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Subject: Teen rides are being shut down in California

Uber

New CPUC rules shut down teen rides

What you need to know

Hi [first name],

We're writing to let you know that, after this weekend, your teen will no longer be able to use their Uber account to take rides in California.

Recently, the California Public Utilities Commission (CPUC) passed new rules requiring significant changes to teen accounts. We have limited time to make the changes needed to comply with these regulations—and as a result, we have to suspend teen rides statewide.

After this weekend, **teens must either be 18+ or ride with an adult when using Uber in California**. However, your teenager can still use their teen account to order Uber Eats in California and to request rides while outside the state.

We understand this change may upset your family's routine, and we share your frustration. Despite our industry leading safety measures—including mandatory driver background checks and built-in teen safety measures, like PIN verification and live trip tracking for parents—the CPUC has imposed additional burdensome requirements.

We're committed to working with policymakers to find a solution that brings teen rides back to California as soon as possible, but we need your help. If teen rides are important to your family, let the CPUC know [here](#).

We'll keep you updated as we work to bring teen rides back to California.

— The Uber team

Contact the CPUC →