

Staff Briefing Papers

Meeting Date June 13, 2019 Agenda Item 2 *

Company All Local Service Providers

Docket No. **P999/CI-18-112**

In the Matter of Telephone Assistance Plan (TAP) Program Update and Budget Recommendations

- Issues
1. Should the Commission accept the TAP Report July – Dec. 2018 Six-Month Review?
 2. Should the Commission approve the outreach program updates and budget recommendations requested from Commission Staff?
 3. Should the Commission take any other actions related to enhancing the effectiveness of the TAP program?

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Relevant Documents

Date

Order Setting TAP Credit Amount and Surcharge Level and Requiring Local Service Providers to Include TAP Information on their Websites (Docket No. CI-17-667 and 18-112)	January 15, 2019
TAP/Lifeline Advisory Group Meeting Notes (Docket No. 18-190)	February 26, 2019
TAP Report July – Dec. 2018 Six-Month Review (Docket No. 18-112)	March 18, 2019

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The attached materials are work papers of the Commission Staff. They are intended for use by the Public Utilities Commission and are based upon information already in the record unless noted otherwise.

I. Statement of the Issues

1. Should the Commission accept the TAP Report July – Dec. 2018 Six-Month Review?
2. Should the Commission approve the outreach program updates and budget recommendations requested from Commission Staff?
3. Should the Commission take any other actions related to enhancing the effectiveness of the TAP program?

II. Background

The Telephone Assistance Plan (TAP) is a state program that gives financial support to eligible telephone subscribers through discounts or bill credits. TAP is funded through a monthly surcharge, collected by local service providers on a per access wireline basis from their customers. Local service providers remit surcharge revenues to the Department of Public Safety, which deposits the funds into the state TAP Fund. The Commission administers the TAP program, reimbursing local service providers for credits issued to subscribers and for reasonable administrative expenses. (See Minn. Stat. §§ 237.69 -71) Theresa Staples is the TAP Fund administrator.

TAP complements the similar federal Lifeline program which gives a corresponding monthly credit up to \$9.25 to eligible subscribers (\$34.25 on tribal lands). Lifeline is the low-income component of the federal Universal Service Fund, funded through contributions from Eligible Telecommunications Carriers (ETCs) and which are passed on to their eligible customers. By law, TAP eligibility is identical to Lifeline's. (See Minn. Stat. § 237.70, Subd.3)

The Commission also determines both the amount of the TAP credit and the amount of the surcharge, subject to statutory maximums. (See Minn. Stat. § 237.70, subd. 7 (d) (1) and (2)).

Commission rules require it to examine credit and surcharge levels at least annually (See Minn. Rule 7817.0500) and authorize it to adjust those levels at any point on 30 days' notice. (See Minn. Rule 7817.0700)

On January 15, 2019, the Commission issued an order increasing TAP monthly credit amounts from \$3.50 to \$7.00 and increasing the surcharge from \$0.03 to \$0.10, effective July 1, 2019. The Commission also ordered additional information be made available to consumers as addressed in the Notice Approving TAP Information to be provided by Local Service Providers on April 26, 2019. In addition, the Commission ordered:

Commission staff will work with other organizations to promote the TAP program and develop an updated outreach program and budget in consultation with the TAP/Lifeline Advisory Group. Commission Staff will also provide suggested program updates and budget recommendations to the Commission by July 1, 2019, or at some later date at the direction of the Executive Secretary.

(See Docket No. P-999/CI-18-112, January 15, 2019, Ordering Provision 2.)

The TAP/Lifeline Advisory Group met most recently on February 15, 2019 to consider the Commissions direction concerning program updates and budget recommendations. (See Docket No. 18-190).

The Commission has previously considered these matters in Dockets No. P999/CI-17-677, P999/CI-16-302, P999/CI-15-535, P999/CI-14-470, P999/CI -13-213, and P999/CI -12-182.

III. TAP Fund Review

On August 28, 2018 the TAP Administrator filed the TAP Fund 6-Month Review in this docket for the period ending on June 30, 2018 (accepted in Docket No. P-999/CI-18-112, January 15, 2019, Ordering Provision 1). On March 18, 2019, the TAP Administrator filed the TAP Fund 6 Month Review for the Period ending on December 31, 2018. Note that one additional 6-Month reporting period will occur before the July 1, 2019 implementation of new credit and surcharge levels. Acceptance of the March 18, 2019 report is now pending before the Commission as Issue 1.

Service providers having 100 subscribers or more report TAP information on a monthly or quarterly basis. Providers having fewer than 100 subscribers report at the end of each calendar year. While information from all providers is addressed in the December Annual Report, the mid-year 6-month update relies on new data filed by providers having 100 subscribers or more who report on a quarterly or monthly basis. These June-reporting providers typically represent in excess of 93 percent of the provider lines and in excess of 98 percent of the TAP subscribers.

The essential outcomes of this update are:

- The fund balance as of December 31, 2018 was \$1,139,960.
- The fund balance has been declining at an increasingly slower rate and now shows a slight increase at the end of 2018.

As seen in Table 1, from December 2014 to December 2015 the fund declined at a monthly rate of \$26,500 and from December 2015 to December 2016 the fund declined at a rate of \$8,083 per month. From December 2016 to December 2017 the fund declined at a rate of only \$163 per month. In the next 6 months, the fund reduction occurred at a rate of \$7,093 per month through June 30, 2018 before beginning to slightly increase by \$1,416 per month through the end of 2018.

IV. TAP Trends

As seen in Table 2: "TAP Trends" the TAP Report gathers on-going data on the number of wirelines upon which revenues are based and on the number of subscribers upon which payments are calculated. This information is presented in the "TAP Trends" table. While both the number of landlines and subscribers have been declining since 2012, the TAP fund has been

Table 1: TAP Fund

	Balance (\$ million)	Revenues (\$ thousands)	Payments (\$ thousands)
2013 December	2.017	1,267	939
2014 December	1.539	702	1,137
2015 June	1.398	331	449
2015 December	1.221	337	496
2016 June	1.101	322	428
2016 December	1.124	371	332
2017 June	1.096	343	355
2017 December	1.122	317	278
2018 June	1.080	299	332
2018 December	1.139	310	241

Table 2: TAP Trends

Year	Subscribers	Landlines	Subscriber % of Landline	Lines Lost Annually	Percent Lines Lost	Subscrib. Lost	Subscriber % Lost
2010	64,665	2,456,821	2.63				
2011	73,659	2,395,628	3.07	61,193	2.5	(8,994)	-14
2012	72,213	2,073,415	3.48	322,213	13.5	1,446	2
2013	40,412	1,948,566	2.07	124,849	6.0	31,801	44
2014	33,802	1,885,102	1.79	63,464	3.3	6,610	16
2015	28,009	1,870,814	1.50	14,288	0.8	5,793	17
2016	24,850	1,811,065	1.37	59,749	3.2	3,159	11
2017	20,368	1,727,387	1.18	83,678	4.6	4,482	18
2018	16,395	1,530,627	1.07	196,760	11.4	3,973	20

relatively stable in recent years because the proportion of TAP subscribers to landlines has been relatively stable. Recently, a smaller percent of landline owners are subscribing to the TAP program, bolstering the TAP Fund balance.

Significantly, annual rates of decline are worsening for both the number of landlines (11.4 percent annual decline) and the number of subscribers (20 percent annual decline).

V. Updated TAP Outreach and Budget Summary

Preparation of the Updated TAP Outreach and Budget proposal was directed in this docket by the Commission in its order of January 15, 2019, ordering provision 2. The responsive proposal was drafted by the Consumer Affairs Office (CAO) and initially presented to the TAP/Lifeline Advisory Group at its February 15, 2019 meeting for discussion. The advisory group affirmed the direction of the outreach plan and the \$50,000 magnitude of the proposed budget. (See TAP/Lifeline Advisory Group Meeting Notes, Docket No. 18-190, February 26, 2019.) CAO continued development of the proposal and budget details resulting with its proposal in Attachment A.

The biggest obstacle to the success of the TAP and Lifeline programs is the lack of awareness that they exist. To address this, CAO proposes two broad approaches to reach program qualified Minnesota residents. First, through contact with key government agencies. Second, through contact with telecom providers.

Details of the CAO's "first approach", working through government agencies, is presented in Attachment A on pages 10 to 14. Working through government agencies focuses on their clients, many of whom would likely qualify for TAP/Lifeline through participation in qualifying programs administered by that agency. Groups presently anticipated for outreach include:

- Department of Human Services
- Veteran Affairs contact at the Housing Committee Authority
- HeatShare Advisory Board
- Minnesota Social Service Association conference in downtown Minneapolis
- Minnesota Bar Associations' Telecom group

Agency staff training would be provided. CAO will create a training webinar for government agency employees on TAP and Lifeline, participant eligibility and how agencies can help their clients apply. CAO will also offer on-site training to those agencies desiring it.

Newly developed materials (e.g., flyers, brochures, cards) would be developed and placed on-site at these agencies, included on their web sites, and/or distributed jointly with their materials. In addition, TAP/Lifeline outreach may be integrated into existing agency tools such as the Combined Application Form illustrated in Attachment A on page 12.

Cooperating agencies are being invited to participate in the TAP/Lifeline Advisory Group to provide additional perspective and insight. The Department of Commerce Telecom division has

assisted CAO with proofing the webinar draft. The Office of Attorney General agreed to coordinate with CAO to ensure that Minnesota telephone customers calling the OAG's complaint line are getting information on TAP and Lifeline.

Details of CAO's second approach, working through telecom providers, are provided in Attachment A on pages 16 to 22. CAO will work with telecom providers on better marketing participation in TAP and/or Lifeline. To accomplish this, Advisory Group members will help CAO to engage the Minnesota Telecom Association Customer Service Representative conference and to prepare possible marketing ideas. Public Utilities Commission staff have drafted flyers, mailings, bill inserts, and web content similar to initiatives with government agencies. In addition, CAO plans include a 15-20 minute detailed webinar for company customer service representatives and a shorter, 2-minute consumer webinar for posting on closed circuit, web pages, and elsewhere.

CAO also anticipates using additional outreach methods with advertising, community groups and local events as described in Attachment A on pages 24 and 25.

A budget is proposed in the amount of \$50,000 to be used for outreach over the next year. (See Attachment A on pages 27 to 29 for details.) Advisory group members did not oppose the \$50,000 amount stating that as long as the funding was used effectively, they were comfortable with the proposal. (See TAP/Lifeline Advisory Group Meeting Notes, Docket No. 18-190, February 26, 2019.)

To evaluate the proposal's effectiveness, CAO will track TAP/Lifeline participation rates, and CAO inquiry logs. CAO will also survey event participants, cooperating agencies and consumers engaged by the outreach initiative.

VI. Staff Analysis

A. TAP Fund Report July-Dec. 2018 Six-Month Review

TAP Fund report provides closure to the 2018 calendar year for the TAP Fund. The updated data has been used to update the TAP trends and the spreadsheets used to evaluate the fiscal effect of the proposed expenditures.

Staff recommends acceptance of the TAP Report July-Dec, 2018 Six-Month Review submitted by the TAP Administrator on March 18, 2019.

B. Program Outreach and Budget

The proposed outreach initiative envisions a systematic program to multiply CAO labor effectively through collaboration with government agencies, service providers and others. Rapidly declining program participation and widespread unawareness of the programs indicates the need for such an undertaking. The proposal set forth by CAO provides a broad set of

initiatives with a large number of potential partners of different kinds. This offers a good sampling of partnership prospects. The methods proposed (material development and training) will yield good feedback where they are applied, offering guidance for future outreach focus.

The budget notes in Attachment A on pages 27 to 29 offer reasonable overview of the deployment of the funds involved. Staff notes that while administrative costs have been recovered by parties administering TAP/Lifeline in the past, this is the first initiative of such scale and scope in recent years for training, material development and deployment both in print and on-line. As such, there are experimental aspects to this undertaking. Periodic updates to the advisory group and Commissioners would provide information during the upcoming year and be more useful than an uncertain, more detailed budget estimate at this time.

For perspective, \$50,000 represents 4.4 percent of the TAP Fund balance at the beginning of calendar 2019. A one-time expenditure of this amount will have only a very, very small direct effect on the fund balance over time.

Nonetheless, Staff has provided a short updated analysis of the expenditure impact in Attachment B. Noting the increasing rate at which both subscribers and landlines are being lost to the program (see earlier in Table 2), Staff contemplates line losses at 10 percent and 15 percent per year. Although illustrative of rates at, or greater than, recent annual landline declines, Staff believes this provides a cautious estimation. Similarly, subscriber participation losses are contemplated as remaining at 20 percent, slowing to half to a 10 percent loss, to a 5 percent loss, no loss and finally with gains of 5 and 10 percent. These rates anticipate some program successes but are still estimated to be fiscally cautious. Similarly, staff notes the recent stabilization of the TAP Fund balance and uses the 2019 calendar year's beginning balance as its starting point.

As can be seen in Attachment B, in the cases where line losses continue at 10 percent per year the TAP fund would over-collect if subscriber participation declined at rates of 10 percent or more. However, if the subscriber participation slowed to a 5 percent loss or no losses at all, the fund is stable on a 4-5 year horizon. Only if the program immediately reversed from its present 20 percent annual participation losses to an annual gain of 5 to 10 percent would fund solvency need to be revisited within the next 2 to 3 years. In no case would the expenditure of an additional \$50,000 in the upcoming year be consequential.

These conclusions remain broadly valid even if the loss of landlines were at 15 percent per year (nearly double the overall rate of the past decade)

Staff concludes that under all likely scenarios the TAP fund experiences negligible fiscal impact from the proposed one-time expenditure of \$50,000. Staff further anticipates continuing solvency of the TAP Fund through the upcoming year and beyond.

Staff recommends the Commission approve the proposed outreach initiative described in Attachment A and expenditure of \$50,000 for CAO's outreach expenses during the upcoming fiscal year.

C. Status of Dockets Complementary to Outreach Program

The Commission may wish to ask the Department about the workgroup it was directed to convene in Docket 17-509. That docket was opened in mid-2017 to develop proposed customer notice and outreach requirements for ETCs in Minnesota. There is nothing from the Department in the docket beyond an October 2017 notice to interested parties. The proposed customer notice and outreach requirements on ETCs could play a complementary role to the outreach program CAO will be performing as a result of the outcome of this TAP docket.

VII. Decision Options

A. TAP Fund Report July-Dec. 2018 Six-Month Review

1. Accept the TAP Fund 6-month review submitted on March 18, 2019 for the period July-December, 2018. **(Staff Recommended)**
2. Reject the TAP Fund 6-month reviews submitted on March 18, 2019 for the period July-December, 2018.

B. Outreach Program Update and Budget Recommendation

1. Accept the CAO proposed outreach program plan update as described in Attachment A and the \$50,000 expenditure from the TAP Fund for CAO's outreach expenses during the upcoming fiscal year. **(Staff Recommended)**
2. Modify the CAO proposed outreach program plan update as described in Attachment A and/or the \$50,000 expenditure from the TAP Fund for CAO's outreach expenses during the upcoming fiscal year.
3. Other action as the Commission deems appropriate.

Proposal

TAP Outreach Program Update And Budget Recommendations



Minnesota's Low Income Telephone and Broadband Programs

February 15, 2019

Recap of Previous Meetings

1

Overview of TAP and Lifeline programs

2

Commission issued a formal decision authorizing monies for outreach to increase enrollment in programs

3

Advisory group had outreach ideas and the consensus was to hire a student worker to put together an outreach plan

Recap of Lifeline and TAP

- Lifeline is federal program
 - FCC issues regulations governing the program but state PUCs handle certain implementation issues
- Lifeline: \$9.25 credit, wireless, landline, or broadband
- TAP is state program, landline only, \$3.50 credit (**but see next slide**)
- The access recovery charge (ARC) is waived for Lifeline customers that subscribe to telephone service
- Customer applies directly to the carrier right now (National Verifier will be in place in future)

Agenda Meeting: December 20th, 2018

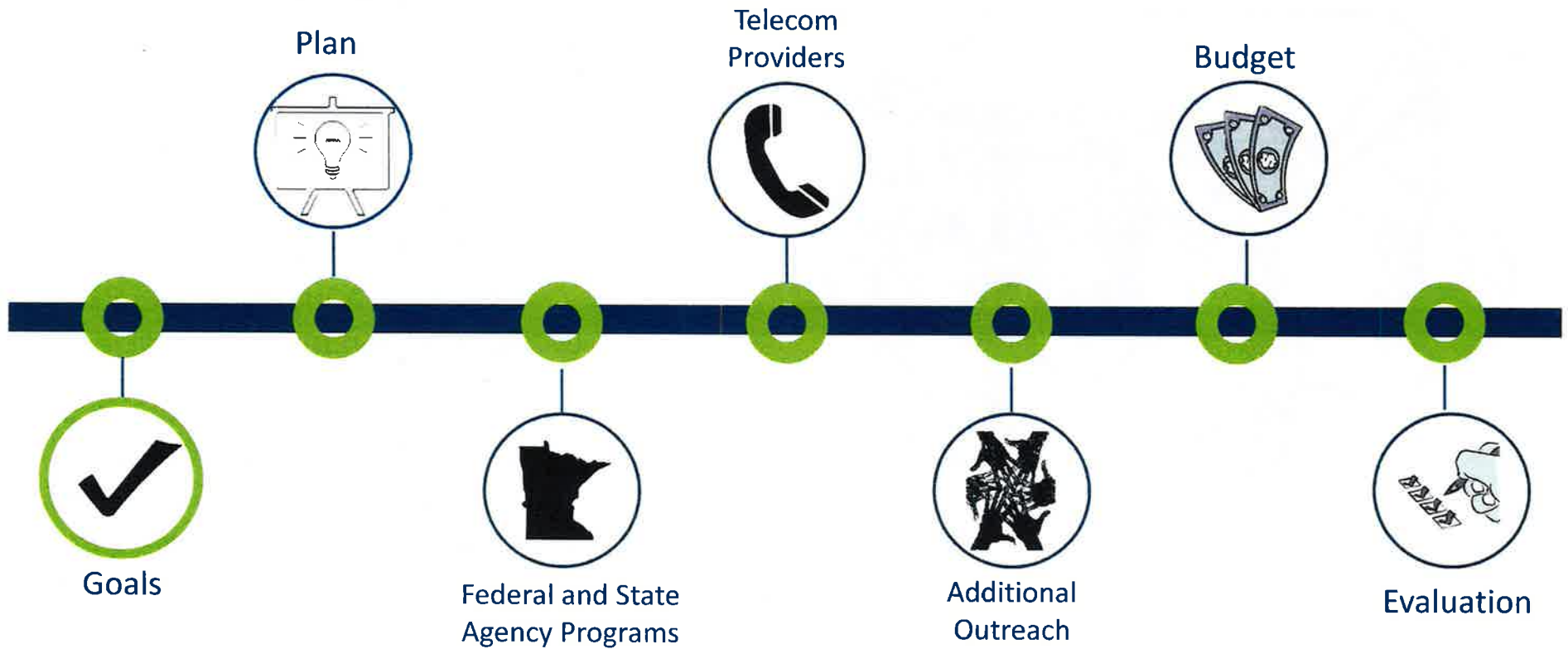
Decision 1: Commissioners voted to increase the TAP credit from \$3.50 to \$7.00 (Effective July 1st, 2019)

Decision 2: Directive to telecom carriers to provide – 1) Web content on TAP and 2) additional outreach on TAP to customers behind on their bills

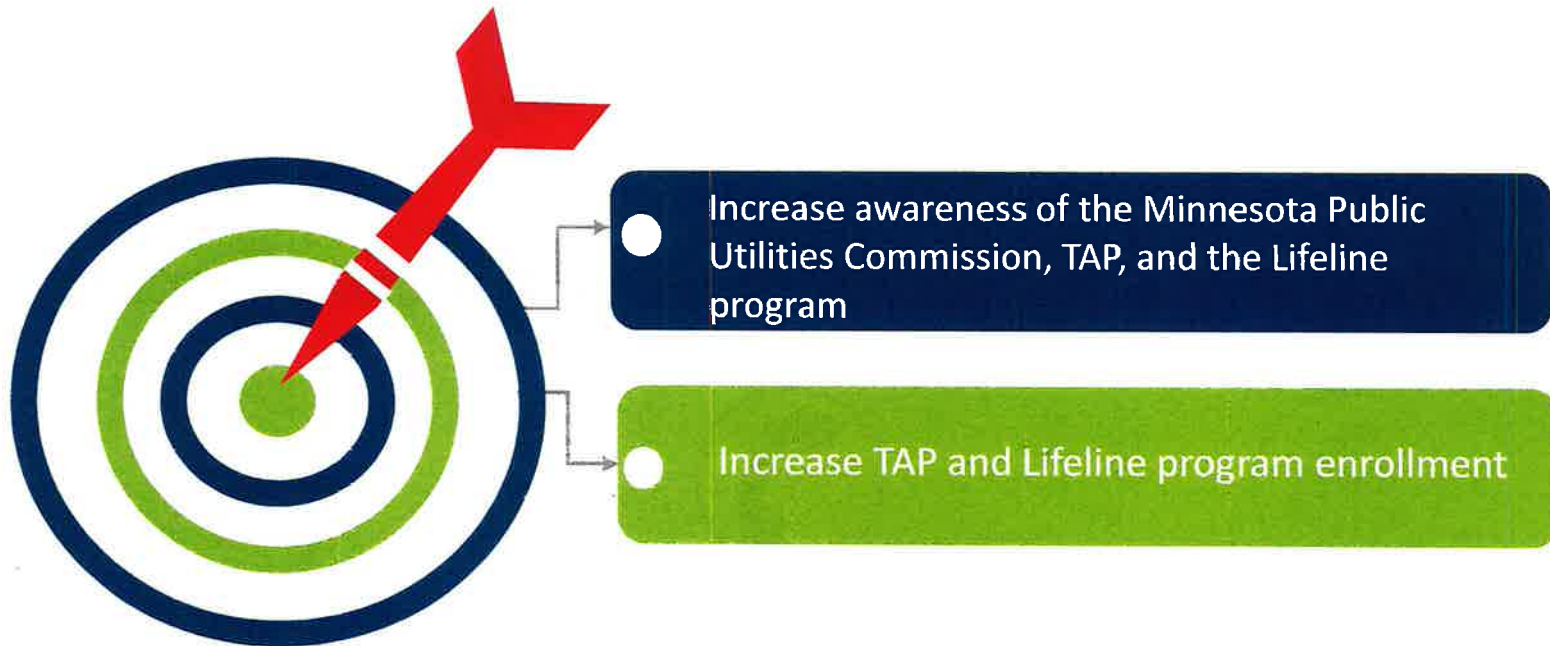
Decision 3: Commissioners request that the advisory group recommend a budget AND outreach plan by July 1st, 2019



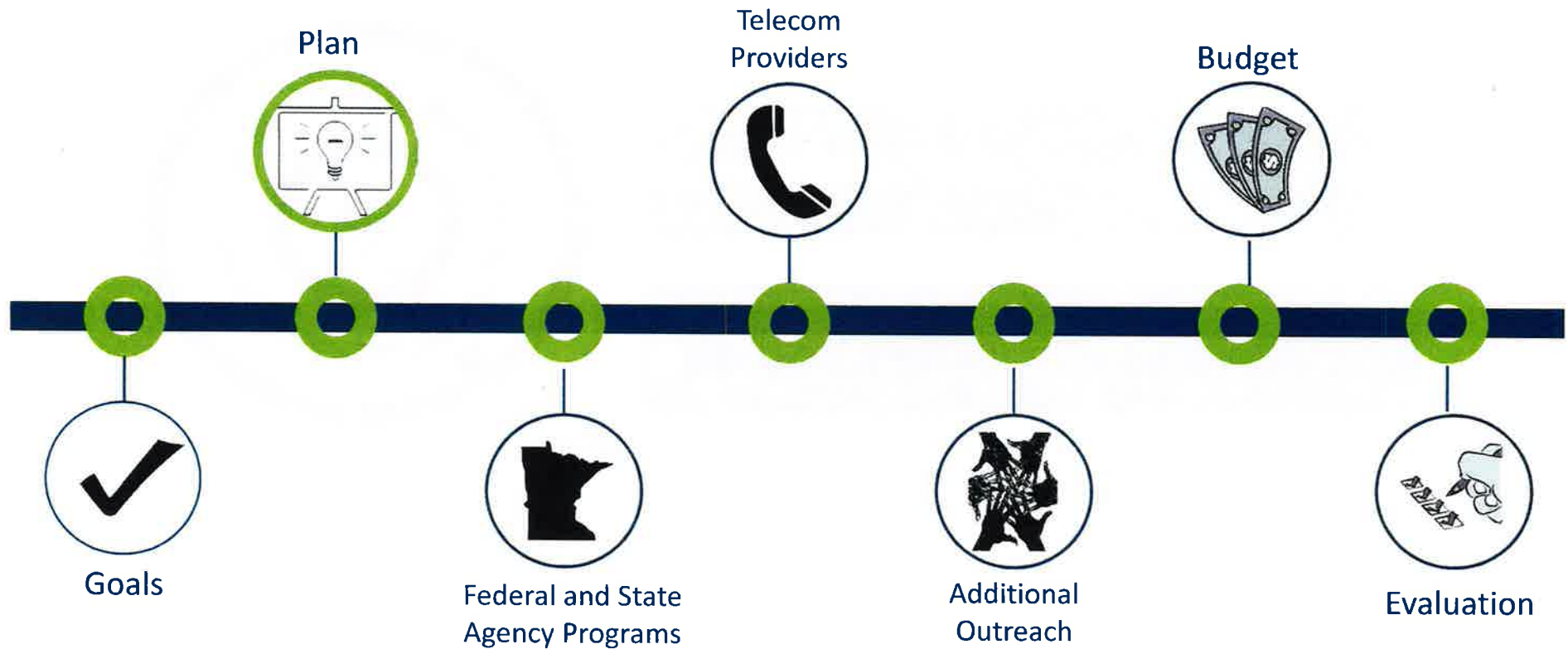
Overview of Outreach Program



Goals



Overview of Outreach Program



Proposed Plan

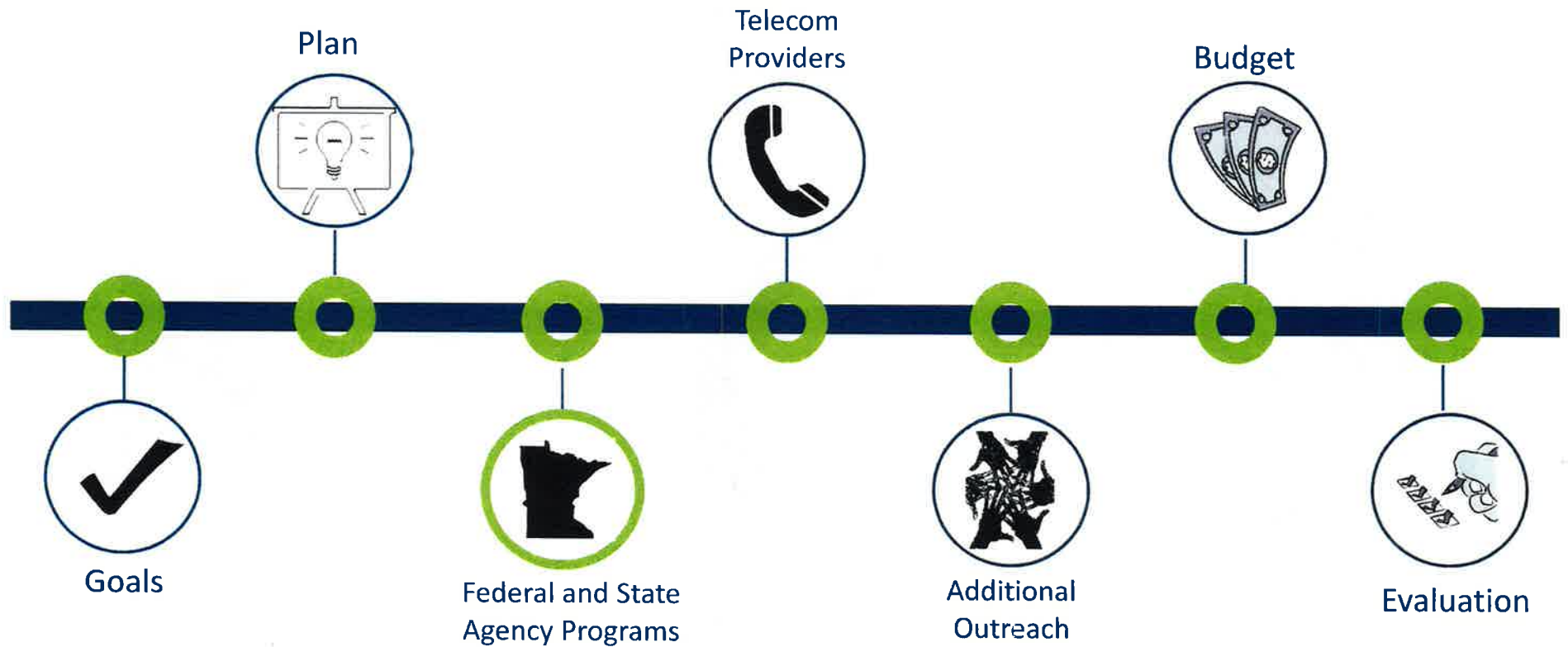


Partner with federal and state agencies that would provide resources to program-qualified Minnesotans for ideas and ways to connect to population

Reach out to and partner with telecom providers on ideas to increase enrollment among low-income citizens

Other community organizations and agencies may be better to target certain populations
Reach out with ideas, and receive feedback to increase efforts and enrollment

Overview of Outreach Program



First Approach: Program Qualified Minnesota Residents

- Low-Income Minnesota Residents
- Specifically, those qualifying for:
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Veterans Pension and Survivors Pension
 - Tribally Administered Temporary Assistance for Needy Families (TANF)
 - Minnesota Family Investment Program (MFIP)
 - Federal Public Housing Assistance (FPHA)
 - Supplemental Security Income (SSI)

*Anyone who is eligible for these programs (except MFIP) is eligible for the TAP/Lifeline discount

SNAP & Medicaid

MN Department of Human Services

- Idea of adding Lifeline/TAP ad to “Combined Application Form” – Cash Assistance programs
- Presentations and/or training events for staff and intake workers

County

- Place on T.V.'s in waiting area while clients wait to be seen
- Display brochures and/or flyers at centers – e.g. waiting room, inside case manager's office
- Have volunteers fill form out with client – e.g. Hennepin County
- Update or add TAP and Lifeline program information onto county websites for easier and faster access

Supplemental Nutrition Assistance Program and Medicaid

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graph TD; A[Supplemental Nutrition Assistance Program and Medicaid] --> B[MN Department of Human Services]; B --> C[County];
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MN Department of Human Services

County

Combined Application Form



Combined Application Form

Apply online at www.applymn.dhs.mn.gov

This application can be used to apply for any of the following programs:

Supplemental Nutrition Assistance Program (SNAP)
SNAP helps low-income Minnesotans get the food they need for good nutrition and well-balanced meals. If you are age 60 and older and are applying for SNAP benefits, please use the "Supplemental Nutrition Assistance Program (SNAP) Application for Seniors" (DHWS 52239).

Cash assistance programs

Cash assistance programs are provided to help families and individuals meet their basic needs until they can support themselves. Cash assistance programs include:

- Devotional Work Program (DWP)
- Emergency Assistance (EAT)
- General Assistance (GA)
- Group Residential Housing (GRH)
- Minnesota Family Investment Program (MFIP)
- Minnesota Supplemental Aid (MSA)
- Refugee Cash Assistance (RCA)

How to fill out this application

Read all of the information on this application. Find someone if you need help filling out this application. Complete and turn in pages 1-3 as soon as possible to your agency. We collect your application data if we have your name, address and signature (page 1), but we must have the complete application to decide if you can get help.

For your application to be complete, you must answer all questions and have certain information verified. SNAP and cash programs require an interview with a worker. For SNAP, this can be a phone interview.

If you miss your interview appointment, you must reschedule. If you do not reschedule, we may stop or cut off your benefits.

You may need to provide proof of the information you report on this application. Your worker may ask for additional proofs. You may not get help until we get proof of this information. Bring the required information with you to the interview. Bring the information to your local office as soon as you can.

Recertification

Report all changes in the past 12 months on this application. You may need to provide proof of the reported information.

Need to apply for Health Care coverage?
Apply for free or low-cost coverage at MNsure, Minnesota's online health insurance marketplace. Go to www.mnsure.org or call 855-366-7873.

Need help paying your phone bill?
You may qualify for the Telephone Assistance Plan or for the federal Lifeline credit. Program eligibility is based on income. Contact us at 800-***-**** or visit <http://mn.gov/puc> telecommunications, telephone-discounts for information or an application.

Required Information	Cash Programs	SNAP
Names of applicants or authorized representatives (driver's license IDs, passport, etc.)	✓	✓
Social Security numbers of all people applying for help	✓	✓
Residence in Minnesota (state ID, lease agreement, etc.)	✓	✓
Income** (pensions, bonuses, etc.) and other income (rent, your home build, unemployment, spouse's income, etc.). The agency will verify social security income.	✓	✓
Home phone*** (cell phone numbers, pay phone, mobile phone, landline, etc.)	✓	✓
Mails received*** (phone records and records of bills, etc.)	✓	✓
Relationship to other household members (birth certificates, marriage licenses, court documents, etc.)	✓	✓
Banking and savings accounts (bank statements, etc.)	✓	✓
Value of vehicles (cars, trucks, motorcycles, trailers, campers)	✓	✓
Current value of stocks/bonds/certificates of deposit (trust statements, etc.)	✓	✓
Utility costs (utility statements, phone bill, etc.)	✓	✓
Proof of disability (doctor's statement, etc.)	✓	✓

** Includes support for Emergency Assistance. This is your gross income - housing, including rent, after the regular income tax is paid. You may also include income from other sources if you are self-employed.
*** If you have a landline or cell phone, you must provide proof of their eligibility. This support is paid for, whether you have a landline or cell phone. The support is paid for, whether you have a landline or cell phone. The support is paid for, whether you have a landline or cell phone. The support is paid for, whether you have a landline or cell phone.

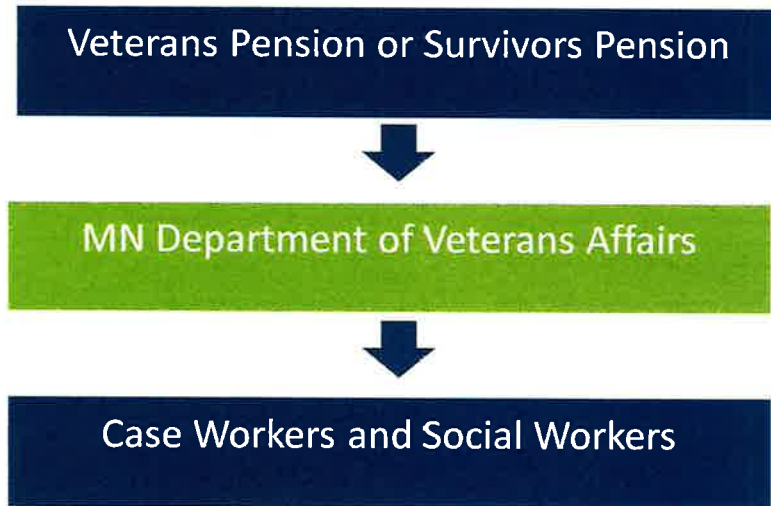
If you need help paying for child care, ask your worker how to apply for the Child Care Assistance Program.

Need to apply for Health Care coverage?
Apply for free or low-cost coverage at MNsure, Minnesota's online health insurance marketplace. Go to www.mnsure.org or call 855-366-7873.

Need help paying your phone bill?
You may qualify for the Telephone Assistance Plan or for the federal Lifeline credit. Program eligibility is based on income. Contact us at 800-***-**** or visit <http://mn.gov/puc> telecommunications, telephone-discounts for information or an application.

Veterans Pension or Survivors Pension & Tribally Administered Temporary Assistance for Needy Families

Veterans Pension



MN Department of Veterans Affairs

- Provide staff with presentations and/or training
- Possible booth at VA health and career fairs
- Add TAP and Lifeline to MDVA brochure

Case workers and social workers

- Can post brochures at desk or inside office

Tribal TANF



MN Department of Human Services

- Would allow staff to become competent in answering questions and provide us with ideas on where to promote TAP/Lifeline
- Presentation/training events for staff and intake workers

Tribes

- Have applications on hand
- Have staff drop off brochures/posters

MFIP, FPHA, & SSI

MFIP



MN Department of Human Services

- Add Lifeline/TAP ad to “Combined Application Form” – Cash Assistance programs
- Presentation/training events for staff and intake workers

County

- Place on T.V.’s in waiting area while clients wait to be seen
- Display brochures and/or flyers at centers – e.g. waiting room, inside case manager’s office
- Have volunteers fill form out with client – e.g. Hennepin County
- Offer outreach materials in different languages onsite

FPHA



Presidents Council Meeting

- Present at meeting to inform staff about Lifeline/TAP
- Receive feedback on ideas and ways to connect with residents

Citywide Resident Council

- Present information and connect to residents from the family sites
- Door-to-door handing out brochures

SSI



MN Department of Employment and Economic Development

- Provide TAP/Lifeline information to staff at DEED

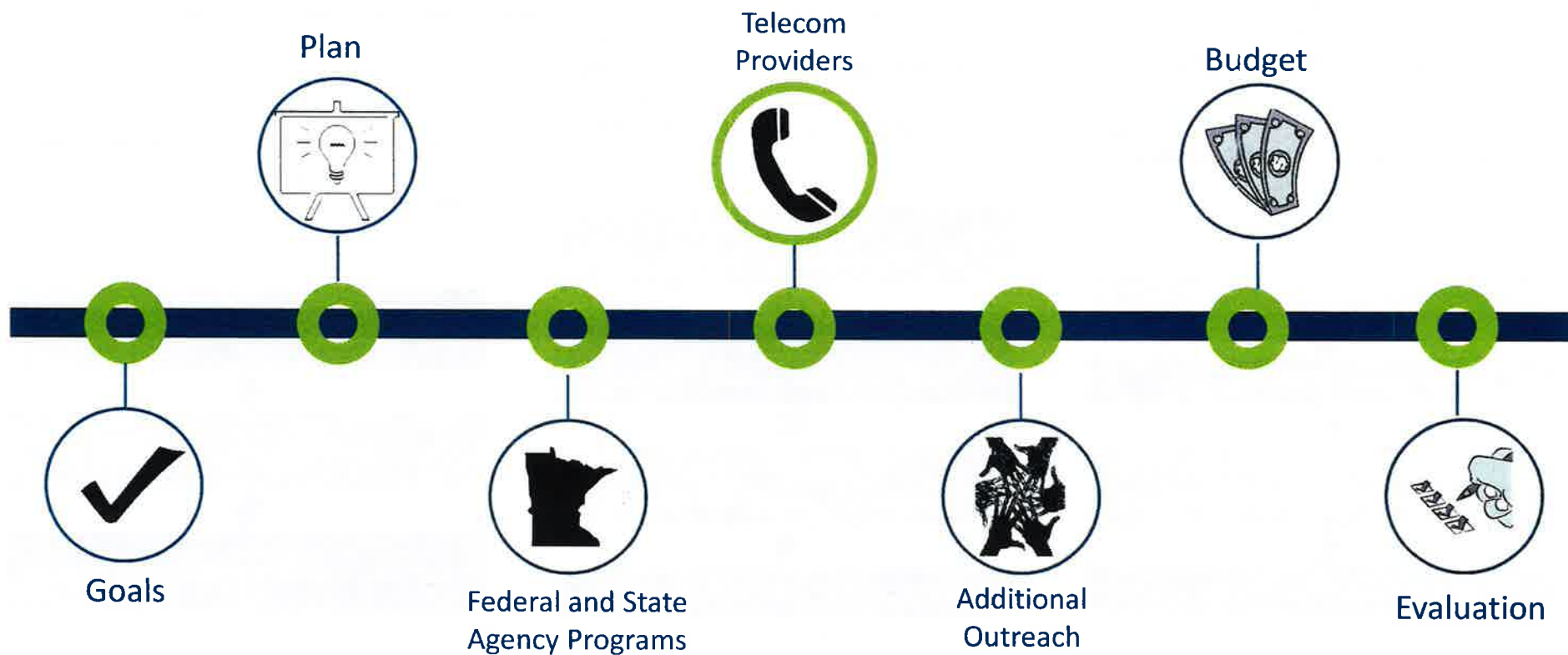
Disability Services

- Information on living independently
- Vocational Rehabilitation Services Counselors will work to explore choices and eligibility such as SSI, GA, MFIP/TANF

CareerForce

- Post posters around center, brochures can be placed at the front desk
- Possible screen saver advertisement on computers

Overview of Outreach Program



Second Approach: Telecom Providers - Ways to Raise Awareness and Increase Participation

- Solicit ideas and feedback from carriers
- Provide an easier way to access information on website
- Clarifying information on website ([e.g. Arvig](#))
- Create flyers that could be posted at locations and kiosks throughout state
- Offer ideas on bill onserts/inserts
- Website package designed for telecom providers
- Brochure
- Post Card
- Webinar training for Customer Service Representatives



Telephone Discounts Can Help You Stay In Touch

Minnesota's Telephone Assistance Plan (TAP) and the federal LIFELINE Program help make telephone service affordable to low-income consumers.

TAP offers a **\$7.00 per month** discount on home landline telephone service.

The Lifeline Program offers a **\$9.25 per month** discount on home landline or internet service OR on cell phone service.

How do I find out if I am eligible?

Contact your service provider to ask if you qualify. Consumers enrolled in the following programs may already be eligible:

- Federal Public Housing Assistance
- Medical Assistance
- Supplemental Nutrition Assistance Program
- Supplemental Security Income
- Veterans Pension or Survivors Pension Benefit
- Bureau of Indian Affairs General Assistance
- Tribally-Administered Temporary Assistance for Needy Families
- Head Start
- Food Distribution Program

How do I apply?

Your phone service provider can assist you with the application(s) or contact the Minnesota Public Utilities Commission for assistance, consumer.puc@state.mn.us or 651-296-0406 or 1-800-657-3782.

Bill Onsert



Hi, [REDACTED]

WHAT DO I OWE?

Your Amount Due is:
 Current Charges Are Due By Jan 19, 2019 **\$47.96**

ACCOUNT SUMMARY

Previous Balance	47.96
Payment Received 12/17/18	- 47.96
Total New Charges	47.96
Total Amount Due By Jan 19, 2019	\$47.96

SERVICES

Home Phone	47.96
TOTAL SERVICES	\$47.96

Having trouble paying for phone or internet service? You may qualify for the Telephone Assistance Plan or for the federal Lifeline credit. Program eligibility is based on income. TAP is limited to landline home service. Contact us at 800-***-**** or visit <https://mn.gov/puc/telecommunications/telephone-discounts/> for information or an application.

Having trouble paying for phone or internet service? You may qualify for the Telephone Assistance Plan or for the federal Lifeline credit. Program eligibility is based on income. TAP is limited to landline home service. Contact us at 800-***-**** or visit <https://mn.gov/puc/telecommunications/telephone-discounts/> for information or an application.



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 Pay Your Bill: www.centurylink.com/paybill
 Product Information: www.centurylink.com/products
 Repair and Technical Support: www.centurylink.com/repairandsupport
 To Chat with an Agent: www.centurylink.com/chatwithus

Still need to speak with an Agent? You'll need to have your account number, which is at the top of the page. Just enter it in our automated system so we can get you to the right department.

Payments/Billing/Products/Services: 1-800-244-1111
 Tech Support/Repair Service: 1-800-573-1511

Our Customer Service Representatives are available from 8am-6pm Monday through Friday.

Having trouble paying for phone or internet service? You may qualify for the Telephone Assistance Plan or for the federal Lifeline credit. Program eligibility is based on income. TAP is limited to landline home service. Contact us at 800-***-**** or visit <https://mn.gov/puc/telecommunications/telephone-discounts/> for information or an application.

Paper Insert

Telephone Discount

Looking to Save Money?

Minnesota Telephone Discounts provide affordable telephone services to low-income consumers. The discounts help you stay connected with jobs, family, and emergency services:

Minnesota Telephone Discounts includes two programs:

1. Telephone Assistance Plan (TAP)
 - A discount for approved landline companies.
 - The TAP discount is \$7.00 per month (beginning July 1st, 2019)
2. Lifeline
 - A federal discount for approved landline, wireless, and broadband companies.
 - The Lifeline discount is \$9.25 per month.
 - Some wireless and broadband companies offer free phone, free minutes, or free data.

How do I apply?

Get an application from your phone or broadband company or from the Public Utilities Commission.



Public Utilities Commission

Consumer Affairs Office
121 7th Place E., Suite 350
Saint Paul, MN 55101-2147
tel: 651-296-0406
toll free: 1-800-657-3782
email: consumer.puc@state.mn.us

- 1/3 of a brochure – one sided
- Could be placed inside envelope along with phone bill

Electronic Media

**Having trouble paying your
telephone bill?**



**If you are a low-income household or are
enrolled in government programs, like SNAP
or Medical Assistance, you qualify!**

**Contact your home telephone company about the
Telephone Assistance Plan discount.**

Postcard

Front



121 7th Place East
Suite 350
Saint Paul, Minnesota 55151

Do you or someone you know need help paying telephone bills?

The Telephone Assistance Plan, or
TAP, may be able to help.

Visit mn.gov/puc/telecommunications
or call 1-800-657-3782 to get help or
to apply.

Mailing Address Line 1
Mailing Address Line 2
Mailing Address Line 3
Mailing Address Line 4
Mailing Address Line 5

PLEASE
PLACE
STAMP
HERE

Back

Did you know?

Low income households may be eligible for help with telephone bills
such as:

- A state credit of \$7.00 for landline phones
- A federal credit of \$9.25 for landline, wireless or internet
service

Get started, apply for TAP and Lifeline through your telephone
service provider.

To find a TAP provider by visiting mn.gov/PUC/telecommunications or call
1 800 657 3782 (press 1 at the prompt).



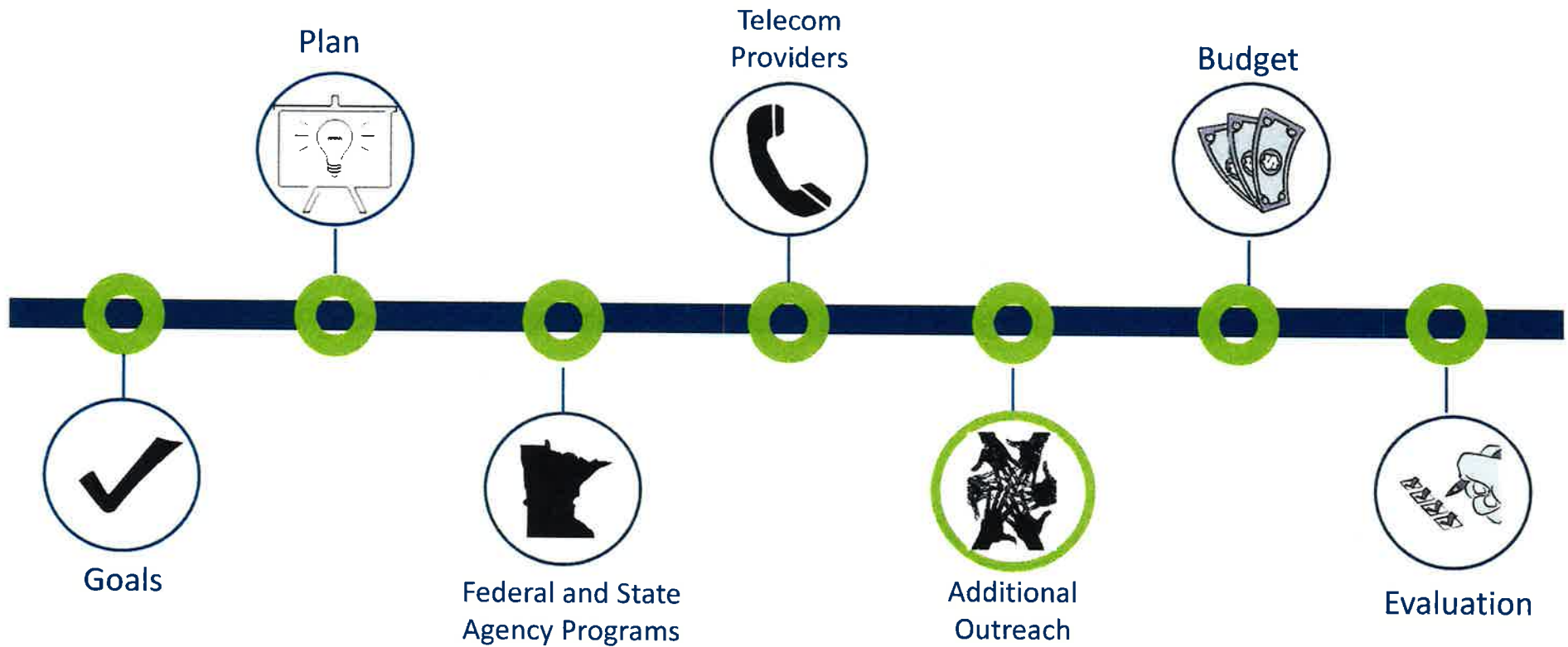
Provider name, phone,
and web site here and want to
visit web page

Minnesota Public Utilities Commission
Phone: 1 (800) 657-3782
Fax: 651-553-5555

TAP/Lifeline Webinar

- Create a detailed webinar for providers and their CSR's
 - 15-20 minutes long
- Create a shorter webinar written for consumers
 - Can be posted on provider web pages
 - Run on closed circuit, YouTube, or lobby television screens
 - Approx. 2 minutes long

Overview of Outreach Program



Additional Outreach Methods

Community Organizations and Agencies

- Schools, medical centers, churches, community centers, senior assistance programs, food shelters, Community Education classes, Head Start
- CareerForce centers
- State Fair
- Programs that work with minority populations

People may not know they qualify

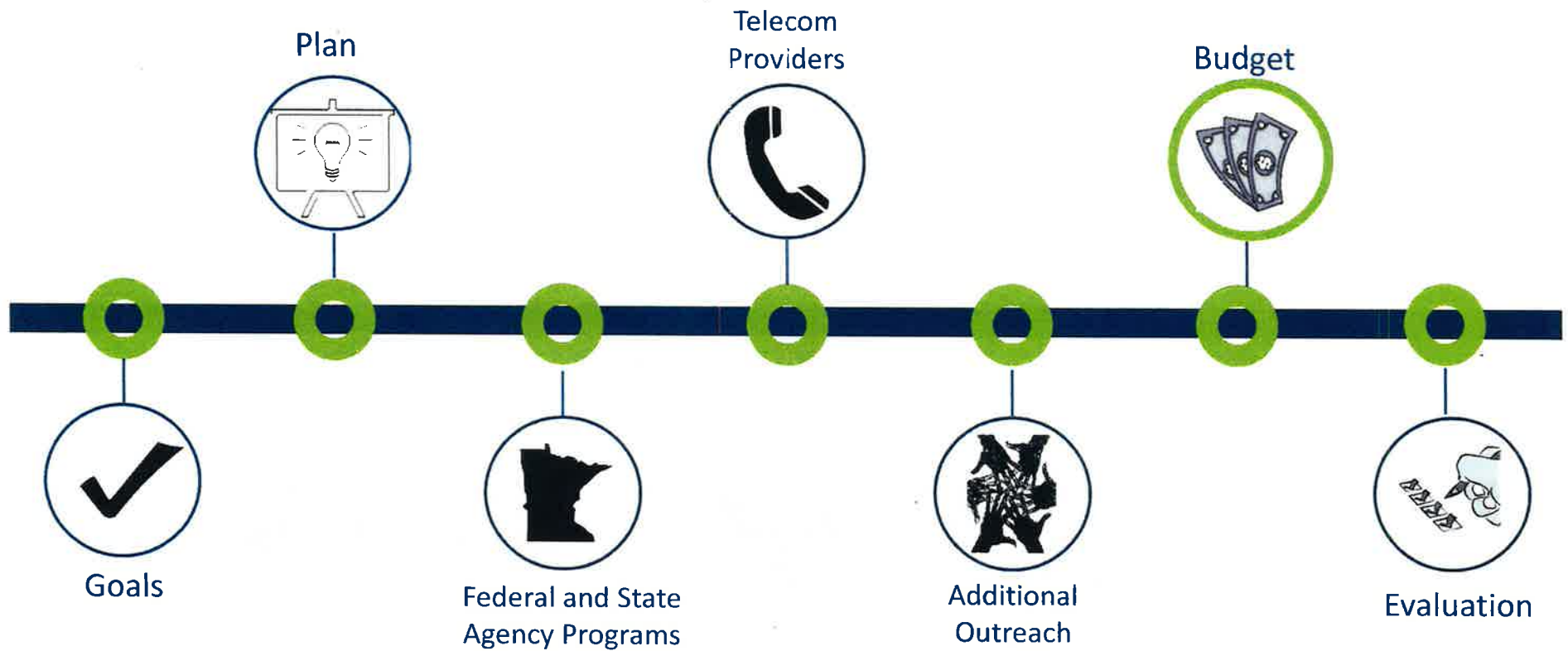
Stigma around receiving or asking for financial assistance

These locations may be closer and easier to access

Additional Outreach Methods: Ways to Increase Awareness and Participation

- Hand brochures and flyers to organizations to place around center and in offices where clients are seen
- Organizations holding financial workshops and coaching can provide information
- Place information about TAP/Lifeline in folders given to immigrants and refugees new to Minnesota
- Presenting at Community Action Partnership (LIHEAP)
- Metro Transit
 - Advertisements on buses, METRO lines, at stops
- Presentations and training events at multiple agencies
- Advertisements on billboards
- Advertisements on kiosks
 - Any public space with info kiosks – e.g. malls, grocery stores, etc.

Overview of Outreach Program



Budget

Proposed Budget Amount: \$50,000 over 1 year

Activity	Commission or Vendor	Associated Cost Commission	Associated Cost Agencies/Providers
In person meetings or event	Commission staff time and expenses	\$20-\$35 hourly salary \$35 per day car rental \$2.50 gas fuel reimbursement Up to \$35 per diem	
Brochures two side tri-fold	Commission provides	Per 10,000=\$1,000 mailing	
1/3 Sheet plain paper printed insert	Commission provides the template for outreach partners and provide to duplicate		\$10 avg. for a ream of paper (500 sheets) and ink Staff time to print and cut
One page full sheet flyer	Commission provides the template for outreach partners and providers to duplicate		\$10 avg. for a ream of paper (500 sheets) and ink Staff time to print
Electronic media	Commission provides the graphic outreach partners and providers to duplicate		Agency/Provider Tech/webmaster time

Budget (Continued)

Proposed Budget Amount: \$50,000 over 1 year

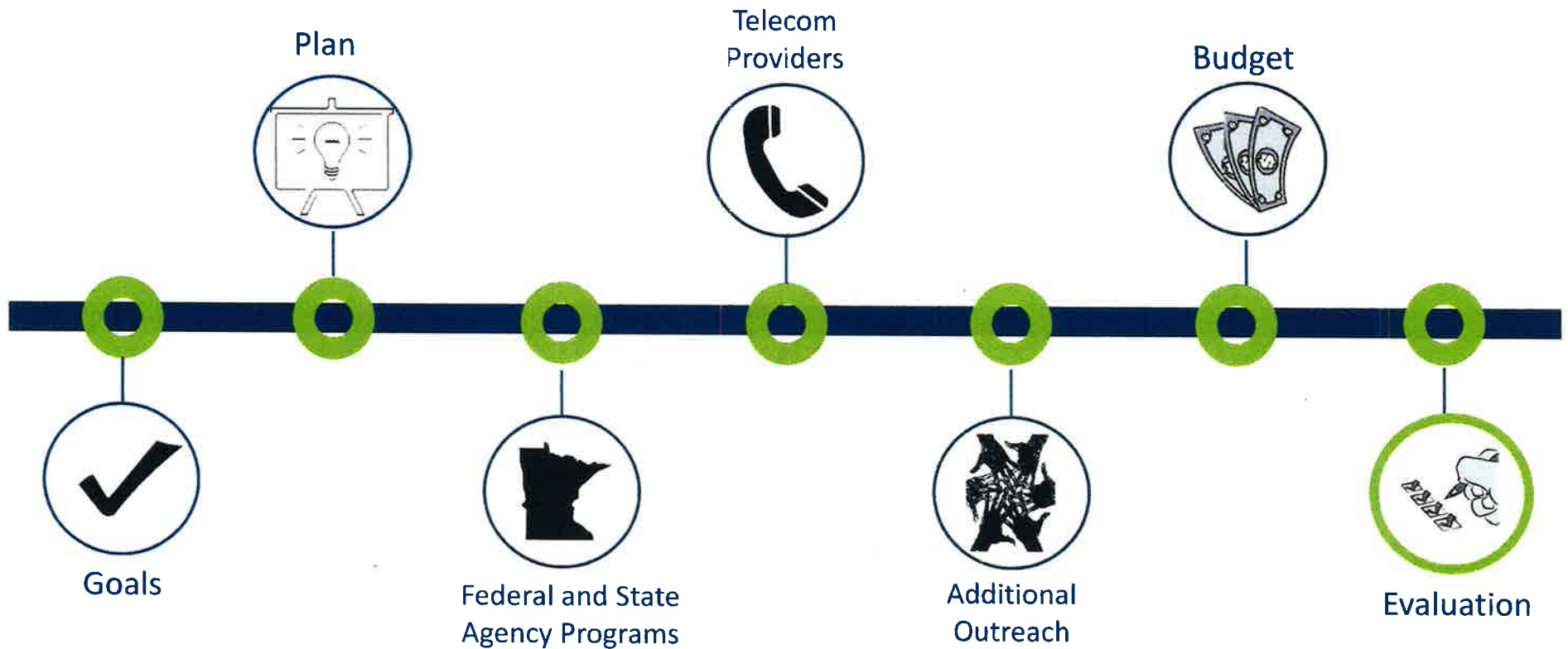
Activity	Commission or Vendor	Associated Cost Commission	Associated Cost Agencies/Providers
Postcard	<p>A. Commission provides design template</p> <p>B. Commission provides postcards with MPUC logo and PUC information</p>		<p>5,000 postcard 36 cents average cost of printing</p> <p>Mailing 35 cents postage each piece First Class</p> <p>200 pieces/19 cents Bulk Rate</p> <p>Staff time for mailing – if provider uses own information on postcard</p>
Provider and CSR Webinar	<p>Commission provides by posting on Telecom “TAP Tools” and “Lifeline Tools” web page</p> <p>Commission staff available to answer questions</p>		<p>Staff time for training</p>
CAO Staff site visits for training/assistance	Commission staff	<p>\$20-\$35 hourly salary</p> <p>\$35 per day car rental</p> <p>\$2.50- gallon fuel reimbursement</p> <p>Up to \$35 per diem</p>	<p>Staff time for training</p>
CAO staff Provider “Help Desk”	Commission staff	\$20-\$35 hourly salary	Specific CAO staff available for provider issues and questions

Budget (Continued)

Proposed Budget Amount: \$50,000 over 1 year

Activity	Commission or Vendor	Associated Cost Commission	Associated Cost Agencies/Providers
Integrate application into other agency systems for simultaneous enrollment, e.g. SNAP, LIHEAP			MNIT staff \$35-\$50 hourly to create a product for state use and for testing and deployment
Outsource materials development and hire professional communications-marketing staff	Works with Commission staff to create/design materials	\$20-\$35 hourly salary	Cost range for is \$27 to \$81 hourly

Overview of Outreach Program



Evaluation

- TAP and Lifeline - Increased participation rates
- CAO logs an increase in requests for TAP and Lifeline information
- Post-event surveys
- Consumer surveys
- Agency surveys

References

- <https://www.interaction-design.org/literature/article/the-benefits-of-planning-your-user-research>
- <http://www.24point0.com/ppt-shop/meeting-agenda-powerpoint-templates>
- <https://www.slidegeeks.com/business/product/3-ways-to-achieve-the-business-goals-powerpoint-slide-designs>
- https://www.google.com/search?q=plan&rlz=1C1GCEA_enUS828US828&source=lnms&tbm=isch&sa=X&ved=0ahUKEwimyIHfkvPfAhVirYMKHWMvBvMQ_AUIDigB&biw=1920&bih=889#imgrc=sDK7CsVEhNFLrM:
- <https://www.desktop-documentaries.com/building-an-audience-for-your-documentary.html>
- <https://www.etsy.com/au/listing/511716747/state-of-minnesota-mn-svg-outline-laptop>
- <http://www.clker.com/clipart-black-phone.html>
- <https://www.vectorstock.com/royalty-free-vector/cartoon-money-bills-dollar-cash-vector-12235930>
- https://www.google.com/search?rlz=1C1GCEA_enUS828US828&biw=1920&bih=889&tbm=isch&sa=1&ei=XJg_XJiNDcvDjgSSkKoBw&q=picture+of+evaluation+cartoon+checklist&oq=picture+of+evaluation+cartoon+checklist&gs_l=img.3...13884.17718..17781...0.0..0.142.1191.0j9.....1....1..gws-wiz-img.GbzVUnbquoE#imgrc=gfXL0r2Ah2lxzM:
- <https://www.fiverr.com/pawan27india/professional-ppt-presentation-for-you>

Thank You!

Michelle Rebholz	Anne Thom	Miriam Diaz	Sally Anne McShane
Pa Stelzner	Erin Petschel	Charley Bruce	

TAP Fund Fiscal Impact Scenarios

Annual wireline losses at 10 percent and 15 percent.

**Annual subscriber losses at 20 percent, 15 percent, 5 percent;
no loss; and gains of 5 percent and 10 percent.**

FY	\$0.10 Surcharge \$7 credit							Less 1 time \$50,000
	Reduced 10%		Increase-20%			TAP Fund		
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7			
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960	
2021	1,377,564	\$ 0.10	\$ 1,653,077	13,116	\$ 1,101,744	\$ 1,691,293	\$ 1,641,293	
2022	1,239,808	\$ 0.10	\$ 1,487,769	10,493	\$ 881,395	\$ 2,297,667	\$ 2,247,667	
2023	1,115,827	\$ 0.10	\$ 1,338,992	8,394	\$ 705,116	\$ 2,931,544	\$ 2,881,544	
2024	1,004,244	\$ 0.10	\$ 1,205,093	6,715	\$ 564,093	\$ 3,572,544	\$ 3,522,544	
2025	903,820	\$ 0.10	\$ 1,084,584	5,372	\$ 451,274	\$ 4,205,854	\$ 4,155,854	
2026	813,438	\$ 0.10	\$ 976,126	4,298	\$ 361,019	\$ 4,820,960	\$ 4,770,960	
2027	732,094	\$ 0.10	\$ 878,513	3,438	\$ 288,816	\$ 5,410,657	\$ 5,360,657	
2028	658,885	\$ 0.10	\$ 790,662	2,751	\$ 231,052	\$ 5,970,266	\$ 5,920,266	

FY	\$0.10 Surcharge \$7 credit							Less 1 time \$50,000
	Reduced 10%		Increase-15%			TAP Fund		
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7			
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960	
2021	1,377,564	\$ 0.10	\$ 1,653,077	13,936	\$ 1,170,603	\$ 1,622,434	\$ 1,572,434	
2022	1,239,808	\$ 0.10	\$ 1,487,769	11,845	\$ 995,013	\$ 2,115,191	\$ 2,065,191	
2023	1,115,827	\$ 0.10	\$ 1,338,992	10,069	\$ 845,761	\$ 2,608,423	\$ 2,558,423	
2024	1,004,244	\$ 0.10	\$ 1,205,093	8,558	\$ 718,897	\$ 3,094,620	\$ 3,044,620	
2025	903,820	\$ 0.10	\$ 1,084,584	7,275	\$ 611,062	\$ 3,568,141	\$ 3,518,141	
2026	813,438	\$ 0.10	\$ 976,126	6,183	\$ 519,403	\$ 4,024,864	\$ 3,974,864	
2027	732,094	\$ 0.10	\$ 878,513	5,256	\$ 441,492	\$ 4,461,885	\$ 4,411,885	
2028	658,885	\$ 0.10	\$ 790,662	4,467	\$ 375,269	\$ 4,877,278	\$ 4,827,278	

\$0.10 Surcharge \$7 credit							
FY	Reduced 10%		Increase-10%			TAP Fund	Less 1 time \$50,000
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7		
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960
2021	1,377,564	\$ 0.10	\$ 1,653,077	14,756	\$ 1,239,462	\$ 1,553,575	\$ 1,503,575
2022	1,239,808	\$ 0.10	\$ 1,487,769	13,280	\$ 1,115,516	\$ 1,925,829	\$ 1,875,829
2023	1,115,827	\$ 0.10	\$ 1,338,992	11,952	\$ 1,003,964	\$ 2,260,857	\$ 2,210,857
2024	1,004,244	\$ 0.10	\$ 1,205,093	10,757	\$ 903,568	\$ 2,562,383	\$ 2,512,383
2025	903,820	\$ 0.10	\$ 1,084,584	9,681	\$ 813,211	\$ 2,833,755	\$ 2,783,755
2026	813,438	\$ 0.10	\$ 976,126	8,713	\$ 731,890	\$ 3,077,991	\$ 3,027,991
2027	732,094	\$ 0.10	\$ 878,513	7,842	\$ 658,701	\$ 3,297,803	\$ 3,247,803
2028	658,885	\$ 0.10	\$ 790,662	7,058	\$ 592,831	\$ 3,495,634	\$ 3,445,634

\$0.10 Surcharge \$7 credit							
FY	Reduced 10%		Increase-5%			TAP Fund	Less 1 time \$50,000
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7		
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960
2021	1,377,564	\$ 0.10	\$ 1,653,077	15,575	\$ 1,308,321	\$ 1,484,716	\$ 1,434,716
2022	1,239,808	\$ 0.10	\$ 1,487,769	14,796	\$ 1,242,905	\$ 1,729,581	\$ 1,679,581
2023	1,115,827	\$ 0.10	\$ 1,338,992	14,057	\$ 1,180,760	\$ 1,887,813	\$ 1,837,813
2024	1,004,244	\$ 0.10	\$ 1,205,093	13,354	\$ 1,121,722	\$ 1,971,185	\$ 1,921,185
2025	903,820	\$ 0.10	\$ 1,084,584	12,686	\$ 1,065,636	\$ 1,990,133	\$ 1,940,133
2026	813,438	\$ 0.10	\$ 976,126	12,052	\$ 1,012,354	\$ 1,953,905	\$ 1,903,905
2027	732,094	\$ 0.10	\$ 878,513	11,449	\$ 961,736	\$ 1,870,682	\$ 1,820,682
2028	658,885	\$ 0.10	\$ 790,662	10,877	\$ 913,649	\$ 1,747,694	\$ 1,697,694

\$0.10 Surcharge \$7 credit							
FY	Reduced 10%		Increase 0%			Less 1 time	
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7	TAP Fund	\$50,000
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960
2021	1,377,564	\$ 0.10	\$ 1,653,077	16,395	\$ 1,377,180	\$ 1,415,857	\$ 1,365,857
2022	1,239,808	\$ 0.10	\$ 1,487,769	16,395	\$ 1,377,180	\$ 1,526,447	\$ 1,476,447
2023	1,115,827	\$ 0.10	\$ 1,338,992	16,395	\$ 1,377,180	\$ 1,488,259	\$ 1,438,259
2024	1,004,244	\$ 0.10	\$ 1,205,093	16,395	\$ 1,377,180	\$ 1,316,172	\$ 1,266,172
2025	903,820	\$ 0.10	\$ 1,084,584	16,395	\$ 1,377,180	\$ 1,023,576	\$ 973,576
2026	813,438	\$ 0.10	\$ 976,126	16,395	\$ 1,377,180	\$ 622,522	\$ 572,522
2027	732,094	\$ 0.10	\$ 878,513	16,395	\$ 1,377,180	\$ 123,855	\$ 73,855
2028	658,885	\$ 0.10	\$ 790,662	16,395	\$ 1,377,180	\$ (462,664)	\$ (512,664)

\$0.10 Surcharge \$7 credit							
FY	Reduced 10%		Increase 5%			Less 1 time	
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7	TAP Fund	\$50,000
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960
2021	1,377,564	\$ 0.10	\$ 1,653,077	17,215	\$ 1,446,039	\$ 1,346,998	\$ 1,296,998
2022	1,239,808	\$ 0.10	\$ 1,487,769	18,075	\$ 1,518,341	\$ 1,316,427	\$ 1,266,427
2023	1,115,827	\$ 0.10	\$ 1,338,992	18,979	\$ 1,594,258	\$ 1,061,161	\$ 1,011,161
2024	1,004,244	\$ 0.10	\$ 1,205,093	19,928	\$ 1,673,971	\$ 592,284	\$ 542,284
2025	903,820	\$ 0.10	\$ 1,084,584	20,925	\$ 1,757,669	\$ (80,802)	\$ (130,802)
2026	813,438	\$ 0.10	\$ 976,126	21,971	\$ 1,845,553	\$ (950,229)	\$ (1,000,229)
2027	732,094	\$ 0.10	\$ 878,513	23,069	\$ 1,937,831	\$ (2,009,547)	\$ (2,059,547)
2028	658,885	\$ 0.10	\$ 790,662	24,223	\$ 2,034,722	\$ (3,253,607)	\$ (3,303,607)

FY	Reduced 10%		\$0.10 Surcharge \$7 credit				TAP Fund	Less 1 time \$50,000
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7			
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960	
2021	1,377,564	\$ 0.10	\$ 1,653,077	18,035	\$ 1,514,898	\$ 1,278,139	\$ 1,228,139	
2022	1,239,808	\$ 0.10	\$ 1,487,769	19,838	\$ 1,666,388	\$ 1,099,521	\$ 1,049,521	
2023	1,115,827	\$ 0.10	\$ 1,338,992	21,822	\$ 1,833,027	\$ 605,487	\$ 555,487	
2024	1,004,244	\$ 0.10	\$ 1,205,093	24,004	\$ 2,016,329	\$ (205,749)	\$ (255,749)	
2025	903,820	\$ 0.10	\$ 1,084,584	26,404	\$ 2,217,962	\$ (1,339,128)	\$ (1,389,128)	
2026	813,438	\$ 0.10	\$ 976,126	29,045	\$ 2,439,758	\$ (2,802,760)	\$ (2,852,760)	
2027	732,094	\$ 0.10	\$ 878,513	31,949	\$ 2,683,734	\$ (4,607,982)	\$ (4,657,982)	
2028	658,885	\$ 0.10	\$ 790,662	35,144	\$ 2,952,108	\$ (6,769,428)	\$ (6,819,428)	

FY	Reduced 15%		\$0.10 Surcharge \$7 credit				Less 1 time \$50,000
	Wirelines	Surcharge 0.1	Increase-20%		Expenditures 7	TAP Fund	
			Revenue	Subscribers			
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960
2021	1,301,033	\$ 0.10	\$ 1,561,240	13,116	\$ 1,101,744	\$ 1,599,456	\$ 1,549,456
2022	1,105,878	\$ 0.10	\$ 1,327,054	10,493	\$ 881,395	\$ 2,045,114	\$ 1,995,114
2023	939,996	\$ 0.10	\$ 1,127,996	8,394	\$ 705,116	\$ 2,467,993	\$ 2,417,993
2024	798,997	\$ 0.10	\$ 958,796	6,715	\$ 564,093	\$ 2,862,697	\$ 2,812,697
2025	679,147	\$ 0.10	\$ 814,977	5,372	\$ 451,274	\$ 3,226,399	\$ 3,176,399
2026	611,233	\$ 0.10	\$ 733,479	4,298	\$ 361,019	\$ 3,598,859	\$ 3,548,859
2027	519,548	\$ 0.10	\$ 623,457	3,438	\$ 288,816	\$ 3,933,500	\$ 3,883,500
2028	441,616	\$ 0.10	\$ 529,939	2,751	\$ 231,052	\$ 4,232,387	\$ 4,182,387

FY	Reduced 15%		\$0.10 Surcharge \$7 credit				Less 1 time \$50,000
	Wirelines	Surcharge 0.1	Increase-15%		Expenditures 7	TAP Fund	
			Revenue	Subscribers			
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960
2021	1,301,033	\$ 0.10	\$ 1,561,240	13,936	\$ 1,170,603	\$ 1,530,597	\$ 1,480,597
2022	1,105,878	\$ 0.10	\$ 1,327,054	11,845	\$ 995,013	\$ 1,862,638	\$ 1,812,638
2023	939,996	\$ 0.10	\$ 1,127,996	10,069	\$ 845,761	\$ 2,144,872	\$ 2,094,872
2024	798,997	\$ 0.10	\$ 958,796	8,558	\$ 718,897	\$ 2,384,772	\$ 2,334,772
2025	679,147	\$ 0.10	\$ 814,977	7,275	\$ 611,062	\$ 2,588,687	\$ 2,538,687
2026	611,233	\$ 0.10	\$ 733,479	6,183	\$ 519,403	\$ 2,802,763	\$ 2,752,763
2027	519,548	\$ 0.10	\$ 623,457	5,256	\$ 441,492	\$ 2,984,728	\$ 2,934,728
2028	441,616	\$ 0.10	\$ 529,939	4,467	\$ 375,269	\$ 3,139,398	\$ 3,089,398

FY	\$0.10 Surcharge \$7 credit							Less 1 time \$50,000
	Reduced 15%		Increase-10%			TAP Fund		
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7			
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960	
2021	1,301,033	\$ 0.10	\$ 1,561,240	14,756	\$ 1,239,462	\$ 1,461,738	\$ 1,411,738	
2022	1,105,878	\$ 0.10	\$ 1,327,054	13,280	\$ 1,115,516	\$ 1,673,275	\$ 1,623,275	
2023	939,996	\$ 0.10	\$ 1,127,996	11,952	\$ 1,003,964	\$ 1,797,307	\$ 1,747,307	
2024	798,997	\$ 0.10	\$ 958,796	10,757	\$ 903,568	\$ 1,852,535	\$ 1,802,535	
2025	679,147	\$ 0.10	\$ 814,977	9,681	\$ 813,211	\$ 1,854,301	\$ 1,804,301	
2026	611,233	\$ 0.10	\$ 733,479	8,713	\$ 731,890	\$ 1,855,890	\$ 1,805,890	
2027	519,548	\$ 0.10	\$ 623,457	7,842	\$ 658,701	\$ 1,820,646	\$ 1,770,646	
2028	441,616	\$ 0.10	\$ 529,939	7,058	\$ 592,831	\$ 1,757,754	\$ 1,707,754	

FY	\$0.10 Surcharge \$7 credit							Less 1 time \$50,000
	Reduced 15%		Increase-5%			TAP Fund		
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7			
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960	
2021	1,301,033	\$ 0.10	\$ 1,561,240	15,575	\$ 1,308,321	\$ 1,392,879	\$ 1,342,879	
2022	1,105,878	\$ 0.10	\$ 1,327,054	14,796	\$ 1,242,905	\$ 1,477,027	\$ 1,427,027	
2023	939,996	\$ 0.10	\$ 1,127,996	14,057	\$ 1,180,760	\$ 1,424,263	\$ 1,374,263	
2024	798,997	\$ 0.10	\$ 958,796	13,354	\$ 1,121,722	\$ 1,261,338	\$ 1,211,338	
2025	679,147	\$ 0.10	\$ 814,977	12,686	\$ 1,065,636	\$ 1,010,679	\$ 960,679	
2026	611,233	\$ 0.10	\$ 733,479	12,052	\$ 1,012,354	\$ 731,804	\$ 681,804	
2027	519,548	\$ 0.10	\$ 623,457	11,449	\$ 961,736	\$ 393,525	\$ 343,525	
2028	441,616	\$ 0.10	\$ 529,939	10,877	\$ 913,649	\$ 9,814	\$ (40,186)	

\$0.10 Surcharge \$7 credit							
FY	Reduced 15%		Increase-0%			Less 1 time	
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7	TAP Fund	\$50,000
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960
2021	1,301,033	\$ 0.10	\$ 1,561,240	16,395	\$ 1,377,180	\$ 1,324,020	\$ 1,274,020
2022	1,105,878	\$ 0.10	\$ 1,327,054	16,395	\$ 1,377,180	\$ 1,273,893	\$ 1,223,893
2023	939,996	\$ 0.10	\$ 1,127,996	16,395	\$ 1,377,180	\$ 1,024,709	\$ 974,709
2024	798,997	\$ 0.10	\$ 958,796	16,395	\$ 1,377,180	\$ 606,325	\$ 556,325
2025	679,147	\$ 0.10	\$ 814,977	16,395	\$ 1,377,180	\$ 44,122	\$ (5,878)
2026	611,233	\$ 0.10	\$ 733,479	16,395	\$ 1,377,180	\$ (599,579)	\$ (649,579)
2027	519,548	\$ 0.10	\$ 623,457	16,395	\$ 1,377,180	\$ (1,353,302)	\$ (1,403,302)
2028	441,616	\$ 0.10	\$ 529,939	16,395	\$ 1,377,180	\$ (2,200,543)	\$ (2,250,543)

\$0.10 Surcharge \$7 credit							
FY	Reduced 15%		Increase 5%			Less 1 time	
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7	TAP Fund	\$50,000
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960
2021	1,301,033	\$ 0.10	\$ 1,561,240	17,215	\$ 1,446,039	\$ 1,255,161	\$ 1,205,161
2022	1,105,878	\$ 0.10	\$ 1,327,054	18,075	\$ 1,518,341	\$ 1,063,873	\$ 1,013,873
2023	939,996	\$ 0.10	\$ 1,127,996	18,979	\$ 1,594,258	\$ 597,611	\$ 547,611
2024	798,997	\$ 0.10	\$ 958,796	19,928	\$ 1,673,971	\$ (117,564)	\$ (167,564)
2025	679,147	\$ 0.10	\$ 814,977	20,925	\$ 1,757,669	\$ (1,060,257)	\$ (1,110,257)
2026	611,233	\$ 0.10	\$ 733,479	21,971	\$ 1,845,553	\$ (2,172,330)	\$ (2,222,330)
2027	519,548	\$ 0.10	\$ 623,457	23,069	\$ 1,937,831	\$ (3,486,704)	\$ (3,536,704)
2028	441,616	\$ 0.10	\$ 529,939	24,223	\$ 2,034,722	\$ (4,991,487)	\$ (5,041,487)

FY	Reduced 15%		\$0.10 Surcharge \$7 credit				TAP Fund	Less 1 time \$50,000
	Wirelines	Surcharge 0.1	Revenue	Subscribers	Expenditures 7			
2020	1,530,627	\$ 0.10	\$ 1,836,752	16,395	\$ 1,377,180	\$ 1,139,960	\$ 1,089,960	
2021	1,301,033	\$ 0.10	\$ 1,561,240	18,035	\$ 1,514,898	\$ 1,186,302	\$ 1,136,302	
2022	1,105,878	\$ 0.10	\$ 1,327,054	19,838	\$ 1,666,388	\$ 846,967	\$ 796,967	
2023	939,996	\$ 0.10	\$ 1,127,996	21,822	\$ 1,833,027	\$ 141,936	\$ 91,936	
2024	798,997	\$ 0.10	\$ 958,796	24,004	\$ 2,016,329	\$ (915,597)	\$ (965,597)	
2025	679,147	\$ 0.10	\$ 814,977	26,404	\$ 2,217,962	\$ (2,318,582)	\$ (2,368,582)	
2026	611,233	\$ 0.10	\$ 733,479	29,045	\$ 2,439,758	\$ (4,024,861)	\$ (4,074,861)	
2027	519,548	\$ 0.10	\$ 623,457	31,949	\$ 2,683,734	\$ (6,085,138)	\$ (6,135,138)	
2028	441,616	\$ 0.10	\$ 529,939	35,144	\$ 2,952,108	\$ (8,507,307)	\$ (8,557,307)	