



Department of Public Service

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September 2019

Dear Consumer Leader:

The Federal Communications Commission, the National Association of Regulatory Utility Commissioners, and the National Association of State Utility Consumer Advocates have designated the first week after Labor Day as **National Telephone Discount Lifeline Awareness Week**. This year, Lifeline Awareness Week will be celebrated from September 9 through September 13, 2019.

The Lifeline Discount Telephone Service Program (Lifeline) is designed to make telephone service more affordable for income-eligible consumers. Consumers qualify for Lifeline by participating in certain federal or state assistance programs OR by having income at or below 135% of the federal poverty guidelines.

I am seeking your assistance in helping low-income residents take advantage of this vital resource. Information about the Lifeline program can be obtained from our www.AskPSC.com website. To increase awareness of the program and encourage enrollment, please consider posting a link on your organization's website to the Lifeline page on AskPSC.com and sharing information with your customers and other organizations in your community that serve low-income customers.

Thank you for your assistance. By working together, we can ensure that our most vulnerable residents are connected to vital emergency services, community resources and loved ones.

Sincerely,

John B. Auricchio
Director
Office of Consumer Services