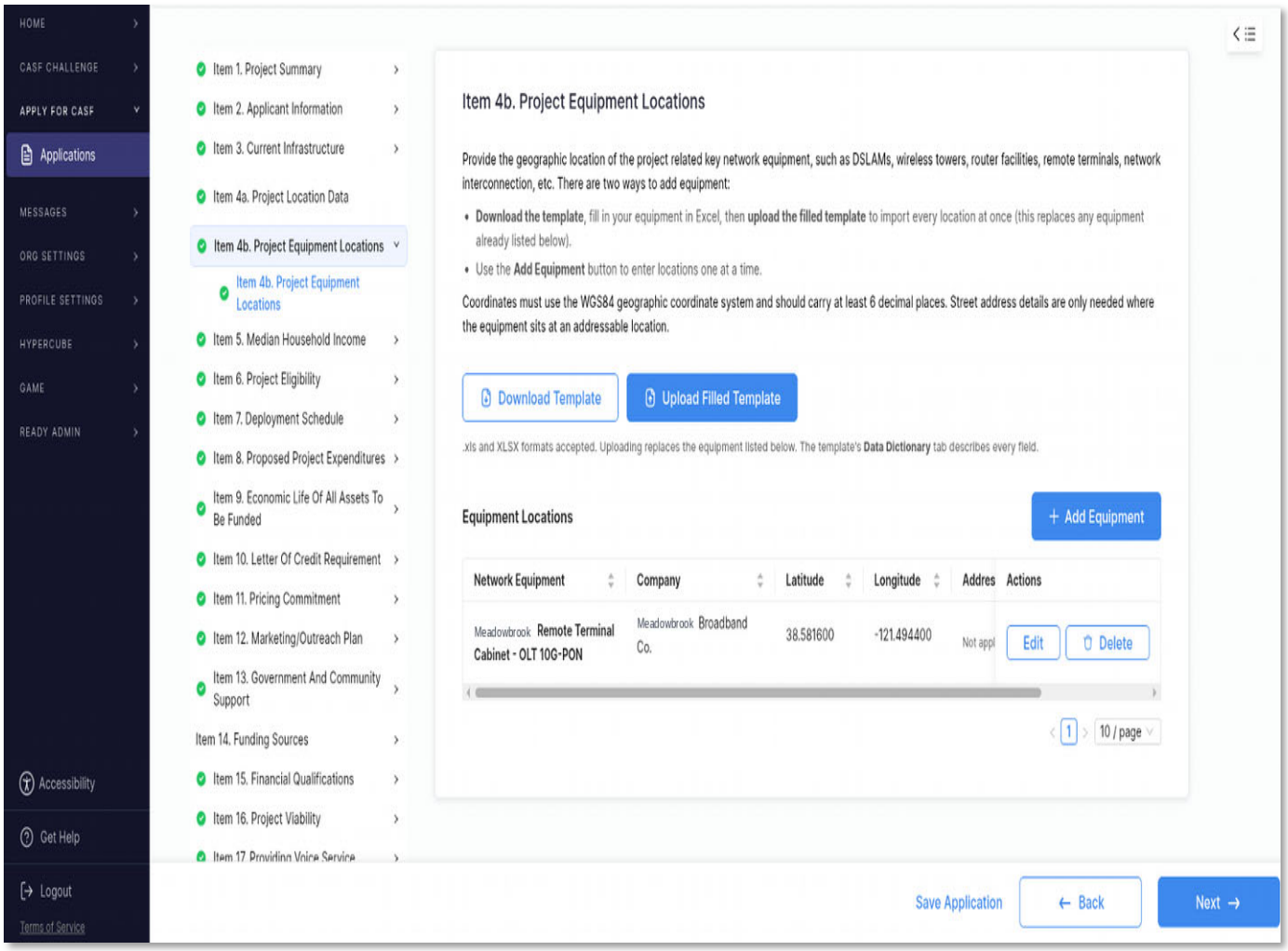
The **Selected location** panel lists your choices with a running count for each eligibility category. When done, click **Save Selections** and confirm. Saving overwrites any previously saved selection. After saving, the Item opens on a read-only view of your saved locations. Use the **Edit Project Area** button to make any changes to the list going forward. Click the Next button to continue to the next Item.



View when Locations have been saved

Item 4b · Project Equipment Locations

Item 4b captures the geographic location of your key network equipment (DSLAMs, wireless towers, router facilities, etc). Add equipment either by populating the downloadable Excel template or one at a time with the **Add Equipment** button. Each entry needs an equipment description, a DBA name, and a latitude/longitude (validated to fall within California). At least one equipment entry is required.



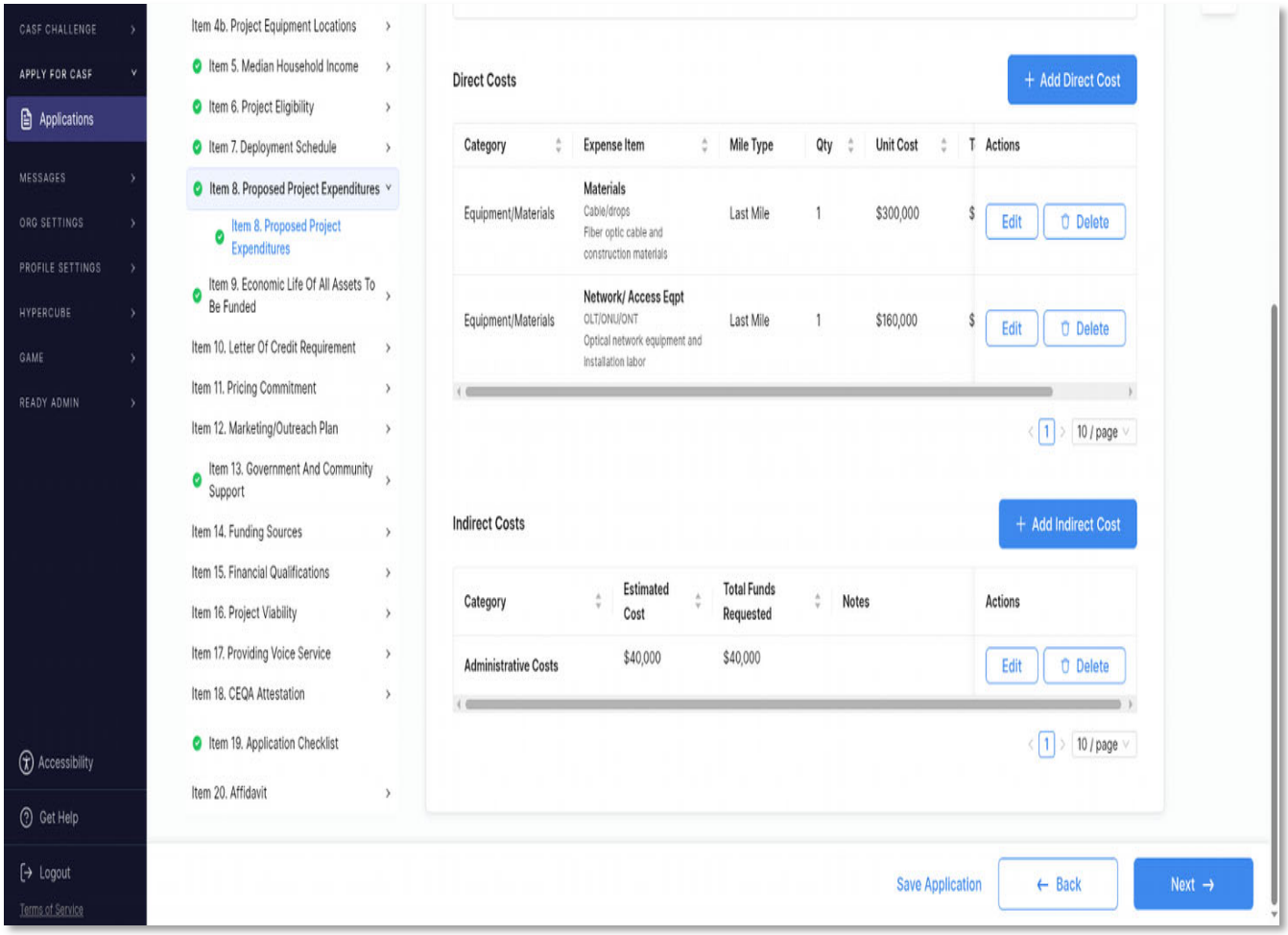
Item 4b with one equipment location saved

Item 5 · Median Household Income

Item 5 shows a single, automatically calculated Median Household Income value — the average across the locations you selected in Item 4a, weighted by Census Block Group. Do not enter the number; there is an optional free-text justification field to add context.

Items 6 – 9 · Eligibility, Schedule, and Costs

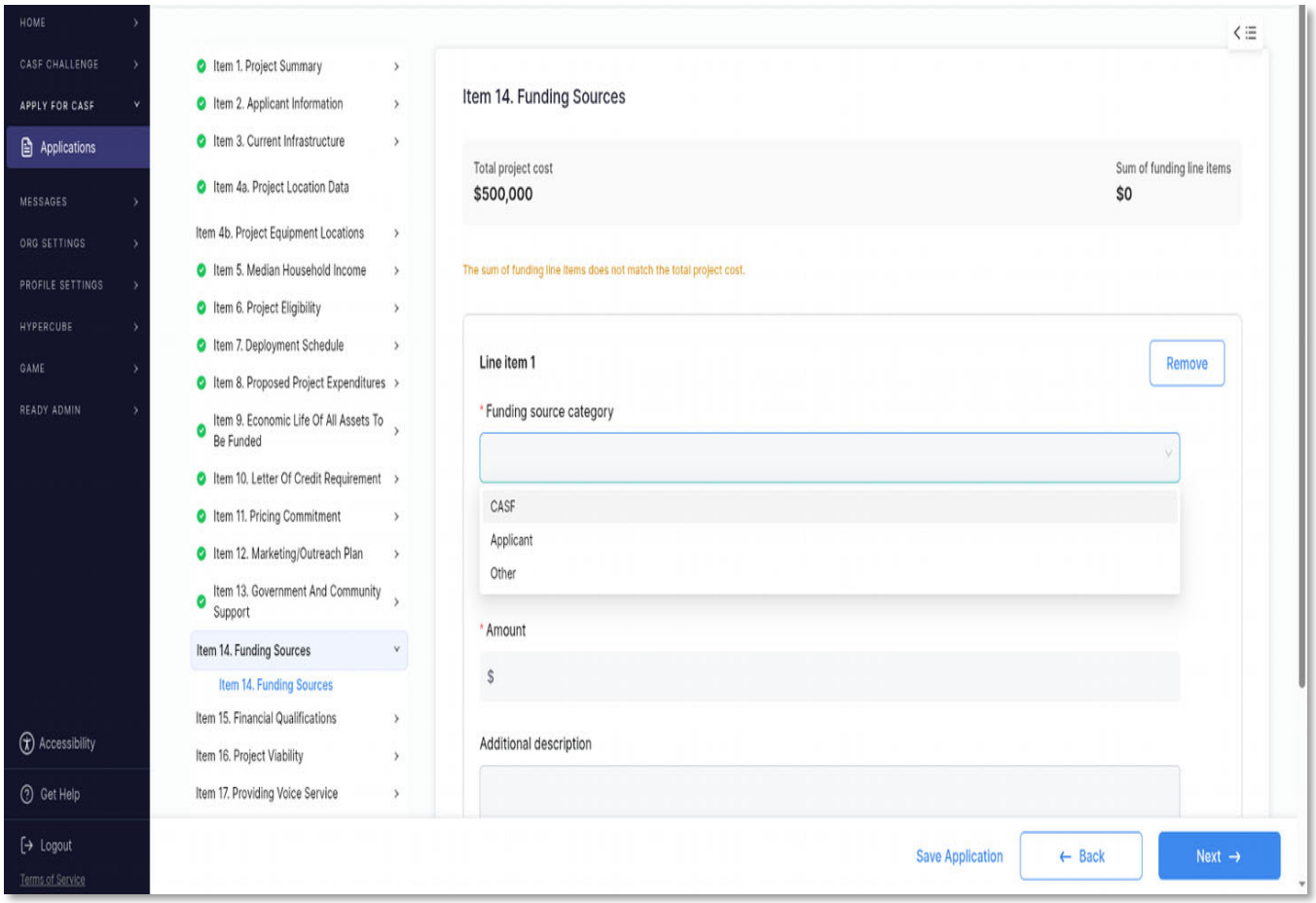
- **Item 6. Project Eligibility** — Attest the proposed broadband project area is eligible for CASF.
- **Item 7. Deployment Schedule** — Two file uploads: a CEQA review and timeline, and a Construction Schedule (each an Excel or PDF file).
- **Item 8. Proposed Project Expenditures** — Direct Costs and Indirect Costs, entered line by line or via the downloadable Excel template. Note the allocated total (direct + indirect) must equal the Total Project Cost you entered in Item 1 before the item is considered complete.
- **Item 9. Economic Life of All Assets to be Funded** — The list of funded equipment added one by one through the **Add Item** button or via an optional file upload.



Item 8, once the allocated costs match the total project cost.

Items 10 –17 · Commitments and qualifications

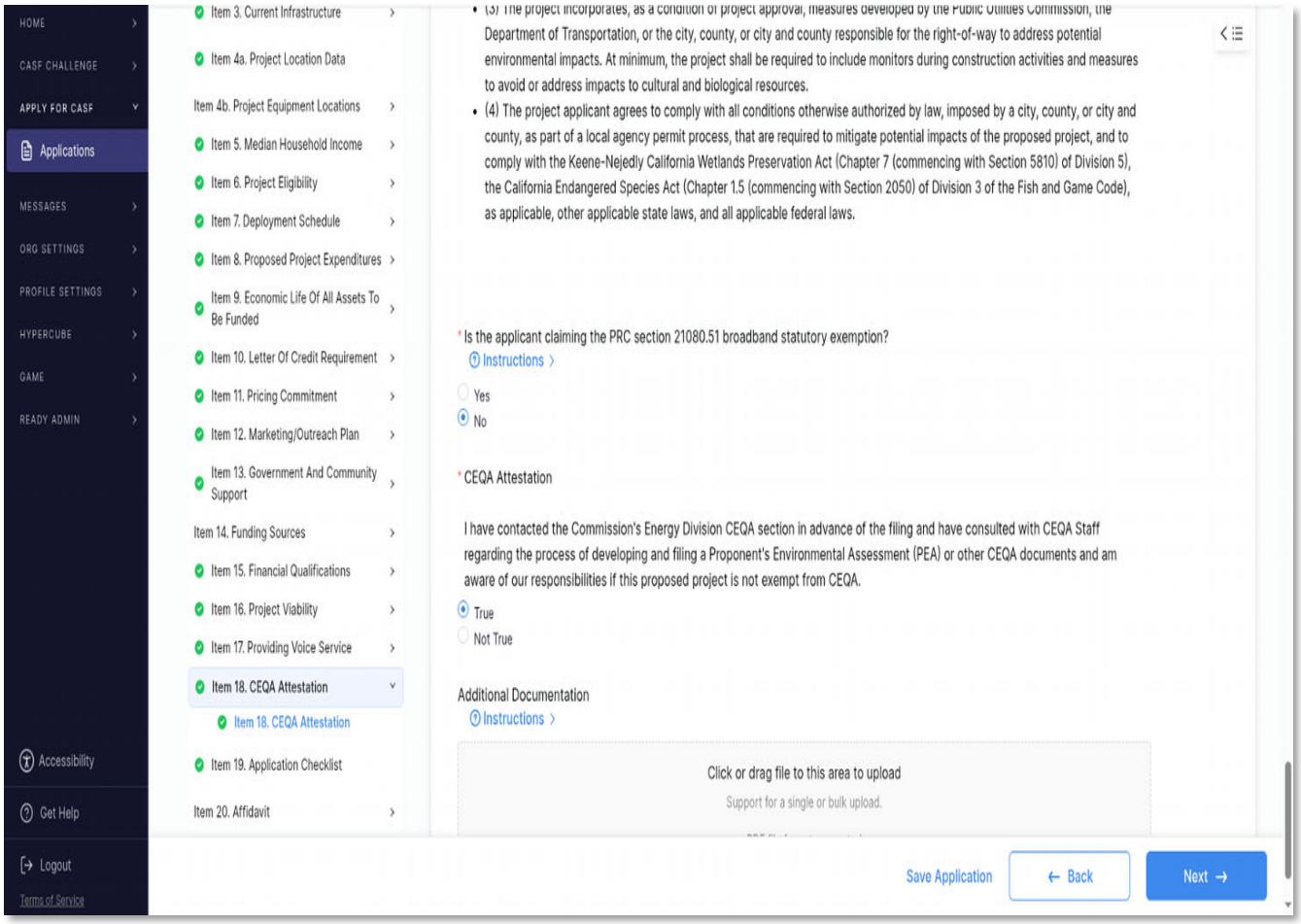
- **Item 10. Letter of Credit Requirement** — Answer whether submitting an irrevocable Letter of Credit. 'Yes' reveals an upload; No' reveals a CPCN / U-Number field.
- **Item 11. Pricing Commitment** — Acknowledge the five-year waiver of installation and service-connection charges (this reveals a field to list the waived charges), describe service-level rates (optionally attach a pricing plan), and address any relevant middle-mile infrastructure.
- **Item 12. Marketing / Outreach Plan.** Attach a PDF describing how you will encourage subscription of the new broadband service.
- **Item 13. Government and Community Support** — Begin by indicating the total number of letters you intend to submit with your application. Once you enter this number, the portal will automatically generate dedicated fields for each supporting partner, allowing you to provide the organization's name & type, and upload the corresponding letter of support.
- **Item 14. Funding Sources** — Add funding line items that together must account for the Total Project Cost from Item 1, not just your own contribution (for example, one line item for the grant amount requested and another item with the match amount). Use the **Add Line Item** button found at the bottom of the page to add new funding sources.
- **Item 15. Financial Qualifications** — Upload finance documents. Multiple files can be attached to each question (PDF or Excel).
- **Item 16. Project Viability** — Upload business plan documents. Multiple files can be attached (PDF or Excel).
- **Item 17. Providing Voice Service** — Answer whether the project will provide voice service meeting FCC E-911 and battery-backup standards. 'Yes' reveals two short follow-up questions.



Item 14, showing the total project cost against the funding lines and the funding source categories (CASF, Applicant, Other).

Item 18 · CEQA Attestation & Questionnaire

Item 18's numbered questions make up the questionnaire referenced in the guidance language at the top of this section. Questions 1 through 20 are required and if you claim the statutory CEQA exemption, Questions 21–26 are added. It closes with the CEQA attestation acknowledgement and an optional supporting-document upload.

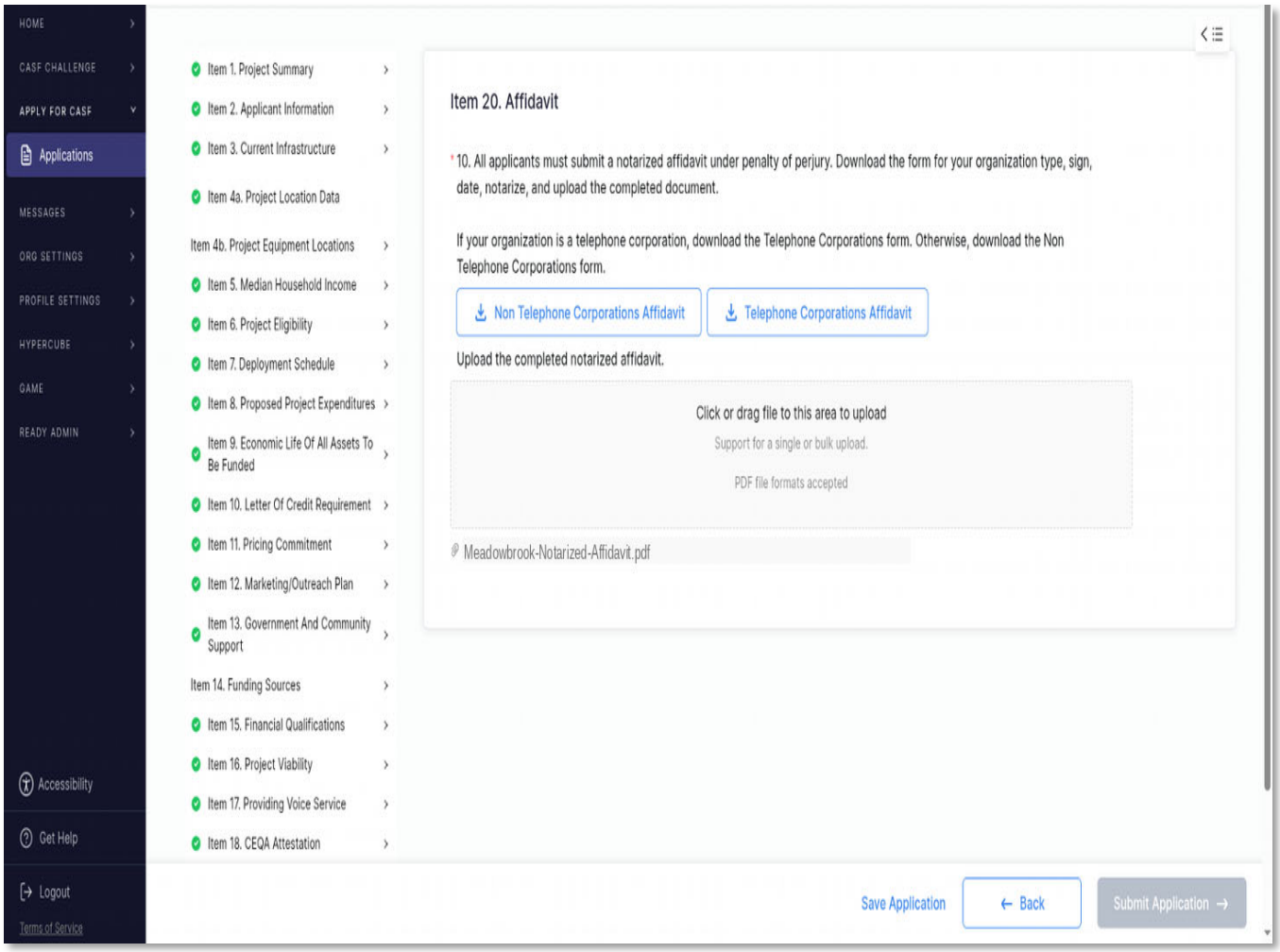


The close of Item 18, with the CEQA attestation set.

Items 19 – 20 · Checklist and Affidavit

Item 19. Application Checklist is a read-only review of all items. There are no fields to populate and no submit button, it's there for you to review your work.

Item 20. Affidavit is the final step and where the application is submitted. Two blank forms are offered — a Telephone Corporations Affidavit and a Non-Telephone Corporations Affidavit. Download the one that matches your organization, sign, date, and notarize it. Then upload the completed PDF. The affidavit takes the place of an electronic signature.



Item 20. Affidavit — the two blank forms and the completed upload. Submit Application stays greyed out until every item is complete.

6. Submit your application

Submit the application in the Item 20 section. The "**Submit Application" button stays unavailable until every required application item is complete** — uploading the affidavit alone does not enable it. Completion is tracked by the checks in the navigation rail, so if the Submit button is greyed out, look for an item that still lacks a green check.

Once everything is complete and you submit, the application's status changes to **In Review,** and you will see a confirmation box. The application is then read-only unless a reviewer requests a revision.

7. Messaging with CASF Staff

Messaging is a two-way conversation channel between you and CASF staff reviewing the applications. A conversation has a subject and a running thread of replies. Select **Messages** → **Inbox** in the left navigation rail to see every conversation available to you.

Start a conversation

Select **+ New**. Your own organization is filled in for you as the recipient. Ignore the **Link a Record** optional field. Enter a subject and message, attach any files, and select **Start Conversation**. You can also **Save Draft** to keep it without sending — a draft is private to you and sends no notification.

Replies, Attachments, and Notifications

- **Reply** by opening a conversation, typing in the reply box, and selecting **Send**. New replies appear on both sides.
- **Attach files** to any message; the other side downloads them from the message itself.
- **Email notifications** go to the receiving side when a message is sent (at most one email per conversation per side in any five-minute window).
- **Unread** conversations are flagged with a dot and counted on the Unread tab; opening one clears its mark.

A few limits worth knowing: a conversation shows its 150 most recent messages, a message can hold up to 50,000 characters, and conversations cannot be deleted, archived, or closed.

8. After you submit

Statuses meanings

Status	What it means
In Progress	A draft you haven't submitted yet.
In Review	Submitted and under review.
Revision requested	A CASF reviewer has asked for revisions to the application.
Awarded / Not Awarded	The final CPUC decision.

Emails you'll receive

The system emails you at key points in the process:

- **Application received** — confirms your application was received and that you'll be notified of updates.
- **Application under review** — sent when CASF Staff finish an initial check of your application and need nothing more from you. It confirms your application is being reviewed, says you'll be contacted if more information is needed, and includes any notes from CASF Staff.
- **Updates accepted as complete** — sent after CASF Staff reviews your submitted revisions and deems the application complete; includes any notes from CASF Staff.
- **Revision reminder** — a courtesy reminder that requested revisions are still outstanding, noting that if revisions aren't submitted in time the request will close and the application can no longer be edited.

If a revision is requested

If CASF Staff request revisions, the application sections that need revisions become editable, while the remaining application items remain read-only. Make the requested revisions and resubmit. The status returns to **In Review**.