



FLORIDA
PUBLIC
SERVICE
COMMISSION



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FACTS & FIGURES
OF THE
FLORIDA
UTILITY
INDUSTRY

This publication is a reference manual for anyone needing quick information about the electric, natural gas, telecommunications, and water and wastewater industries in Florida. The facts have been gathered from in-house materials, outside publications, and websites. Every effort has been made to accurately reference the source of the information used. Though most of the data refers specifically to Florida, some data from other states and national averages are included for comparison purposes. If you have questions about this publication, please contact:

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Regulatory Authority

Pursuant to Chapter 366, Florida Statutes (F.S.), as of December 2017, the Florida Public Service Commission (FPSC) has regulatory authority over:

- **5 investor-owned electric companies** (all aspects of operations, including rates and safety)
- **35 municipally owned electric utilities** (limited to safety, rate structure, territorial boundaries, bulk power supply, operations, and planning)
- **18 rural electric cooperatives** (limited to safety, rate structure, territorial boundaries, bulk power supply, operations, and planning)

Generating Capacity
(Utility and Non-Utility)
As of December 31, 2016

- Summer: 58,295 Megawatts (MW)
- Winter: 62,786 MW*

**Transmission Capability
for Peninsular Florida**

- Import: Summer: 3,400 MW
Winter: 3,200 MW
- Export: Summer: 800 MW
Winter: 400 MW**

* Generating capacity is higher in winter due to thermodynamics/cooling water.

** Export transmission capability is higher in winter due to thermal ratings of lines and seasonal load patterns.

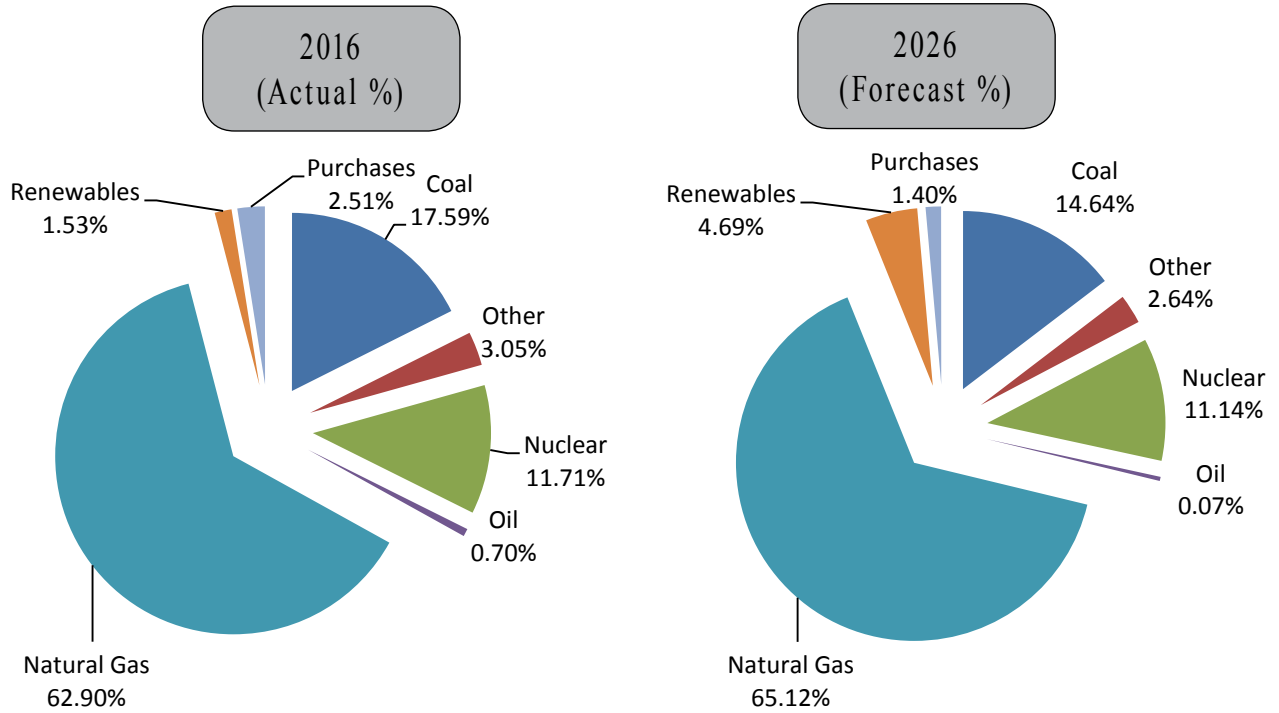
Sources:

Statistics of the Florida Electric Utility Industry, October 2017

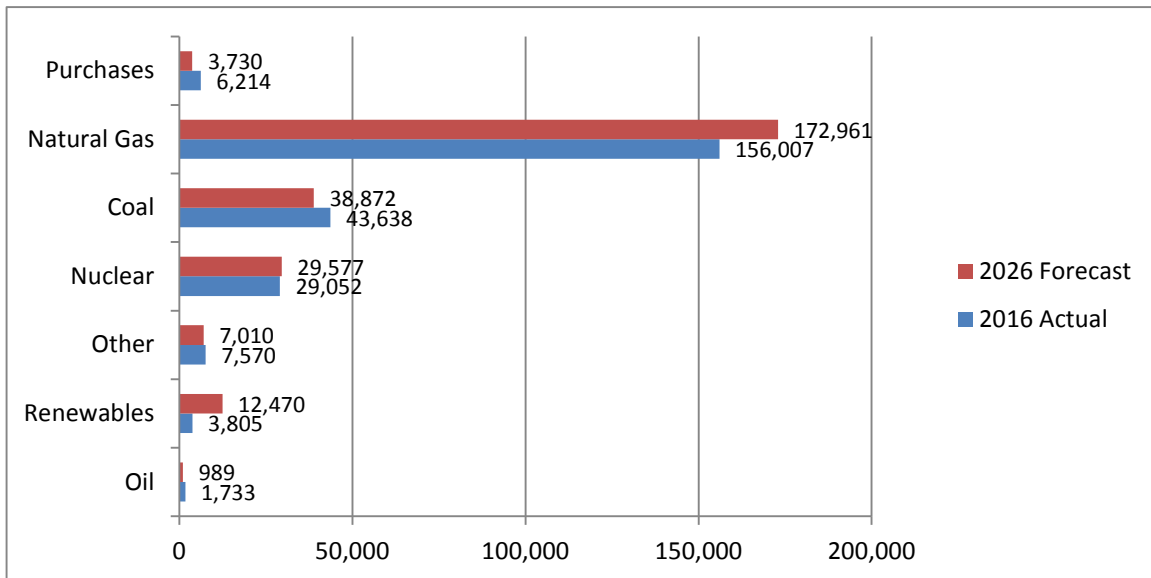
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2016.pdf>

2017 Ten-Year Site Plan Workshop FRCC Studies and Reports

Florida Energy Generation by Fuel Type

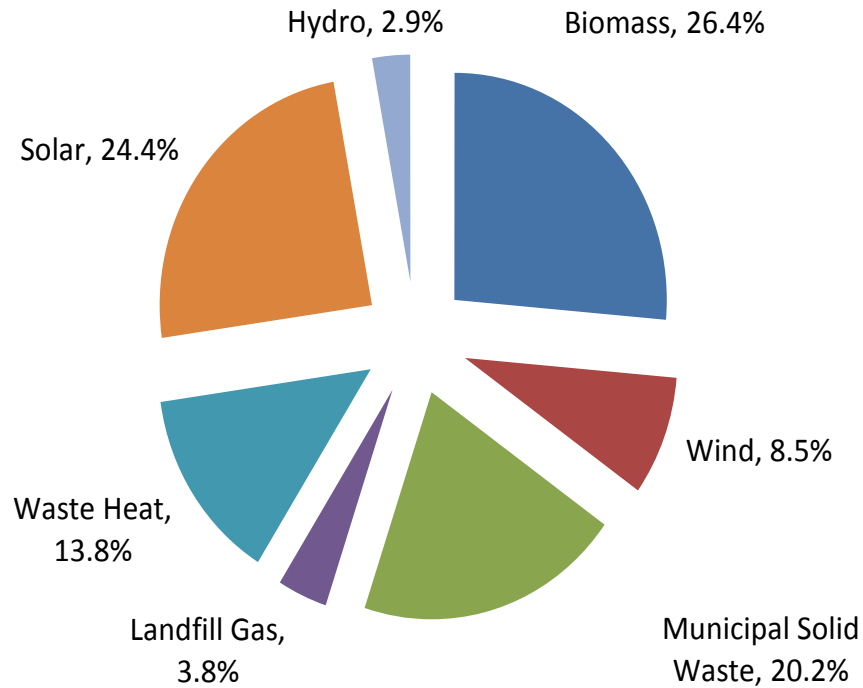


Energy Sources (GWH)



Source:
 FRCC 2017 Regional Load & Resource Plan, July 2017
<http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2017/FRCC.pdf>

Florida's Renewable Capacity in MW (2016)
(Total: 2,206 MW)



Total Florida Renewable Capacity: 2,206 MW

Total Florida Electric Generation Capacity: 58,295 MW (Summer)

Biomass: Material collected from wood processing, forestry, urban wood waste, and agricultural waste.

Landfill Gas: Methane collected from landfills

Waste Heat: Collected in processing phosphate into fertilizer and other products.

Source:

FPSC's *Review of 2017 Ten-Year Site Plans for Florida's Electric Utilities*, November 2017

<http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2017/Review.pdf>

Average Number of Customers

Average Number of Customers for Investor-Owned Utilities By Class of Service 2017

Utility	Residential	Commercial	Industrial	Other	Total
Florida Power & Light Co.	4,309,280	543,850	11,884	4,026	4,869,040
Florida Public Utilities Company	24,345	4,418	2	3,022	31,787
Gulf Power Company	398,501	56,091	254	569	455,415
Duke Energy Florida	1,559,248	172,503	2,148	26,117	1,760,016
Tampa Electric Company	646,221	74,313	1,615	8,354	730,503
Total	6,937,595	851,175	15,903	42,088	7,846,761

Source:

Statistics of the Florida Electric Utility, October 2017, Table 33

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2016.pdf>

Typical Electric Bill Comparisons

**Residential Service Provided by Investor-Owned Utilities
December 31, 2017**

Utility	Minimum Bill or Customer Charge	1,000 Kilowatt Hours*
Florida Power & Light Company	\$7.87	\$99.99
Duke Energy Florida	\$8.76	\$114.12
Tampa Electric Company	\$16.62	\$102.06
Gulf Power Company	\$19.50	\$134.19
Florida Public Utilities Company	\$14.00	\$135.50
Northwest	\$14.00	\$135.50
Northeast		

**Commercial/Industrial Service
Provided by Investor-Owned Utilities
December 31, 2017**

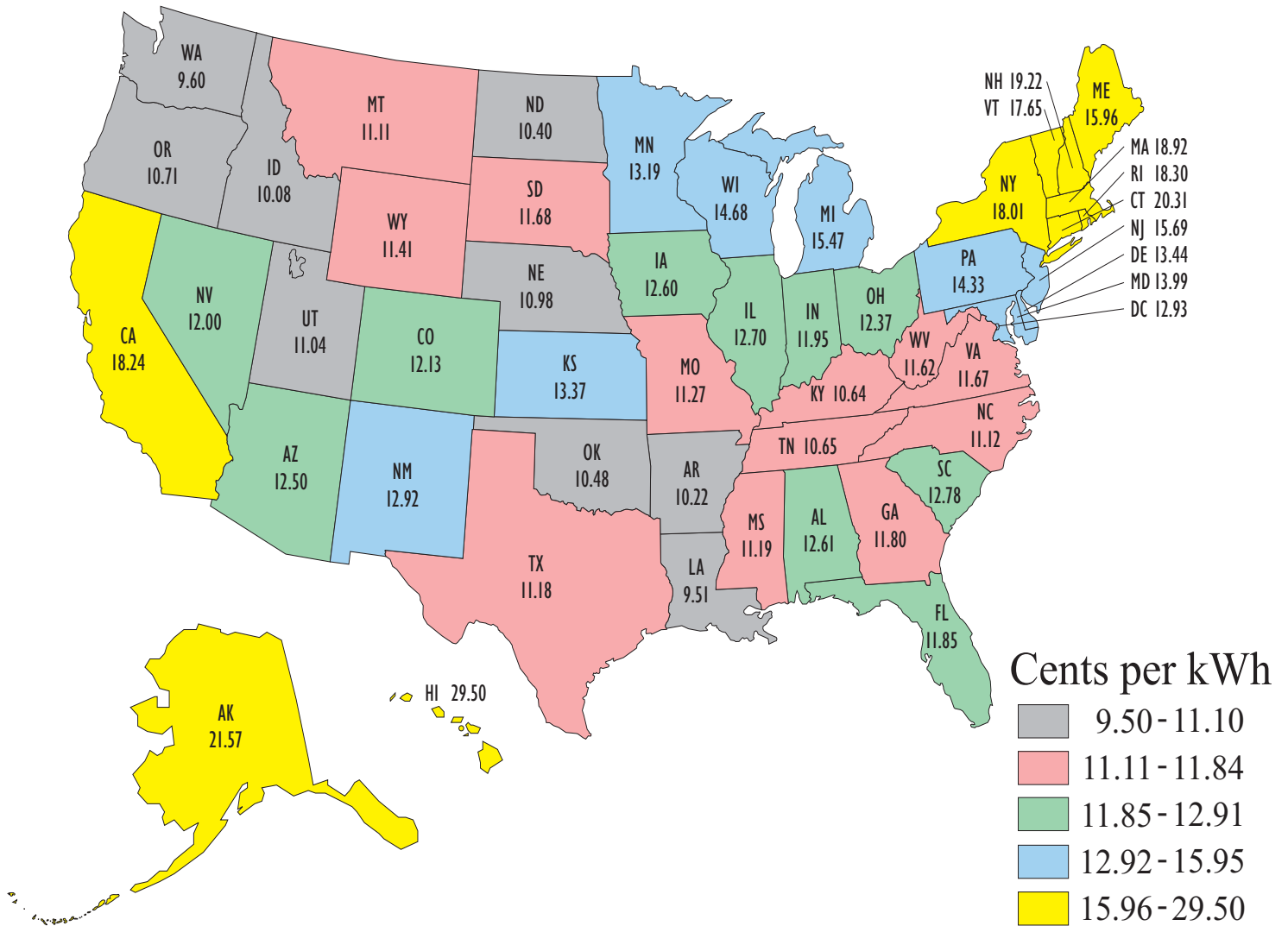
Utility	400,000 Kilowatt Hours 1,000 KW Demand*
Florida Power & Light Company	\$32,383
Duke Energy Florida	\$31,592
Tampa Electric Company	\$30,910
Gulf Power Company	\$36,168
Florida Public Utilities Company	
Northwest	\$43,618
Northeast	\$43,618

* Excludes local taxes, franchise fees, and gross receipts taxes that are billed as a separate line item. Includes cost recovery clause factors effective December 2017.

Note: Typical electric bill comparisons for municipally and cooperatively owned electric utilities are available in the *Comparative Rate Statistics* report available at: <http://www.floridapsc.com/Publications/Reports#>

Average Residential Price of Electricity by State (2017)

(U.S. Residential Average Price per kWh = 13.52 cents)



Source:
Energy Information Administration's Electric Power Monthly, Table 5.6.B.
<https://www.eia.gov/electricity/monthly/archive/february2018.pdf>

Nuclear Waste Policy

Florida Power & Light Company (FPL) currently stores radioactive waste called “spent nuclear fuel” in water-filled pools inside containment structures at plant sites. As the pools become filled to capacity, some of the spent fuel is removed and placed in concrete storage containers (dry casks) on-site. Duke Energy Florida, LLC (DEF) has moved all of its spent nuclear fuel into dry cask storage.

Federal law requires the U.S. Department of Energy (DOE) to store and ultimately dispose of spent nuclear fuel and high-level radioactive waste in a geologic repository. Since 1983, Florida ratepayers have paid \$903.6 million (\$1.6895 billion with interest) into the federal nuclear waste fund established to cover the cost of transportation, storage, and disposal of spent fuel. DOE suspended collection of the nuclear waste fee in May 2014.

Florida Nuclear Power Reactors December 31, 2016

Reactor	Utility	Metric Tons in Spent Fuel Pool	Metric Tons in Dry Cask Storage	NRC License Expires
St. Lucie 1	FPL	580	223	2036
St Lucie 2	FPL	523	137	2043
Turkey Point 3	FPL	558	131	2032
Turkey Point 4	FPL	571	131	2033

* Duke Energy Florida filed notification of cessation of operations with the Nuclear Regulatory Commission on February 20, 2013.

** Duke Energy Florida completed transfer of all spent fuel to dry cask storage in January 2018.

Proposed Nuclear Power Reactor

Reactor	Utility	Estimated In-Service Date
Turkey Point 6	FPL	2031
Turkey Point 7	FPL	2032

Sources:

Responses to information requests provided by Florida Power & Light Company and Duke Energy Florida

Operating Nuclear Reactors

<p>Alabama Browns Ferry Units 1, 2, and 3</p> <p>Joseph M. Farley Units 1 and 2</p> <p>Arizona Palo Verde Units 1, 2, and 3</p> <p>Arkansas Arkansas Nuclear One Units 1 and 2</p> <p>California Diablo Canyon Units 1 and 2</p> <p>Connecticut Millstone Units 2 and 3</p> <p>Florida St. Lucie Units 1 and 2</p> <p>Turkey Point Units 3 and 4</p> <p>Georgia Edwin I. Hatch Units 1 and 2</p> <p>Vogtle Units 1 and 2</p> <p>Illinois Braidwood Units 1 and 2</p> <p>Byron Units 1 and 2</p> <p>Clinton</p> <p>Dresden Units 2 and 3</p> <p>La Salle County Units 1 and 2</p>	<p>Illinois (Continued) Quad Cities Units 1 and 2</p> <p>Iowa Duane Arnold</p> <p>Kansas Wolf Creek Unit 1</p> <p>Louisiana River Bend Unit 1</p> <p>Waterford Unit 3</p> <p>Maryland Calvert Cliffs Units 1 and 2</p> <p>Massachusetts Pilgrim Unit 1</p> <p>Michigan D. C. Cook Units 1 and 2</p> <p>Fermi Unit 2</p> <p>Palisades</p> <p>Minnesota Monticello</p> <p>Prairie Island Units 1 and 2</p> <p>Mississippi Grand Gulf Unit 1</p> <p>Missouri Callaway</p> <p>Nebraska Cooper</p>	<p>Nebraska (Continued) Fort Calhoun</p> <p>New Hampshire Seabrook Unit 1</p> <p>New Jersey Hope Creek Unit 1</p> <p>Oyster Creek</p> <p>Salem Units 1 and 2</p> <p>New York James A. Fitzpatrick</p> <p>Ginna</p> <p>Indian Point Units 2 and 3</p> <p>Nine Mile Point Units 1 and 2</p> <p>North Carolina Brunswick Units 1 and 2</p> <p>McGuire Units 1 and 2</p> <p>Shearon Harris Unit 1</p> <p>Ohio Davis-Besse</p> <p>Perry Unit 1</p> <p>Pennsylvania Beaver Valley Units 1 and 2</p> <p>Limerick Units 1 and 2</p>	<p>Pennsylvania (Continued) Peach Bottom Units 2 and 3</p> <p>Susquehanna Units 1 and 2</p> <p>Three Mile Island Unit 1</p> <p>South Carolina Catawba Units 1 and 2</p> <p>Oconee Units 1, 2, and 3</p> <p>H. B. Robinson Unit 1</p> <p>Summer</p> <p>Tennessee Sequoyah Units 1 and 2</p> <p>Watts Bar Units 1 and 2</p> <p>Texas Comanche Peak Units 1 and 2</p> <p>South Texas Project Units 1 and 2</p> <p>Virginia North Anna Units 1 and 2</p> <p>Surry Units 1 and 2</p> <p>Washington Columbia Generating Station</p> <p>Wisconsin Point Beach Units 1 and 2</p>
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Source:

Nuclear Regulatory Commission: <http://www.nrc.gov/info-finder/region-state/#listAlpha>

Reliability Councils

NERC REGIONS

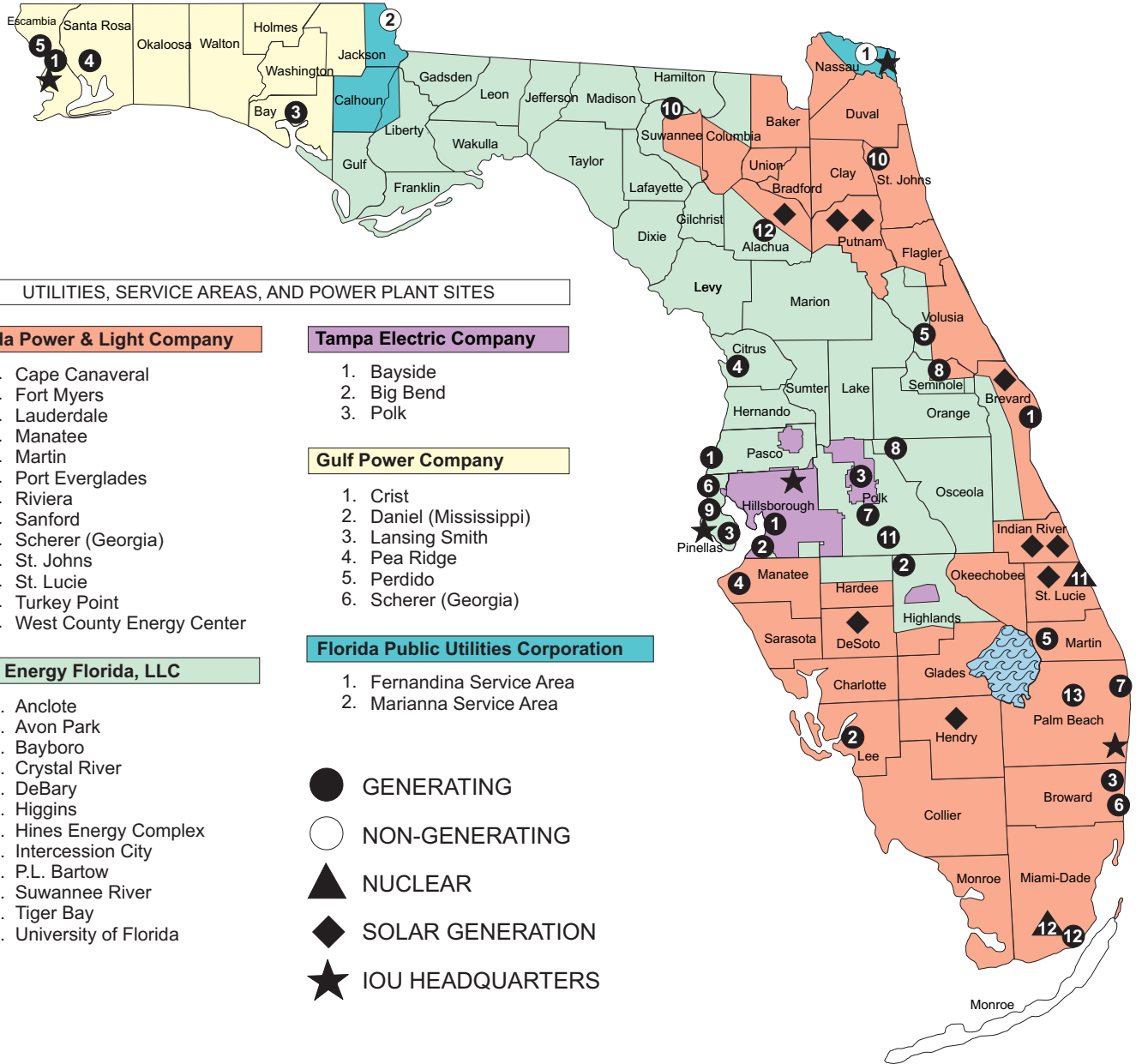


FRCC	Florida Reliability Coordinating Council
MRO	Midwest Reliability Organization
NPCC	Northeast Power Coordinating Council
RF	ReliabilityFirst
SERC	SERC Reliability Corporation
SPP RE	Southwest Power Pool, RE
Texas RE	Texas Reliability Entity
WECC	Western Electricity Coordinating Council

Source: North American Reliability Council
<http://www.nerc.com/AboutNERC/keyplayers/Pages/default.aspx>

Investor-Owned Electric Utilities

Approximate Company Service Areas



UTILITIES, SERVICE AREAS, AND POWER PLANT SITES

Florida Power & Light Company

1. Cape Canaveral
2. Fort Myers
3. Lauderdale
4. Manatee
5. Martin
6. Port Everglades
7. Riviera
8. Sanford
9. Scherer (Georgia)
10. St. Johns
11. St. Lucie
12. Turkey Point
13. West County Energy Center

Tampa Electric Company

1. Bayside
2. Big Bend
3. Polk

Gulf Power Company

1. Crist
2. Daniel (Mississippi)
3. Lansing Smith
4. Pea Ridge
5. Perdido
6. Scherer (Georgia)

Duke Energy Florida, LLC

1. Anclote
2. Avon Park
3. Bayboro
4. Crystal River
5. DeBary
6. Higgins
7. Hines Energy Complex
8. Intercession City
9. P.L. Bartow
10. Suwannee River
11. Tiger Bay
12. University of Florida

Florida Public Utilities Corporation

1. Fernandina Service Area
2. Marianna Service Area

- GENERATING
- NON-GENERATING
- ▲ NUCLEAR
- ◆ SOLAR GENERATION
- ★ IOU HEADQUARTERS

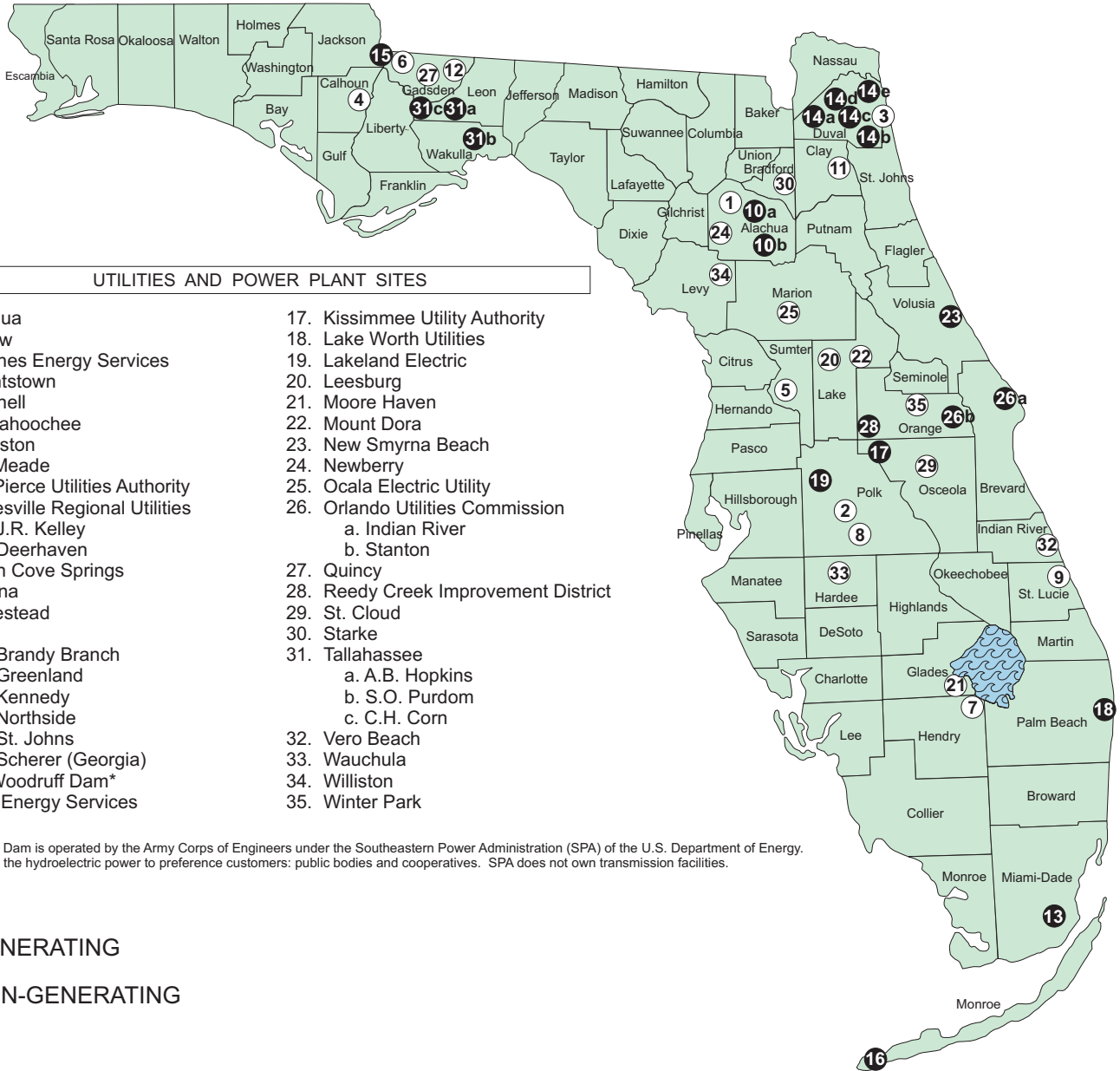
Service areas are approximations.
 Information on this map should be used only as a general guideline.
 For more detailed information, contact individual utilities.

Source:
 Florida Public Service Commission

Additional information about Florida's investor-owned electric utilities is available from:
 FPSC's *Statistics of the Florida Electric Utility Industry*, October 2017
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2016.pdf>

Municipal Electric Utilities

Approximate Utility Locations



UTILITIES AND POWER PLANT SITES

- | | |
|--|---|
| <ul style="list-style-type: none"> 1. Alachua 2. Bartow 3. Beaches Energy Services 4. Blountstown 5. Bushnell 6. Chattahoochee 7. Clewiston 8. Fort Meade 9. Fort Pierce Utilities Authority 10. Gainesville Regional Utilities <ul style="list-style-type: none"> a. J.R. Kelley b. Deerhaven 11. Green Cove Springs 12. Havana 13. Homestead 14. JEA <ul style="list-style-type: none"> a. Brandy Branch b. Greenland c. Kennedy d. Northside e. St. Johns f. Scherer (Georgia) 15. Jim Woodruff Dam* 16. Keys Energy Services | <ul style="list-style-type: none"> 17. Kissimmee Utility Authority 18. Lake Worth Utilities 19. Lakeland Electric 20. Leesburg 21. Moore Haven 22. Mount Dora 23. New Smyrna Beach 24. Newberry 25. Ocala Electric Utility 26. Orlando Utilities Commission <ul style="list-style-type: none"> a. Indian River b. Stanton 27. Quincy 28. Reedy Creek Improvement District 29. St. Cloud 30. Starke 31. Tallahassee <ul style="list-style-type: none"> a. A.B. Hopkins b. S.O. Purdom c. C.H. Corn 32. Vero Beach 33. Wauchula 34. Williston 35. Winter Park |
|--|---|

* Jim Woodruff Dam is operated by the Army Corps of Engineers under the Southeastern Power Administration (SPA) of the U.S. Department of Energy. SPA markets the hydroelectric power to preference customers: public bodies and cooperatives. SPA does not own transmission facilities.

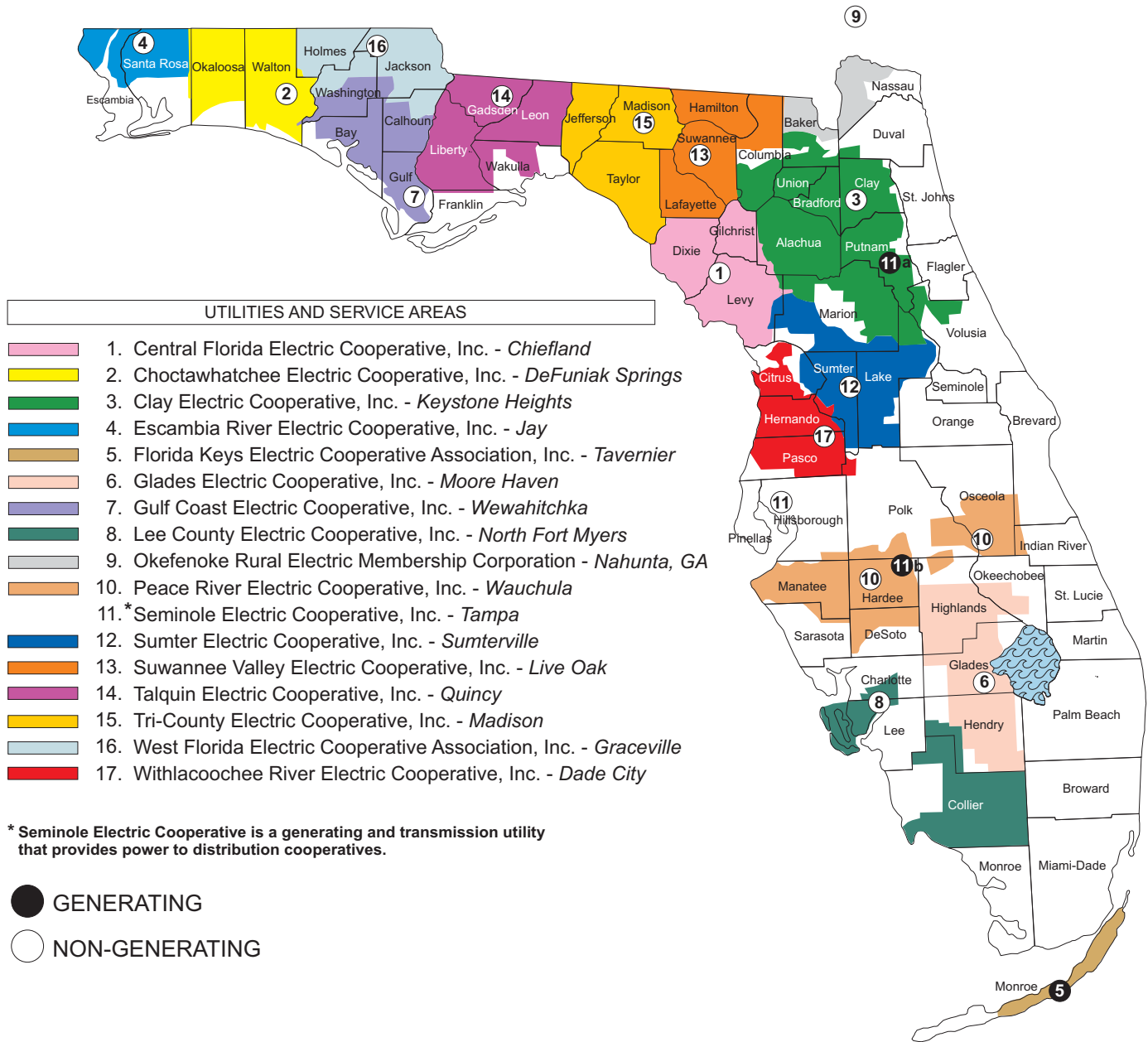
- GENERATING
- NON-GENERATING

Service areas are approximations.
 Information on this map should be used only as a general guideline.
 For more detailed information, contact individual utilities.

Source:
 Florida Public Service Commission
 Additional information about Florida's investor-owned electric utilities is available from FPSC's *Statistics of the Florida Electric Utility Industry*, October 2017
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2016.pdf>

Rural Electric Cooperatives

Approximate Company Service Areas



Service areas are approximations.
 Information on this map should be used only as a general guideline.
 For more detailed information, contact individual utilities.

Source:
 Florida Public Service Commission

Additional information about Florida’s investor-owned electric utilities is available from:
 FPSC’s *Statistics of the Florida Electric Utility Industry*, October 2017
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2016.pdf>

**Regulatory
Authority**

Pusuant to Chapter 366, F.S., as of December 31, 2017, the FPSC has regulatory authority over:

- **8 investor-owned natural gas utilities** (all aspects of operations, including safety)
- **27 municipally-owned natural gas utilities** (limited to safety and territorial boundaries)
- **4 special gas districts** (limited to safety and territorial boundaries)

Transmission

- Natural gas is transported to Florida customers through two major and two small interstate pipelines:

Major —→ 1. Florida Gas Transmission Company (FGT)
 2. Gulfstream Natural Gas System
 3. Sabal Trail Interstate Pipeline

Small —→ 1. Gulf South Pipeline Company
 2. Southern Natural Gas

- FGT’s pipeline capacity is nearly 3 million cubic feet per day.
- Gulfstream’s pipeline capacity is 1.3 billion cubic feet per day.
- Sabal Trail’s pipeline capacity is 1 billion cubic feet per day.

Sources:

Florida Gas Transmission Company

<http://fgttransfer.energytransfer.com/ipost/FGT>

Gulfstream Natural Gas System

<http://wp.gulfstreamgas.com/>

Number of Customers

Number of Customers for Investor-Owned Utilites By Customer Type December 31, 2016					
Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	99,983	4,921	2,668	0	107,572
Florida Division of Chesapeake Utilities***	0	0	16,806	0	16,806
Florida Public Utilities Company	52,019	4,128	1,759	79	57,985
Florida Public Utilities Company - Ft. Meade Division	609	27	0	0	635
Florida Public Utilities Company - Indiantown Division***	0	0	699	0	699
Peoples Gas System	334,290	12,049	23,855	64	370,258
Sebring Gas System***	0	0	559	0	559
St. Joe Natural Gas Company	2,785	206	1	1	2,993

* Firm Transportation Service

** Other includes Off System Sales, Interruptible Sales, Natural Gas Vehicle Sales, and Other Sales to Public Authorities

*** Exited the merchant function. All sales are firm transportation customers.

Source:
FPSC, 2016 Annual Reports filed by Natural Gas Utilities

Typical Natural Gas Bill Comparisons

Residential, Commercial, and Industrial Service Provided by Investor-Owned Utilities December 31, 2017						
	Residential		Commercial		Industrial	
Utility	Minimum Bill or Customer Charge	Therms Sold (20)	Minimum Bill or Customer Charge	Therms Sold (90)	Minimum Bill or Customer Charge	Therms Sold (700)
Florida City Gas	\$9.50 - \$15	\$41.88	\$11 - \$15	\$133.21	\$15 - \$30	\$945.60
Florida Division of Chesapeake Utilities *	\$19 - \$40	\$34.50	\$19 - \$108	\$85.59	\$108 - \$210	\$415.68
Florida Public Utilities Company	\$11.00	\$50.09	\$20.00	\$172.28	\$20 - \$90	\$1,149.11
Florida Public Utilities Company - Ft. Meade Division	\$8.50	\$49.31	\$17.50	\$173.68	\$17.50 - \$175.00	\$1,050.32
Florida Public Utilities Company - Indiantown Division *	\$9 - \$25	\$16.82	\$9 - \$25	\$31.97	\$25.00	\$282.77
Peoples Gas System	\$15 - \$20	\$40.34	\$25 - \$35	\$141.88	\$35 - \$50	\$873.04
Sebring Gas System *	\$9 - \$35	\$23.62	\$12 - \$35	\$81.65	\$35 - \$150	\$397.80
St. Joe Natural Gas Company	\$13 - \$20	\$53.55	\$20 - \$70	\$163.78	\$70.00	\$953.35

December 2017 gas costs are included for those companies participating in purchased gas adjustment clause: (Florida City Gas, Florida Public Utilities Company, Florida Public Utilities Company - Fort Meade Division, Peoples Gas System, and St. Joe Natural Gas.)

* No longer purchase gas for their customers. These companies deliver gas that the end use customers purchase; therefore, no gas costs are included.

Source: Company Tariffs

Annual Therm Sales

Annual Therm Sales for Investor-Owned Utilities December 31, 2016

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	15,689,313	22,805,737	101,667,766	0	140,162,816
Florida Division of Chesapeake Utilities	0	0	174,092,670	0	174,092,670
Florida Public Utilities	12,932,946	21,027,651	34,276,307	7,540,568	75,777,472
Florida Public Utilities - Ft. Meade Division	74,872	74,766	0	0	149,638
Florida Public Utilities - Indiantown Division	0	0	1,535,931	0	1,535,931
Peoples Gas System	68,082,439	30,477,017	463,849,102	1,325,577,449	1,887,986,007
Sebring Gas System***	0	0	1,169,058	0	1,169,058
St. Joe Natural Gas Company	528,015	375,742	381,518	4,800	1,290,075

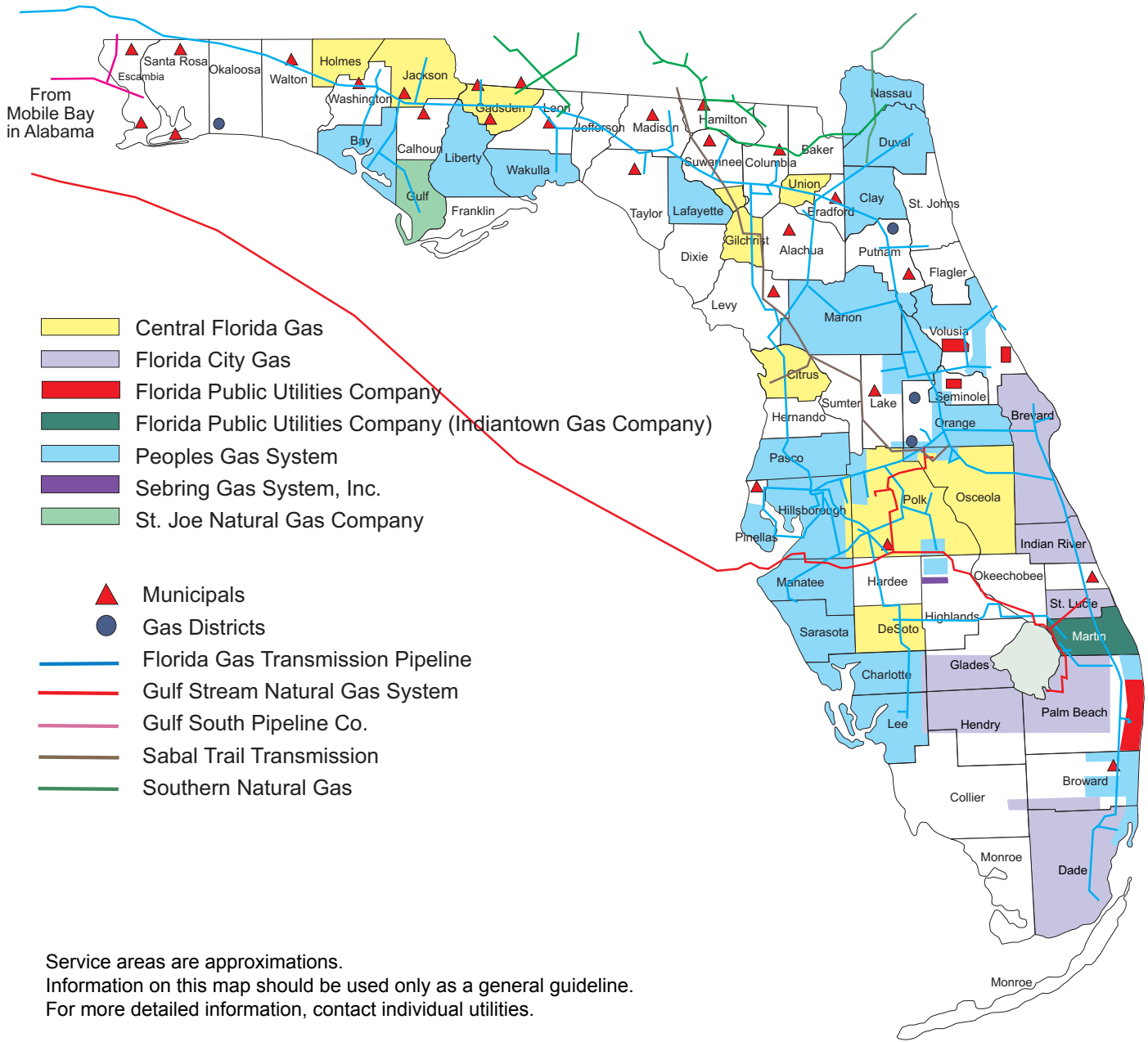
* Firm Transportation Service

** Other includes Off System Sales, Interruptible Sales, Natural Gas Vehicle Sales, and Other Sales to Public Authorities

*** Exited the merchant function. All sales are firm transportation customers.

Source:
FPSC, 2016 Annual Reports filed by Natural Gas Utilities

Natural Gas Companies in Florida



Source:
 FPSC Map
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/naturalgasutilities.pdf>

Regulatory Authority

Pursuant to Chapter 364, F.S., as of December 2017, the FPSC has regulatory authority over:

- **10 incumbent local exchange companies (ILECs)**
- **274 competitive local exchange companies (CLECs)**
- **46 pay telephone companies**

Definitions

- **Incumbent Local Exchange Telecommunications Company (ILEC)** - any company certificated by the Commission to provide local exchange telecommunications service in this state on or before June 30, 1995.
- **Competitive Local Exchange Telecommunications Company (CLEC)** - any company certificated by the Commission to provide local exchange telecommunications service in this state on or after July 1, 1995.
- **Pay Telephone Service Company (PATS)** - any certificated telecommunications entity which provides pay telephone service.

Source:
Florida Public Service Commission Records

FPSC's *Telecommunications Terms and Definitions*
<http://www.psc.state.fl.us/publications/telecomterminology>

Broadband, VoIP, and Wireless

Broadband is a term describing evolving digital technologies offering consumers integrated access to voice, high-speed data services, video on demand services, and interactive information delivery services. Voice over Internet Protocol (VoIP) and wireless services compete with traditional wireline service and represent a significant portion of today's communications market in Florida. VoIP is not the same as the Internet. It is a technology that allows you to make voice calls using a broadband internet connection instead of a regular telephone line. Broadband service also provides the basis for some VoIP services. These three services are not subject to FPSC jurisdiction.

Broadband

- In Florida, approximately 75 percent of household fixed broadband connections at download speeds of 10 megabytes per second (Mbps) or greater and 53 percent are greater than or equal to 25 Mbps in 2015.
- Residential subscribership in Florida reached 91 percent in 2015, above the national average of 79 percent.

VoIP

- As of December 2016, there were an estimated 2.8 million interconnected residential VoIP subscribers in Florida, about the same number estimated in 2015.
- The Florida Cable Telecommunications Association (FCTA) reported an estimated 2 million residential cable digital voice (VoIP) subscribers as of December 2016, about the same number as reported for the preceding four years.

Wireless

- There were more than 20 million wireless voice subscriptions in Florida as of December 2016.
- The Centers for Disease Control (CDC) estimates that nationally over 50 percent of households are wireless-only as of December 2016.

Source:

FPSC's *Report on the Status of Competition in the Telecommunications Industry*, As of December 31, 2016

<http://www.psc.state.fl.us/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2017.pdf>

Access Lines

An access line is a telephone line extending from the telecommunications company's central office to a point of demarcation, usually on the customer's premises.

Florida Access Lines				
As of December 2016				
	Residential*	Business*	Total*	Change since 2015
AT&T Florida	425	592	1,017	-18%
CenturyLink FL	539	249	788	-7%
Frontier FL	138	227	365	-6%
Rural ILECs	85	37	122	-6%
CLECs	14	681	695	-2%
Total	1,201	1,786	2,987	-9%

* In thousands, rounded to the nearest thousand.

Sources:

FPSC's *Report on the Status of Competition in the Telecommunications Industry*, As of December 31, 2016, Figures 4-3 & 4-4
<http://www.psc.state.fl.us/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2017.pdf>

Universal Service Programs

The Federal Communications Commission (FCC) and Congress recognize that telephone service provides a vital link to emergency services, government services, and surrounding communities. To help promote telecommunications service nationwide, the FCC, as directed by Congress, developed the Federal Universal Service Fund (USF). The USF is administered by the Universal Service Administrative Company (USAC). The USF includes the High-Cost, Low-Income, Schools and Libraries, and Rural Health Care Programs.

1 High-Cost Program. The federal universal service high-cost program (also known as the Connect America Fund) is designed to ensure that consumers in rural, insular, and high-cost areas have access to modern communications networks capable of providing voice and broadband service, both fixed and mobile, at rates that are reasonably comparable to those in urban areas. The program fulfills this universal service goal by allowing eligible carriers who serve these areas to recover some of their costs from the federal Universal Service Fund.

2 Low-Income Program. Provides telephone service discounts to qualifying low-income consumers. It offers benefits through the Lifeline Assistance program:

- ▲ **The Lifeline Assistance Program:** Provides a monthly credit of \$9.25 on basic monthly service or the option of receiving a free Lifeline cell phone and monthly minutes at the primary residence for qualified telephone subscribers. The telephone subscriber may receive a credit less than \$9.25 if the subscriber's bill for basic local telephone service is less than that amount.
- ▲ **Tribal Benefits:** Residents living on federally recognized tribal lands may receive a one-time discount of up to \$100.00 in Link-Up support and enhanced Lifeline support (up to an additional \$25.00 in support beyond current levels). Link-Up helps income-eligible consumers on tribal lands with initial installation or activation of a wireline or wireless telephone for the primary residence.
- ▲ **Monthly Lifeline Credit:** Under the FCC's rules, monthly federal Lifeline support consists of a \$9.25 monthly credit on basic monthly service or the option of receiving a free Lifeline cell phone and monthly minutes. Eligible subscribers living on tribal lands can receive a monthly discount of up to \$34.25 (\$9.25 plus an additional \$25).

Low-Income Program (continued)

▲ **Customer Eligibility:** Customers with annual incomes up to 135 percent of the federal poverty guidelines may be eligible to participate in the Lifeline program. In addition, eligibility is determined by customer enrollment in any one of the following programs:

- > Supplemental Nutritional Assistance Program (SNAP)
- > Medicaid
- > Supplemental Security Income (SSI)
- > Federal Public Housing Assistance (Section 8)
- > Veteran's Benefit and Survivor's Pension Programs
- > Bureau of Indian Affairs Programs*

Beginning December 2, 2016, Lifeline assistance is available for voice (home phone or cell phone), broadband (Internet) or a bundle of the two services. Prior to this, only voice services were eligible for Lifeline discount. While many companies will now be offering Lifeline Assistance for broadband, consumers will need to check with their local company for its offerings. There is still only one Lifeline discount per household that can be used for phone service and/or broadband.

3 Schools and Libraries (or E-Rate) Program. Helps to ensure that the nation's classrooms and libraries receive access to the vast array of educational resources that are accessible through the telecommunications network. While funding for the program is capped, the FCC has included an index for inflation to preserve the purchasing power of the program. The FCC increased the annual cap by 1.8 percent to \$3.99 billion. The E-Rate program offers the following benefits:

- ▲ Eligible schools and libraries receive discounts on telephone service, Internet access, and internal connections (i.e., network wiring) within school and library buildings.
- ▲ The discounts range from 20 percent to 90 percent, depending on the school's eligibility for the National School Lunch program (or a federally approved alternative mechanism) and whether or not the school or library is located in an urban or rural area.

* Eligible consumers living on tribal lands qualify for Link-Up and Lifeline if they participate in one of the following federal assistance programs: (1) Tribal TANF, (2) Bureau of Indian Affairs General Assistance, (3) Head Start Subsidy, or (4) Food Distribution Program on Indian Reservations.

4 Rural Health Care Program. The Rural Health Care Program supports health care facilities in bringing world class medical care to rural areas through increased connectivity. It provides up to \$400 million annually in reduced rates for broadband and telecom services. There are two subprograms in the Rural Health Care Program: the Healthcare Connect Fund Program and the Telecommunications Program.

- ▲ The Healthcare Connect Fund supports high-capacity broadband connectivity and broadband networks for eligible Health Care Providers with a 65 percent discount. The Healthcare Connect Fund will reform, expand, and modernize the FCC's existing universal service health care programs.
- ▲ The Rural Health Care Telecommunications Program ensures that eligible Health Care Provider's pay no more than their urban counterparts for telecommunication services. The Telecommunications Program supports the urban-rural difference for telecommunications services for rural Health Care Providers.

Source:
Federal Communications Commission
<http://www.fcc.gov/cgb/consumerfacts/universalservice.html>

Universal Service Program Developments in Florida

Low-Income Program

- ▲ **Coordinated Enrollment Process** In 2006, FPSC and the Department of Children and Families (DCF) staff developed a process whereby potential Lifeline customers, once certified through a DCF program, could receive Lifeline discounts. From the perspective of the client, the coordinated enrollment process established by the FPSC and DCF is seamless, from filling out the DCF web application to receiving Lifeline discounts.

The coordinated enrollment process entails the DCF client checking a “yes” or “no” box. DCF then forwards the names of the clients who have chosen and been approved for Lifeline, along with their relevant enrollment information, to the FPSC. The FPSC electronically sorts the information by eligible telecommunications carrier (ETC) and places the names on a secure website for retrieval and enrollment by the appropriate ETC.

- ▲ **Lifeline Annual Recertification** All ETCs are now required to perform an annual recertification of their Lifeline subscribers to verify their ongoing eligibility. Subscribers failing to respond to recertification efforts must be de-enrolled from Lifeline. ETCs may contact and receive recertification responses from subscribers in writing, by phone, by text message, by e-mail, by Interactive Voice Response, or otherwise through the internet using an electronic signature. If an ETC is unable to recertify a subscriber because the subscriber did not respond to the recertification request, the ETC must de-enroll the subscriber. If an ETC receives a response that the subscriber is no longer eligible, the subscriber must be de-enrolled within five business days, and offered transitional Lifeline benefits for up to 12 months.
- ▲ **National Lifeline Accountability Database (NLAD)** The FCC directed the Universal Service Administrative Company (USAC) to establish a database to both eliminate existing duplicative support and prevent duplicative support in the future. To prevent waste in the Universal Service Fund, the FCC created and mandated the use by ETCs of a National Lifeline Accountability Database to ensure that multiple ETCs do not seek and receive reimbursement for the same Lifeline subscriber. The NLAD conducts a nationwide real-time check to determine if the consumer, or another person at the address of the consumer, is already receiving a Lifeline-supported service. In 2016, the FCC directed USAC to establish a national Lifeline eligibility verifier to confirm the eligibility of consumers. Currently, ETCs verify the eligibility of consumers. The FCC has established a three year phase in schedule that concludes by December 2019.

Source:

FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2017
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2017.pdf>

Low-Income Program (continued)

- ▲ **Eligible Telecommunications Carriers (ETC)** A carrier that is granted ETC status is eligible to receive federal universal service support pursuant to FCC rules. To qualify as an ETC, a common carrier must offer services that are supported by federal universal service support mechanisms either using its own facilities or using a combination of its own facilities and another carrier's resold service. Additionally, the carrier must advertise the availability of such services and charges using media of general distribution. As of June 2017, Florida had 18 ETCs, comprised of 10 incumbent local exchange companies, 4 competitive local exchange companies, and 4 wireless companies. FCC rules allow state commissions, upon their own motion or upon request, to designate a common carrier that meets certain requirements as a landline ETC. As of July 2012, the Federal Communications Commission approves wireless providers applying for ETC designation in Florida. As of June 2017 there were 35 Florida ETC wireless petitions pending at the FCC.

Universal Service Support Mechanisms by Program for Florida

2016

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$60,719	\$272,713	(\$211,994)
Low-Income	\$97,382	\$93,378	\$4,004
Schools & Libraries	\$96,709	\$144,966	(\$48,257)
Rural Health Care	\$4,466	\$18,105	(\$13,639)
Administrative Expense		\$10,426	(\$10,426)
Total	\$259,276	\$539,589	(\$280,312)

2015

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$64,604	\$277,602	(\$212,998)
Low-Income	\$86,593	\$93,380	(\$6,787)
Schools & Libraries	\$68,089	\$128,359	(\$60,265)
Rural Health Care	\$896	\$17,211	(\$16,315)
Administrative Expense		\$8,858	(\$8,858)
Total	\$220,182	\$525,405	(\$305,224)

2014

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$63,601	\$232,510	(\$168,908)
Low-Income	\$106,617	\$103,379	\$3,238
Schools & Libraries	\$81,541	\$141,342	(\$59,801)
Rural Health Care	\$185	\$12,019	(\$11,834)
Administrative Expense		\$7,407	\$7,407
Total	\$251,944	\$496,657	(\$244,712)

Source:

Federal Communications Commission's *Universal Service Monitoring Reports*
<https://www.fcc.gov/general/federal-state-joint-board0monitoring-reports>

Universal Service Support Mechanisms by State (2016)

State	Payments from USAC (in Thousands)	Estimated Contributions to USAC (in Thousands)	Estimated Net Dollar Flow
Alabama	\$107,715	\$122,348	(\$14,633)
Alaska	\$378,637	\$22,701	\$355,937
American Samoa	\$4,352	\$764	\$3,588
Arizona	\$184,317	\$181,100	\$3,217
Arkansas	\$174,415	\$76,180	\$98,235
California	\$714,016	\$976,777	(\$262,761)
Colorado	\$95,786	\$167,028	(\$71,242)
Connecticut	\$32,931	\$119,429	(\$86,498)
Delaware	\$9,781	\$34,848	(\$25,068)
Dist. of Columbia	\$11,507	\$52,128	(\$40,620)
Florida	\$259,276	\$539,589	(\$280,312)
Georgia	\$262,198	\$273,110	(\$10,912)
Guam	\$13,261	\$4,253	\$9,008
Hawaii	\$19,517	\$39,533	(\$20,016)
Idaho	\$55,540	\$42,080	\$13,460
Illinois	\$245,962	\$354,549	(\$108,587)
Indiana	\$201,873	\$166,992	\$34,881
Iowa	\$204,710	\$86,758	\$117,952
Kansas	\$200,932	\$75,706	\$125,226
Kentucky	\$227,309	\$118,381	\$108,929
Louisiana	\$178,400	\$117,059	\$61,340
Maine	\$43,308	\$39,488	\$3,820
Maryland	\$49,135	\$212,613	(\$163,477)
Massachusetts	\$63,061	\$206,090	(\$143,029)
Michigan	\$201,359	\$242,099	(\$40,739)
Minnesota	\$217,526	\$163,183	\$54,343
Mississippi	\$239,709	\$67,491	\$172,218
Missouri	\$232,831	\$165,255	\$67,576
Montana	\$110,052	\$31,590	\$78,463
Nebraska	\$106,966	\$59,032	\$47,934
Nevada	\$49,958	\$77,804	(\$27,846)
New Hampshire	\$20,052	\$43,789	(\$23,737)
New Jersey	\$87,779	\$308,828	(\$221,049)
New Mexico	\$134,306	\$57,129	\$77,177
New York	\$248,554	\$583,162	(\$334,608)
North Carolina	\$221,338	\$273,805	(\$52,467)
North Dakota	\$124,160	\$22,656	\$101,503
Northern Mariana	\$4,900	\$815	\$4,084
Ohio	\$225,573	\$304,626	(\$79,052)
Oklahoma	\$289,577	\$92,474	\$197,103
Oregon	\$106,892	\$107,619	(\$728)
Pennsylvania	\$193,242	\$390,161	(\$196,919)
Puerto Rico	\$224,395	\$92,133	\$132,263
Rhode Island	\$9,639	\$28,484	(\$18,846)
South Carolina	\$185,480	\$125,326	\$60,154
South Dakota	\$107,246	\$24,694	\$82,552
Tennessee	\$187,112	\$170,451	\$16,661
Texas	\$647,969	\$625,888	\$22,081
Utah	\$59,800	\$70,605	(\$10,805)
Vermont	\$26,907	\$22,890	\$4,016
Virgin Islands	\$19,827	\$7,104	\$12,723
Virginia	\$159,179	\$266,621	(\$107,442)
Washington	\$137,941	\$191,410	(\$53,469)
West Virginia	\$87,361	\$59,917	\$27,443
Wisconsin	\$256,475	\$159,572	\$96,902
Wyoming	\$50,230	\$17,819	\$32,411
Total	\$8,712,276	\$8,883,939	(\$171,663)

* Estimated contributions include an administrative cost of approximately \$172 million.

Source: Federal Communications Commission's 2017 USF Monitoring Report, Table 1.9
<https://www.fcc.gov/general/federal-state-joint-board-monitoring-reports>

Telephone Subscribership

Percentage of Households with Telephone in Unit					
	2012	2013	2014	2015	2016
Florida	94.2%	93.5%	94.1%	94.8%	95.3%

Lifeline Subscribership

Lifeline Assistance Subscribers in Florida				
Date	Lifeline Enrollment	Eligible Households	Participation Rate	
6/2010	642,129	1,422,837	45.1%	
6/2011	943,854	1,690,512	55.8%	
6/2012	1,035,858	1,864,183	55.6%	
6/2013	918,245	1,952,890	47.0%	
6/2014	957,792	1,930,106	49.6%	
6/2015	833,612	2,011,166	41.4%	
6/2016	852,255	1,712,005	49.8%	
6/2017	685,864	1,662,374	41.3%	

Source:

FCC Universal Service Monitoring Report
<https://www.fcc.gov/general/federal-state-joint-board-monitoring-reports>

United States Department of Agriculture Supplemental Nutrition Assistance Program: Number of Households Participating June 2017

FPSC’s *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2017
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2017.pdf>

FPSC’s Report on the Status of Competition in the Telecommunications Industry
<https://www.floridapsc.com/files/PDF/publications/reports/telecommunication/telecommunicationsindustry/2017.pdf>

Lifeline Subscribership

Lifeline Subscribership by Eligible Telecommunications Carriers As of June 2017	
Company	Access Lines Subscribed to Lifeline Service
SafeLink**	346,488
Assurance**	224,282
i-wireless/Access**	89,904
CenturyLink	9,108
AT&T	7,871
Frontier Florida	3,116
Windstream	2,004
Cox Telecom*	675
T-Mobile**	630
Fairpoint	561
NEFCOM	366
TeleCircuit*	321
Phone Club*	148
TDS Telecom	138
Global Connection*	95
ITS Telecom	69
Knology d/b/a WOW*	58
Frontier of the South	26
Smart City	4
Total	685,864

* Competitive Local Exchange Carrier

**Wireless Carrier

Source:

FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2017
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2017.pdf>

Regulatory Authority

Pursuant to Chapter 367, F.S., as of December 2017, the FPSC has jurisdiction over 131 investor-owned water and/or wastewater utilities in 38 of Florida's 67 counties.

Use of Reclaimed Water Data for 2016

- Approximately 760 mgd* of reclaimed water from these facilities was reused for beneficial purposes and represents approximately 44% of the total domestic water flow in the state.
- The 1,645 mgd of reuse capacity represents approximately 64% of the total domestic wastewater treatment capacity in the state.

* Million gallons per day

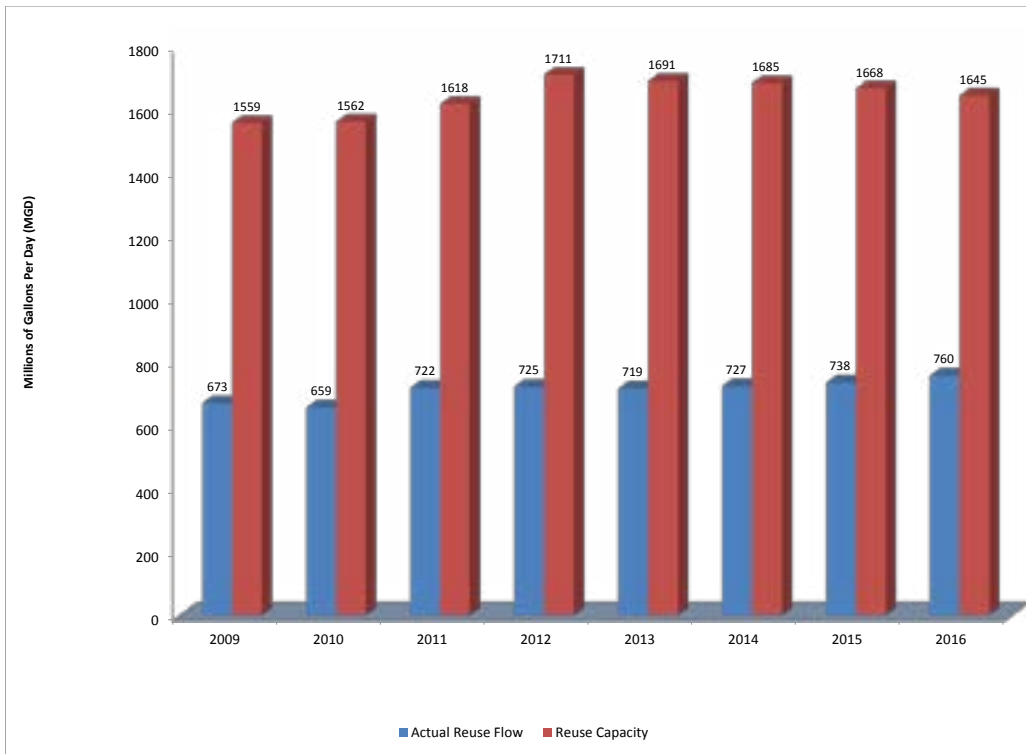
Source:

Florida Department of Environmental Protection's *2016 Reuse Inventory Report*, May 2017

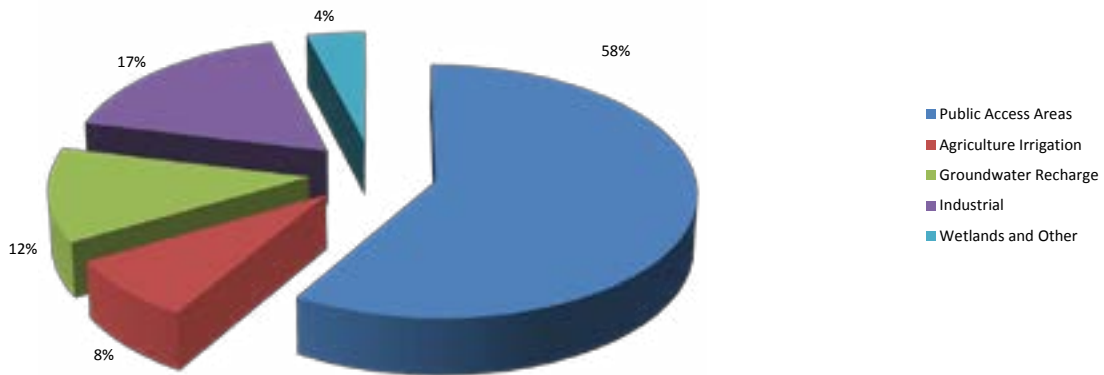
https://www.floridadep.gov/sites/default/files/2016_reuse-report_0.pdf

Florida's Reuse Growth

Millions of Gallons Per Day (mgd)



Reclaimed Water Utilization (2016)



Source: Florida Department of Environmental Protection's *2016 Reuse Inventory Report*, July 2017
https://www.floridadep.gov/sites/default/files/2016_reuse-report_0.pdf

Utility Classifications

The National Association of Regulatory Utility Commissioners uses three classes to define the size of water and wastewater utilities:

- Class A** Utilities having annual water or wastewater revenues of \$1,000,000 or more
- Class B** Utilities having annual water or wastewater revenues of \$200,000 or more but less than \$1,000,000
- Class C** Utilities having annual water or wastewater revenues of less than \$200,000

- A Class C utility may serve as few as 50 customers, while a Class A utility serves thousands.
- The number of customers served may be obtained from each utility's annual report filed at the FPSC and available online at <http://www.floridapsc.com/UtilityRegulation/CompaniesRegulatedByPSC>.

Rate Structure

- The base facility charge and gallonage charge rate structure is the most common rate structure used by FPSC-regulated water and wastewater utilities.
- The base facility charge is a flat charge that recovers the fixed costs of utility service that remain the same each month regardless of consumption.
- The gallonage charge recovers the variable costs associated with the utility service such as electricity, chemicals, and labor.
- The gallonage charge is assessed for each 1,000 gallons of water that is registered on the customer's meter.
- Inclining block rate structures are used to encourage water conservation. (The inclining block is similar to the base facility charge and gallonage charge rate structure, but includes additional gallonage charges for higher levels or blocks of usage.)

Residential Wastewater Gallonage Cap

- A maximum (or cap) is set on the number of gallons of water consumption a customer is billed for wastewater service.
- The monthly cap is normally between 6,000 and 10,000 gallons. (Any water consumption over that amount is generally considered to be used for purposes such as irrigation or washing cars.)

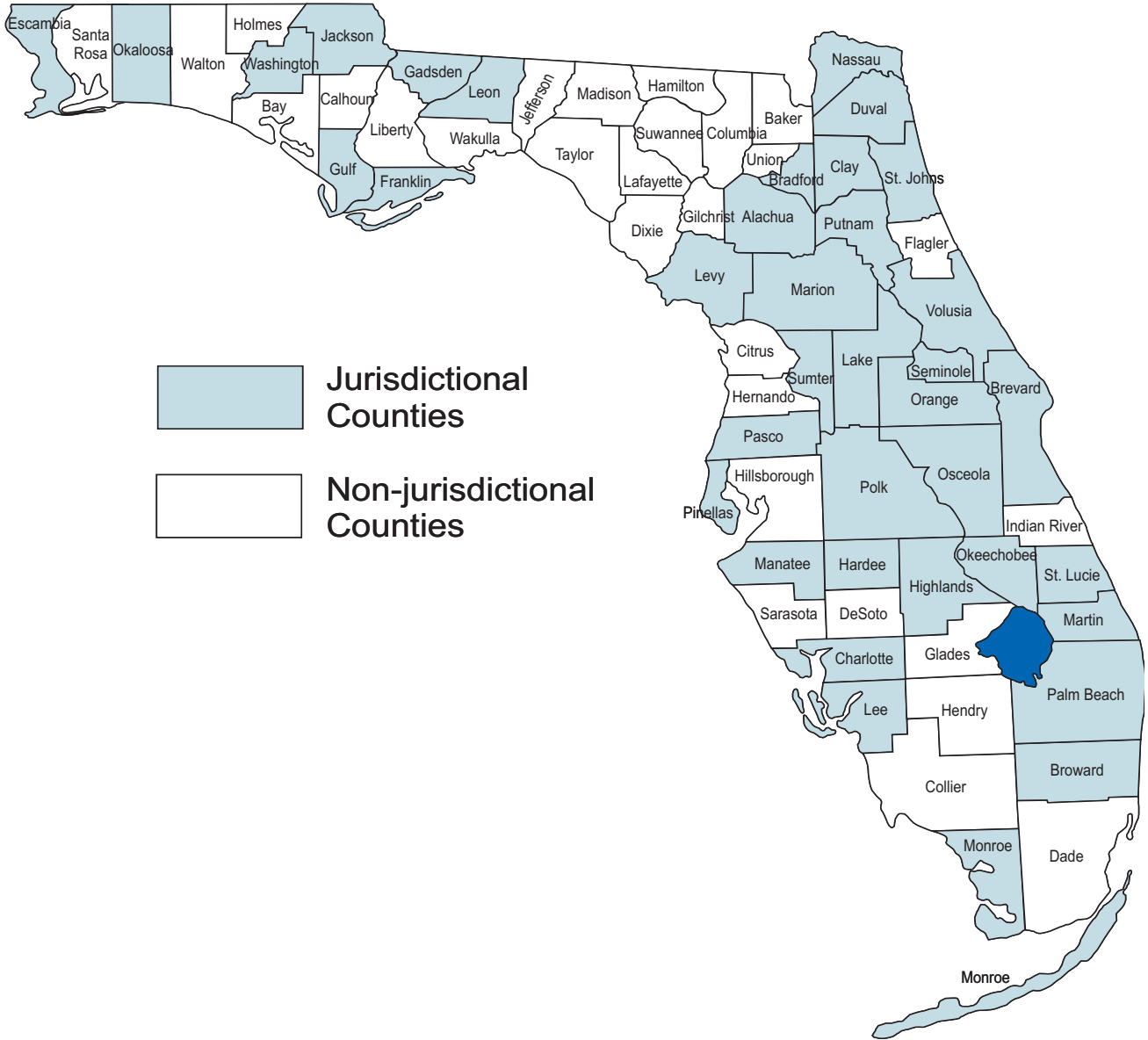
Water & Wastewater Utility Rates

- The rates charged by all water and wastewater utilities under the Commission's jurisdiction are shown in alphabetical order by county in the FPSC's *Comparative Rate Statistics Report*, available online at <http://www.floridapsc.com/Publications/Reports#>.

Water & Wastewater Jurisdictional Counties (38)

WATER & WASTEWATER

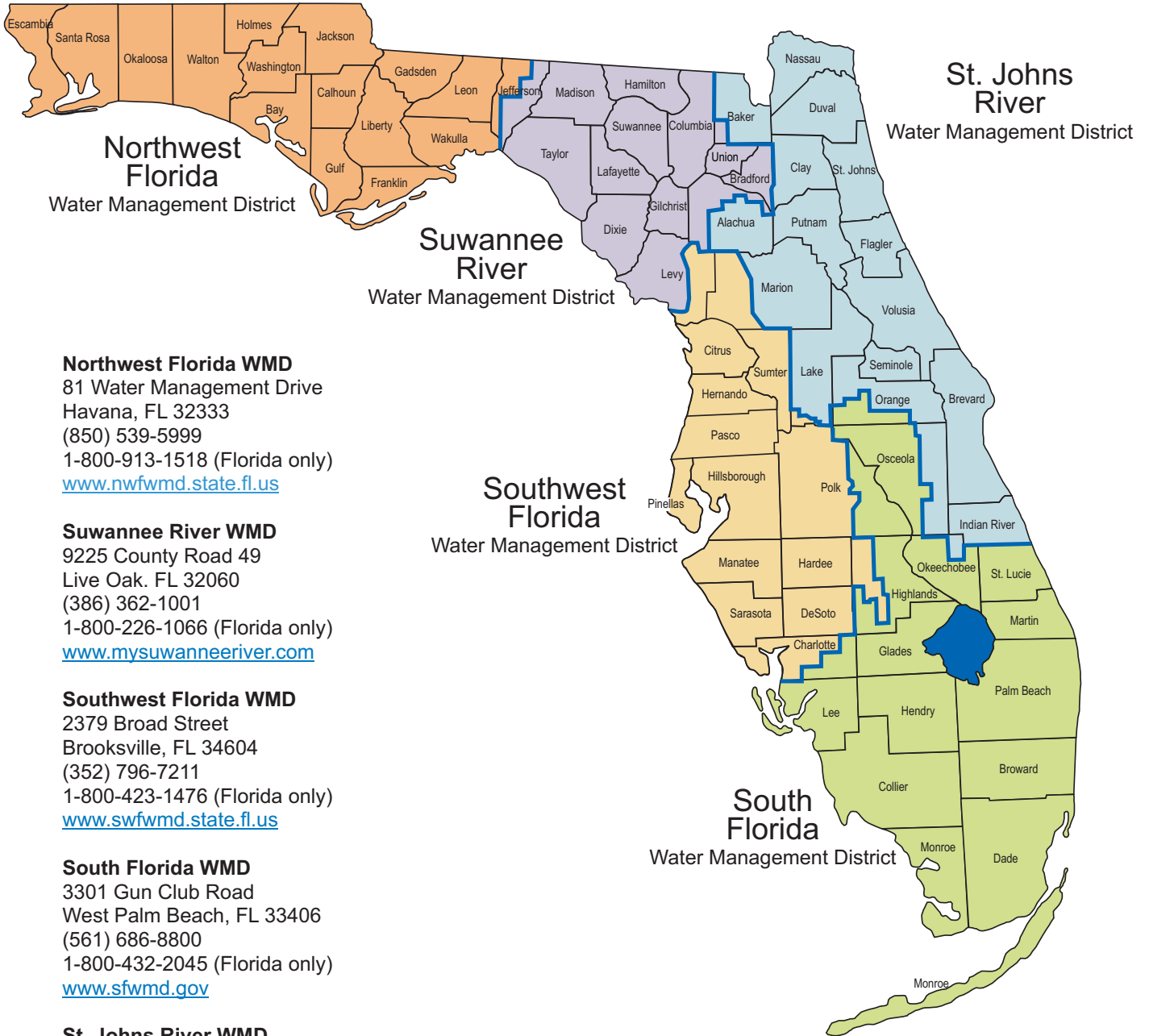
38 Jurisdictional Counties



2017

Source:
Florida Public Service Commission Map
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Waterandwastewater/wawmap.pdf>

Florida's Water Management Districts (5)



Northwest Florida WMD
 81 Water Management Drive
 Havana, FL 32333
 (850) 539-5999
 1-800-913-1518 (Florida only)
www.nwfwmd.state.fl.us

Suwannee River WMD
 9225 County Road 49
 Live Oak, FL 32060
 (386) 362-1001
 1-800-226-1066 (Florida only)
www.mysuwanneeriver.com

Southwest Florida WMD
 2379 Broad Street
 Brooksville, FL 34604
 (352) 796-7211
 1-800-423-1476 (Florida only)
www.swfwmd.state.fl.us

South Florida WMD
 3301 Gun Club Road
 West Palm Beach, FL 33406
 (561) 686-8800
 1-800-432-2045 (Florida only)
www.sfwmd.gov

St. Johns River WMD
 4049 Reid Street
 Palatka, FL 32177
 (386) 329-4500
 1-800-451-7106 (Florida only)
www.sjrwmd.com

Source: Florida Department of Environmental Protection, www.dep.state.fl.us/secretary/watman/

