The CPUC and the Programs Claims Management System (PCMS) project team are excited to announce that starting January 30, 2023, the eCAP solution will be available to process your claims!

The eCAP solution streamlines how the CPUC will process claims for the Deaf and Disabled Telecommunications Program (DDTP). The eCAP solution is a web-based interface that makes it easier for program participants to submit, track, review, and resolve claims.

On January 30, 2023, contractors and equipment vendors can electronically submit claims/invoices to the CPUC for payment processing. To utilize the eCAP solution you must register for an account. To register please visit: https://ecap.cpuc.ca.gov/s/

For more information please review the eCAP Help and FAQs for SGD and Non-SGD portal users: Help - FAQs (site.com)

For inquiries regarding the eCAP claim/invoice submissions, Non-SGD program participants can send an email to ddtpnonsgd@cpuc.ca.gov, and Speech Generating Devices (SGD) program participants can send an email to DDTP-SGD-Application@cpuc.ca.gov.

Thank you,

Deaf and Disabled Telecommunications Program