

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



June 24, 2026

To: California LifeLine Service Providers

**Subject: CHANGES TO THE VERIFICATION PROCESS FOR CALFRESH APPLICATIONS TO ENSURE CONSISTENT APPLICATION OF PROGRAM REQUIREMENTS (ADMINISTRATIVE LETTER 13)**

Effective immediately, the eligibility of California LifeLine (“Program”) applicants and subscribers who elect to qualify or recertify based on CalFresh participation will only be affirmed by CalFresh Confirm Eligibility Hub (CalFresh Confirm), which is the approved database that provides up to date verification of CalFresh enrollment. Program applicants may continue to provide supporting documentation for CalFresh eligibility, but those applications will only be approved after the applicant’s enrollment in CalFresh is confirmed through CalFresh Confirm.

As part of routine Program monitoring, Communication’s Division staff and the Third-Party Administrator (TPA) analyzed LifeLine applicants and subscribers who were approved based on documentation purporting to be CalFresh Notices of Approval. However, the applicant’s eligibility was not initially validated by CalFresh Confirm checks. The analysis found that more than 99% of these applications were not validated through a CalFresh Confirm re-checks. Without this validation, the applicants or subscribers were ultimately deemed ineligible for California LifeLine. As such, only CalFresh enrollment applicants confirmed through the CalFresh Confirm database will be deemed eligible for California LifeLine.

The Program’s will continue to execute CalFresh Confirm checks for every enrollment application and renewal, regardless of the applicants’ or subscribers’ selected program or income eligibility basis. The TPA will issue a correctable denial to any applicant electing eligibility through CalFresh that does not meet these review standards for CalFresh until further notice. Staff will update service providers and the service list with any changes to enrollment based upon CalFresh.

Staff will also issue data requests to Service Providers that submitted applicants for enrollment based on CalFresh Notices of Approval during January, February, March, and April 2026. Staff will work with Service Providers to coordinate the recovery of any subsidy or connection overpayments identified as a result of this review.

If you have any questions regarding this Administrative Letter, please contact Kellie Jones at 415-703-2301 or [kellie.jones@cpuc.ca.gov](mailto:kellie.jones@cpuc.ca.gov).

Sincerely,

*Gelareh Safavi*

Gelareh Safavi  
Communications Division Program Manager  
California Public Utilities Commission