

## PUBLIC UTILITIES COMMISSION

505 VAN NESS AVENUE  
SAN FRANCISCO, CA 94102-3298



March 30, 2010

**Subject: California LifeLine Telephone Service<sup>1</sup> Flat Rate Cost Factor  
Fiscal Year 2010-2011**

**To: Competitive Local Exchange Carriers**

Pursuant to Ordering Paragraph (OP) 5 of the California Public Utilities Commission Decision (D) 03-01-035, Communications Division (CD) is informing you of the California LifeLine cost factor (CF) for FY 2010-2011 as below:

**Effective CF for the FY 2010-2011 shall be \$2.51 per customer per month.**

This CF may be utilized in lieu of the incremental cost approach for reimbursement of the operating expenses including data processing expense, customer notification expense, accounting expense, service representative costs, legal expenses, and administrative costs associated with the deferred payment plan.

**Notification to CD due by April 30, 2010**

Pursuant to OP 6 of D.03-01-035, if you choose to receive your incremental operating expenses based on this CF for FY 2010-2011, you must send a notification to CD by April 30, 2010 via email [nancy.rodriguez@cpuc.ca.gov](mailto:nancy.rodriguez@cpuc.ca.gov) or mail to:

Nancy Rodriguez  
Public Utilities Regulatory Analyst  
CPUC - Communications Division  
505 Van Ness Avenue, 3<sup>rd</sup> Floor  
San Francisco, CA 94102

If you have any questions related to this letter, you may contact Nancy Rodriguez at 415-703-5032, or e-mail her at [nancy.rodriguez@cpuc.ca.gov](mailto:nancy.rodriguez@cpuc.ca.gov).

Sincerely,

A handwritten signature in cursive script that reads "John M. Leutza".

John M. Leutza, Director  
Communications Division

<sup>1</sup> Formerly ULTS or Universal Lifeline Telephone Service