

PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE
SAN FRANCISCO, CA 94102-3298



January 27, 2023

NOTICE TO SERVICE PROVIDERS OFFERING LIFELINE IN CALIFORNIA

RE: California LifeLine Program – Notice of New Reimbursement Claims Process -
electronic Claim and Application Portal (eCAP)

The California Public Utilities Commission (CPUC) is implementing a new online protocol, the electronic Claim and Application Portal (eCAP), for service providers to submit claims for reimbursement to the California LifeLine program. ECAP will replace the existing submission method where service providers submit claims via email. Beginning on January 30, 2023, all service providers must submit claims to the California LifeLine program via eCAP.

1. Access to eCAP:

- a. On January 30, 2023, the CPUC will email an invitation to access eCAP to each service provider's Primary Regulatory Contactor or, if applicable, a designated program representative. The email will provide a link to eCAP and request the user(s) to create a password for their account. (Please note that service provider representative that participated in the preview and/or testing of eCAP will still need to complete this step.)
- b. Please contact lifelineclaim@cpuc.ca.gov if the Primary Regulatory Contact or designated program representative do not receive the emailed invitation by January 31, 2023.
- c. Service providers will be able to add additional users after they establish the user password. Please visit [Help - FAQs \(ca.gov\)](https://www.cpuc.ca.gov/help-faqs) to view the video "eCAP Login and Password Reset" under the "All eCAP Users" tab to add additional users and to obtain more information about eCAP.

2. Claim Submission Schedule for eCAP:

- a. ECAP will be launched on Monday, January 30, 2023.
- b. Service providers must submit reimbursement claims via eCAP starting on January 30, 2023 and thereafter.
- c. Since the launch date of eCAP coincides with the due date of the November 2022 claim, service providers may submit the November 2022 claim by email to lifelineclaim@cpuc.ca.gov, if they have not already done so.

- d. If there are any issues submitting claims through eCAP, please contact lifelineclaim@cpuc.ca.gov.

If you have any questions regarding this letter, please contact lifelineclaim@cpuc.ca.gov.

Sincerely,

A handwritten signature in black ink, appearing to read "Robert Osborn", written in a cursive style.

Robert Osborn
Director, Communications Division
California Public Utilities Commission