Facts and Figures
of the
Florida Utility Industry

Florida Public Service Commission

April 2013

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 2012, 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 January 1, 2012

- Summer: 56,973 Megawatts (MW)
- Winter: 61,006 MW *

Transmission Capability for Peninsular Florida

- Import → Summer: 3,700 MW
  Winter: 3,700 MW
- Export → Summer: 900 MW
  Winter: 2,000 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.

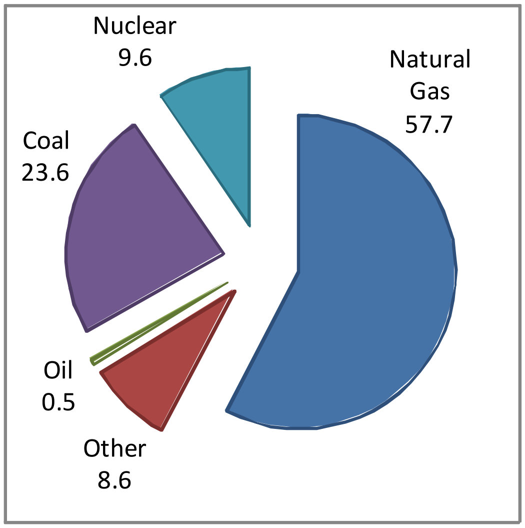
Sources:

Florida Reliability Coordinating Council's *2012 Regional Load & Resource Plan*, July 2012
http://www.psc.state.fl.us/utilities/electricgas/docs/FRCC_2012_Load_Resource_Plan.pdf

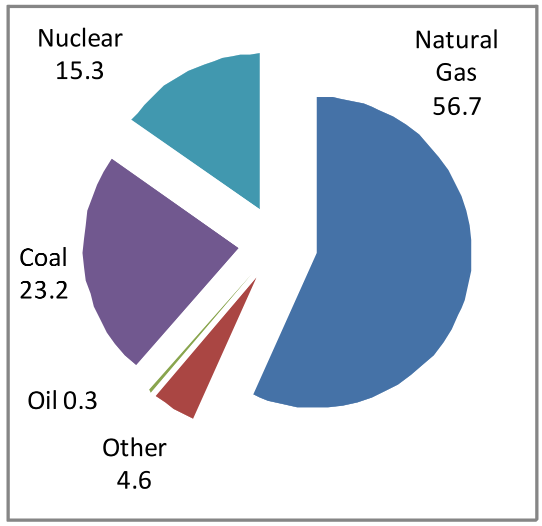
Florida Reliability Coordinating Council's *2012 Ten-Year Site Plan Workshop, FRCC Studies and Reports*, August 13, 2012
http://www.floridapsc.com/library/FILINGS/12/05587-12/05587-12.pdf

Florida Energy Generation by Fuel Type

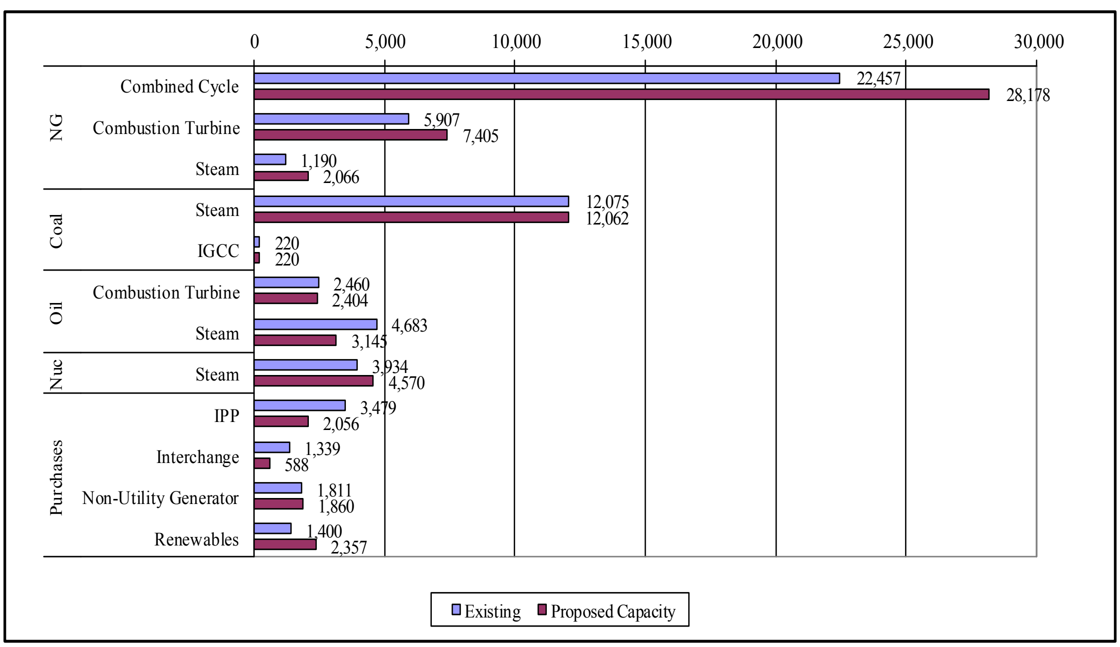
2011
(Actual)



2021
(Forecast)

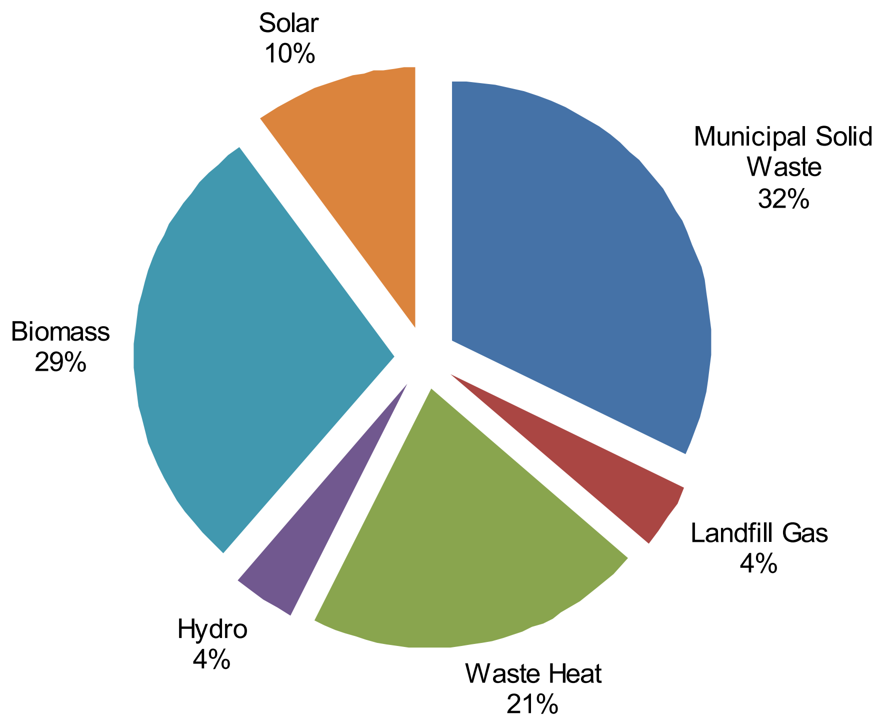


Electric Utility Summer Capacity Mix (MW)



Source:
FPSC's *Review of 2012 Ten-Year Site Plans for Florida's Electric Utilities,* December 2012
http://www.floridapsc.com/publications/pdf/electricgas/tysp2012.pdf

Florida's Renewable Capacity in MW (2012)
(Total: 1,400 MW)



Total Florida Renewable Capacity: 1,400 MW
Total Florida Electric Generation Capacity: 56,973 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 2012 Ten-Year Site Plans for Florida's Electric Utilities,* December 2012
http://www.psc.state.fl.us/publications/pdf/electricgas/TYSP2012.pdf

Average Number of Customers

Average Number of Customers for Investor-Owned Utilities

by Class of Service
2011

Utility	Residential	Commercial	Industrial	Total
Florida Power & Light Co.	4,026,760	508,055	8,691	4,543,456
Progress Energy Florida	1,452,454	162,071	2,408	1,616,933
Tampa Electric Company	595,914	70,522	1,493	667,929
Gulf Power Company	378,157	53,409	273	431,839
Florida Public Utilities Co.	23,598	4,346	2	27,946
Total	**6,476,883**	**798,353**	**12,867**	**7,288,103**

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Sources:
Statistics of the Florida Electric Industry (2011) September 2012
http://www.floridapsc.com/utilities/electricgas/statistics/statistics-2011.pdf

Typical Electric Bill Comparisons

Residential Service Provided by Investor-Owned Utilities

December 31, 2012

Utility	Minimum Bill or Customer Charge*	1,000 Kilowatt Hours*
Florida Power & Light Company	$ 5.90	$ 92.38
Progress Energy Florida	$ 8.76	$ 120.11
Tampa Electric Company	$ 10.50	$ 104.23
Gulf Power Company	$ 15.00	$ 113.69
Florida Public Utilities Company		
Northwest	$ 12.00	$ 131.27
Northeast	$ 12.00	$ 125.84

Commercial/Industrial Service Provided by Investor-Owned Utilities

December 31, 2012

Utility	400,000 Kilowatt Hours 1,000 KW Demand*
Florida Power & Light Company	$ 31,060
Progress Energy Florida	$ 38,758
Tampa Electric Company	$ 35,301
Gulf Power Company	$ 34,459
Florida Public Utilities Company	
Northwest	$ 41,120
Northeast	$ 40,152

* Excludes local taxes, franchise fees, and gross receipts taxes that are billed as a separate line item. Includes cost recovery clause factors effective December 2012.

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/pdf/general/comparativerate.aspx

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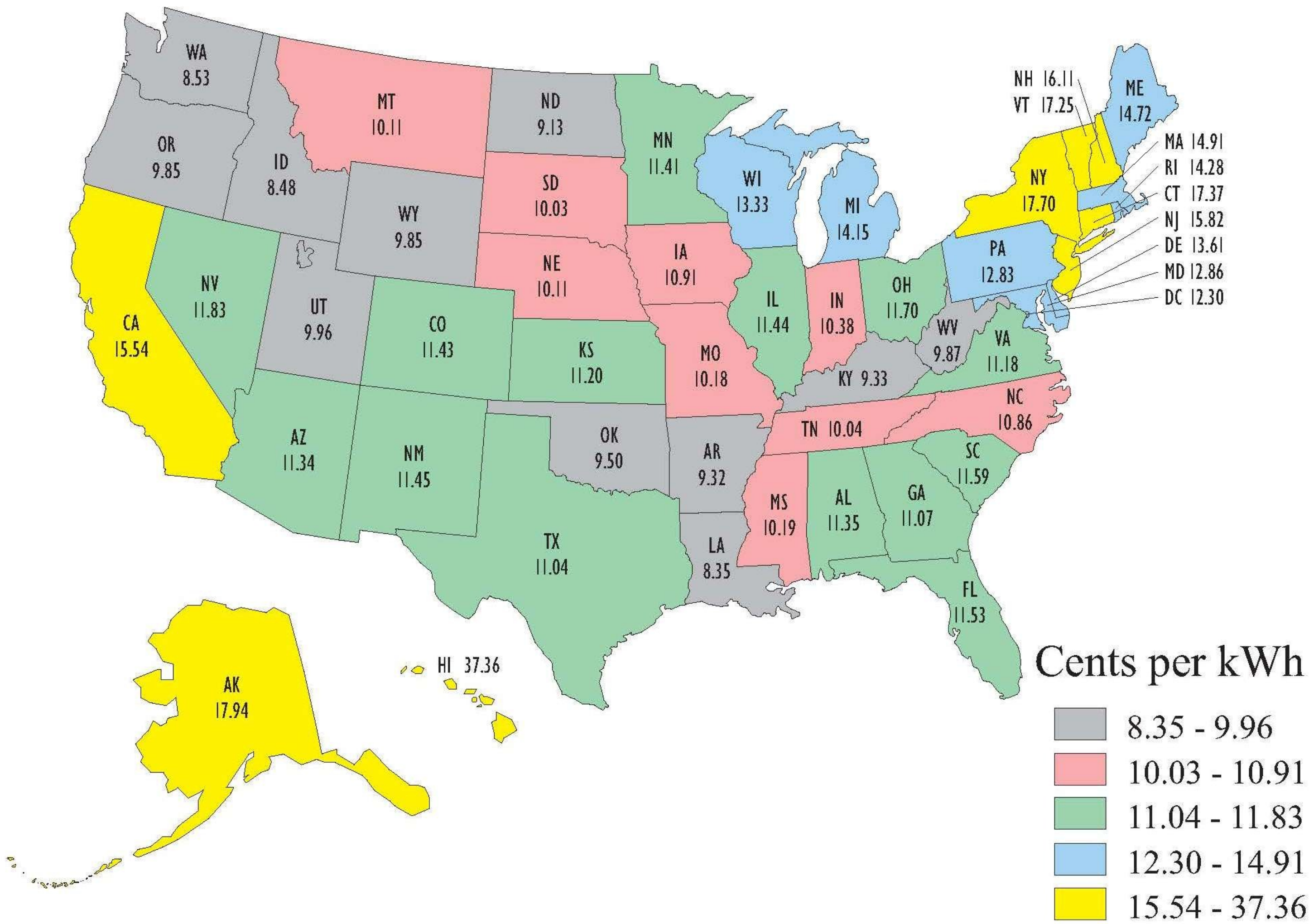
Average Residential Price of Electricity by State (2012)
(U.S. Residential Average Price per kWh = 11.91 cents)



Note: The average revenue per kilowatt-hour of electricity sold is calculated by dividing revenue by sales.

Source:
Energy Information Administration's *Electric Power Monthly*, Table 5.6.B., November 2012
http://www.eia.doe.gov/cneaf/electricity/epm/table5_6_b.html

Nuclear Waste Policy

Florida Power & Light Company (FPL) and Progress Energy Florida (PEF) currently store over 2,600 metric tons of radioactive waste called "spent nuclear fuel" in water-filled pools inside containment structures at plant sites. As these pools become filled to capacity, some of the spent fuel will be removed and placed in steel and concrete storage containers (dry casks) on-site.

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 $842.4 million ($1.5 billion with interest) into the federal nuclear waste fund established to cover the cost of transportation, storage, and disposal of spent fuel.

Florida Nuclear Power Reactors

December 31, 2012

Reactor	Utility	Metric Tons in Spent Fuel Pool	Metric Tons in Dry Cask Storage	NRC License Expires
Crystal River 3	PEF	590	N/A	2016*
St. Lucie 1	FPL	592	112	2036
St. Lucie 2	FPL	489	62	2043
Turkey Point 3	FPL	467	131	2032
Turkey Point 4	FPL	482	131	2033

* PEF filed a license renewal application with the Nuclear Regulatory Commission on December 18, 2008.

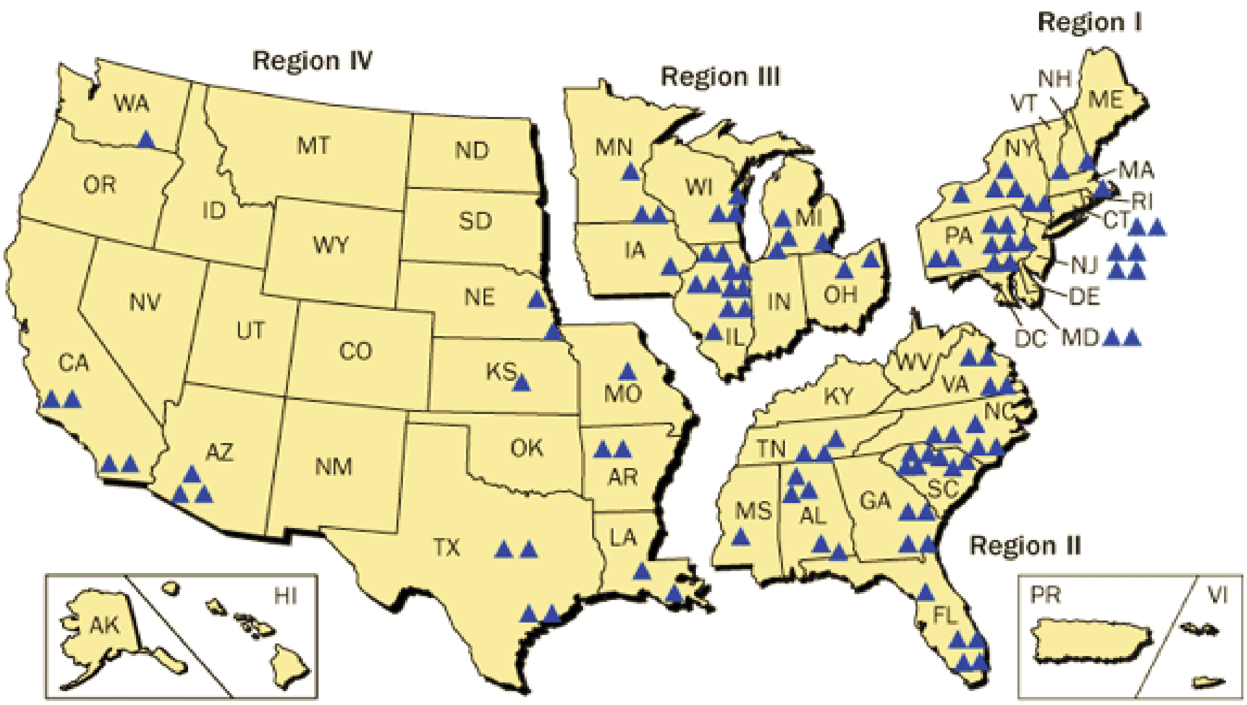
Proposed Nuclear Power Reactors

Reactor	Utility	Estimated In-Service Date**
Levy County	PEF	2024 - 2025
Turkey Point 6	FPL	2022
Turkey Point 7	FPL	2023

** The estimated in-service dates for the PEF's Levy Units have been delayed. FPL has not made a final determination whether to construct Turkey Point 6 & 7.

Sources:
Responses to information requests provided by Florida Power & Light Company and Progress Energy Florida

Operating Nuclear Power Reactors



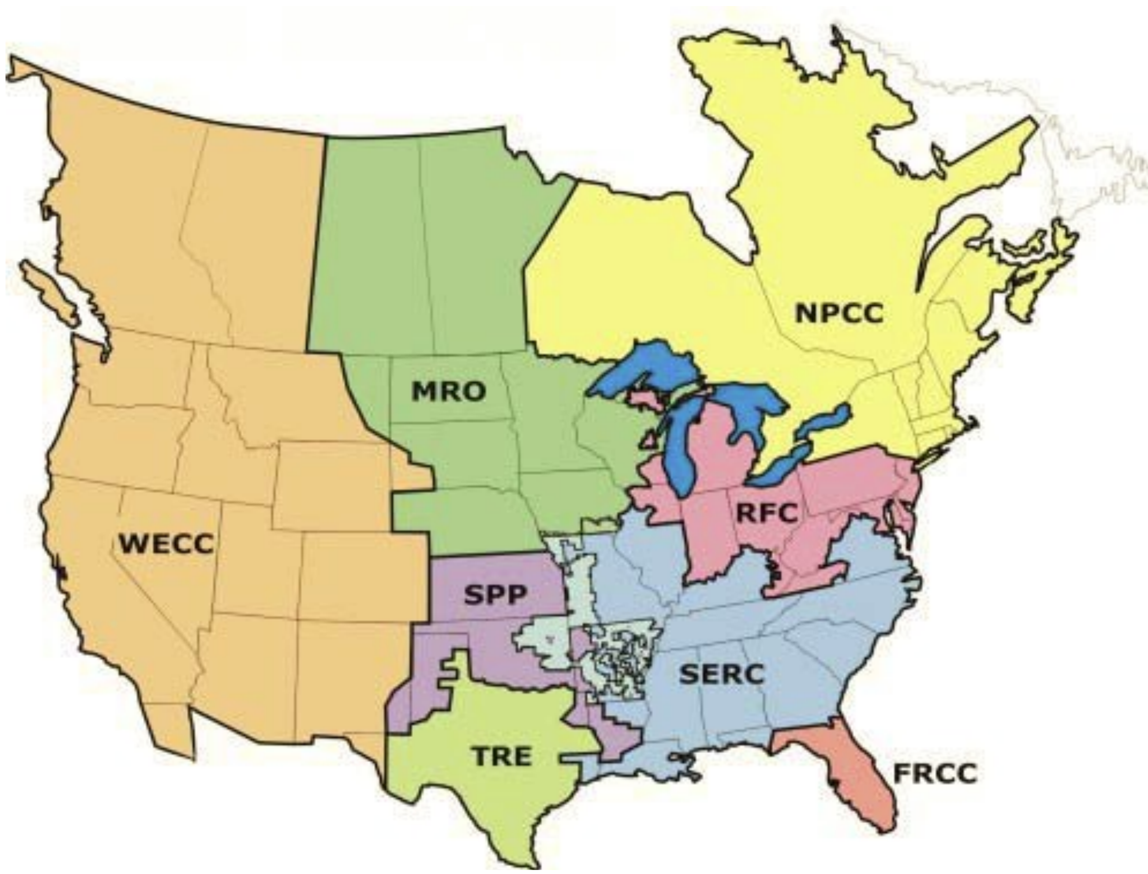
Licensed to Operate (104)

Note: Region IV oversees the Grand Gulf plant in Mississippi (MS), which is part of Region II.

Source:
Nuclear Regulatory Commission
http://www.nrc.gov/info-finder/reactor/#USMap

Reliability Councils

North American Electric Reliability Corporation (NERC) is a not-for-profit organization whose members are eight Regional Reliability Councils.

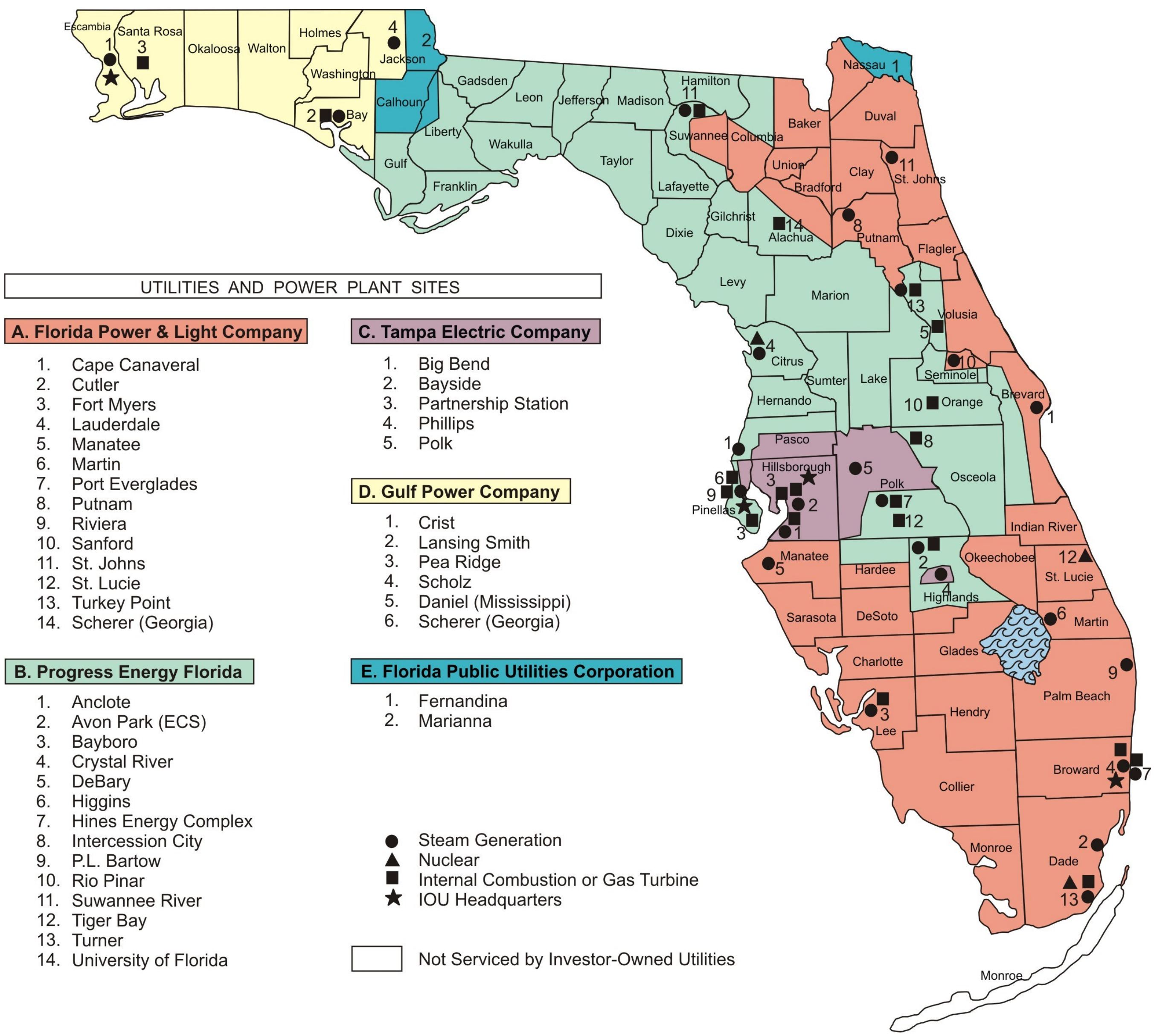


FRCC	Florida Reliability Coordinating Council
MRO	Midwest Reliability Organization
NPCC	Northeast Power Coordinating Council
RFC	Reliability*First* Corporation
SERC	SERC Reliability Corporation
SPP	Southwest Power Pool
TRE	Texas Regional Entity
WECC	Western Electricity Coordinating Council

Source:
North American Electric Reliability Corporation
http://www.nerc.com/page.php?cid=1|9|119

Investor-Owned Electric Utilities

Approximate Company Service Areas



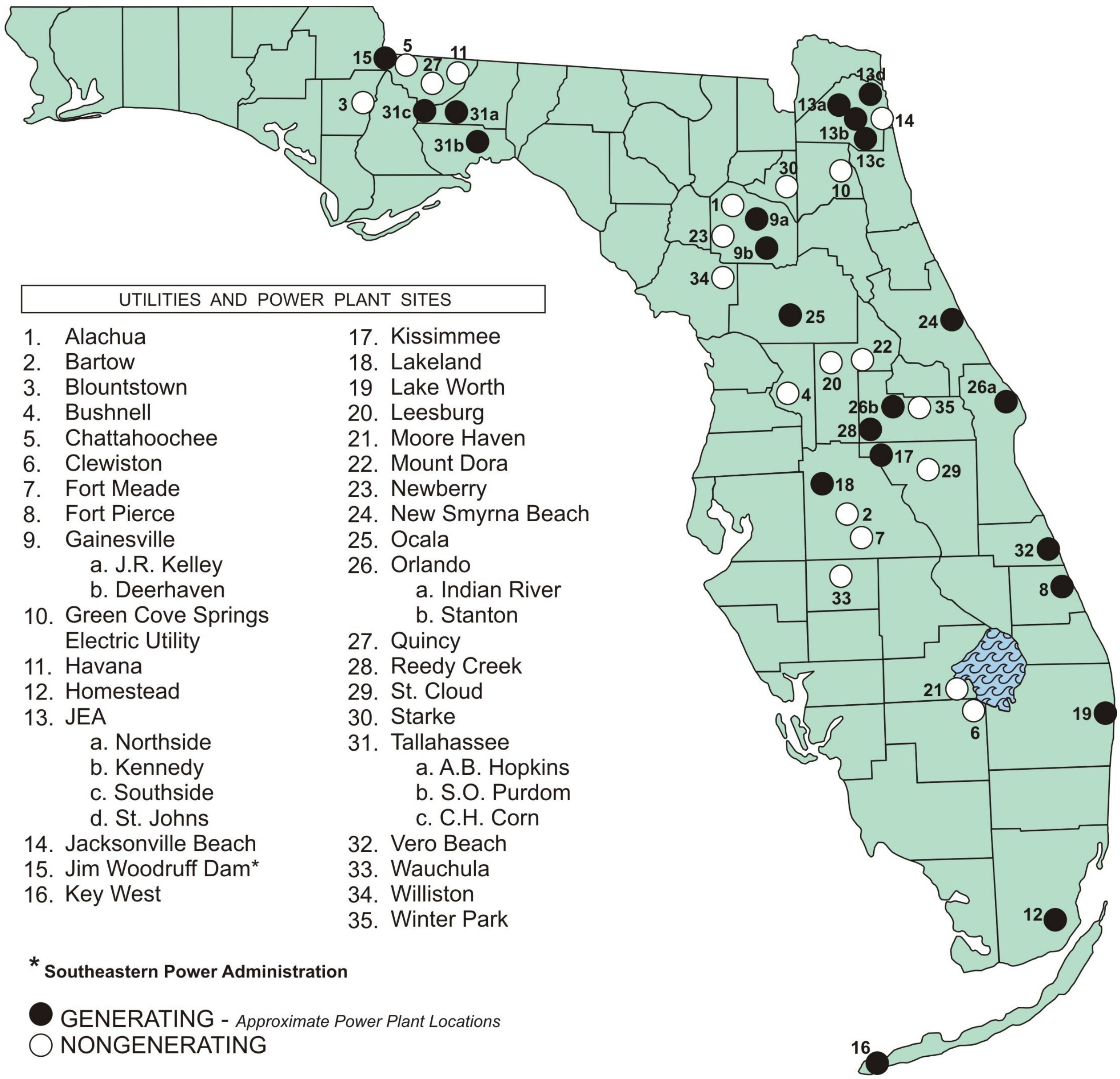
Service areas are approximations.
Information on this map should be used only as a general guideline.
For more detailed information, contact individual utilities.

Source:
Florida Public Service Commission

Additional information about Florida's investor-owned electric utilities is available from:
FPSC's *2011 Statistics of the Florida Electric Utility Industry* September 2012
http://www.floridapsc.com/utilities/electricgas/statistics/statistics-2011.pdf

Municipal Electric Utilities

Approximate Utility Locations



UTILITIES AND POWER PLANT SITES

1. Alachua
2. Bartow
3. Blountstown
4. Bushnell
5. Chattahoochee
6. Clewiston
7. Fort Meade
8. Fort Pierce
9. Gainesville
   a. J.R. Kelley
   b. Deerhaven
10. Green Cove Springs Electric Utility
11. Havana
12. Homestead
13. JEA
    a. Northside
    b. Kennedy
    c. Southside
    d. St. Johns
14. Jacksonville Beach
15. Jim Woodruff Dam*
16. Key West
17. Kissimmee
18. Lakeland
19. Lake Worth
20. Leesburg
21. Moore Haven
22. Mount Dora
23. Newberry
24. New Smyrna Beach
25. Ocala
26. Orlando
    a. Indian River
    b. Stanton
27. Quincy
28. Reedy Creek
29. St. Cloud
30. Starke
31. Tallahassee
    a. A.B. Hopkins
    b. S.O. Purdom
    c. C.H. Corn
32. Vero Beach
33. Wauchula
34. Williston
35. Winter Park

* **Southeastern Power Administration**

● GENERATING - *Approximate Power Plant Locations*
○ NONGENERATING

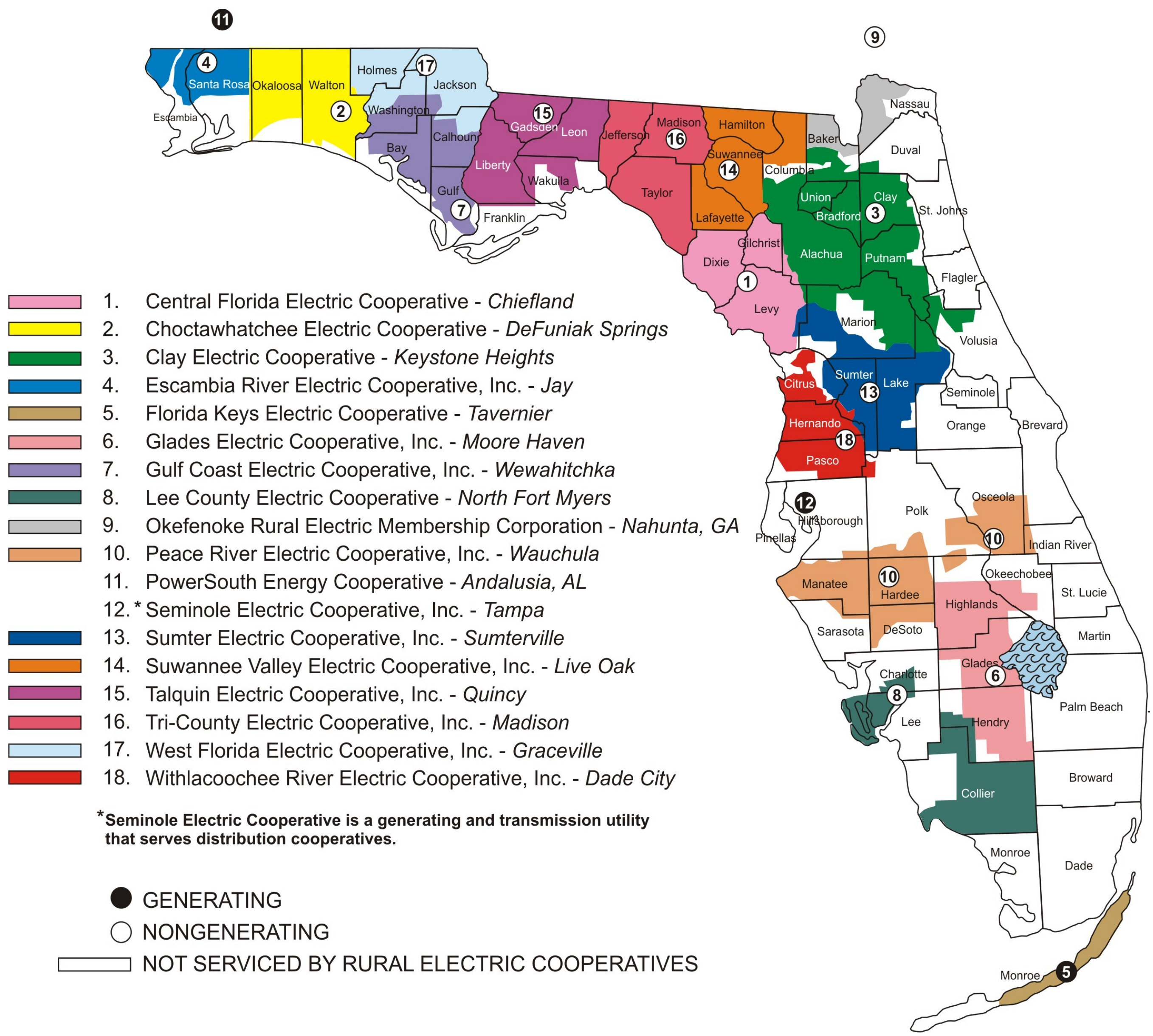
Information on this map should be used only as a general guideline.
For more detailed information, contact individual utilities.

Source:
Florida Public Service Commission

Additional information about Florida's municipal electric utilities is available from:
FPSC's *2011 Statistics of the Florida Electric Utility Industry*, September 2011
http://www.floridapsc.com/utilities/electricgas/statistics/statistics-2011.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 rural electric cooperatives is available from:
FPSC's *2011 Statistics of the Florida Electric Utility Industry 2011*, September 2012
http://www.floridapsc.com/utilities/electricgas/statistics/statistics-2011.pdf

Regulatory Authority

Pursuant to Chapter 366, F.S., as of December 2012, the FPSC has regulatory authority over:

- **7 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)

- Safety jurisdiction also applies to housing authorities and sales laterals off of interstate pipelines. (Interstate pipelines are subject to the direct jurisdiction of the U.S. Dept. of Transportation.)

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

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

- FGT's pipeline capacity is 2.3 billion cubic feet per day.

- Gulfstream's pipeline capacity is 1.3 billion cubic feet per day.

Sources:

Florida Gas Transmission Company
http://www.panhandleenergy.com/comp_fld.asp

Gulfstream Natural Gas System
http://www.gulfstreamgas.com/

Number of Customers and Therm Sales

Number of Customers for Investor-Owned Utilities
By Customer Type
December 31, 2011

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Chesapeake Utilities ***	0	0	14,825	0	14,825
Florida City Gas	96,677	4,809	1,800	0	103,286
Florida Public Utilities Co.	47,259	4,451	671	65	52,446
Indiantown Gas Co. ***	0	0	712	0	712
Peoples Gas System	306,933	14,964	16,856	73	338,826
St. Joe Natural Gas	2,688	227	1	1	2,917
Sebring Gas System ***	0	0	519	0	519

Annual Therm Sales for Investor-Owned Utilities
December 31, 2011

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Chesapeake Utilities ***	0	0	122,732,433	0	122,732,433
Florida City Gas	15,983,315	24,060,676	57,221,989	0	97,265,980
Florida Public Utilities Co.	11,751,587	29,586,755	15,947,398	6,302,096	63,587,836
Indiantown Gas Co. ***	0	0	7,824,110	0	7,824,110
Peoples Gas System	69,731,854	49,676,328	1,048,491,587	366,503,610	1,534,403,379
St. Joe Natural Gas	660,551	475,908	399,354	2,490	1,538,303
Sebring Gas System ***	0	0	1,021,657	0	1,021,657

* FTS = 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 customers are firm transportation customers.

Source:
FPSC, 2011 Annual Reports filed by Natural Gas Utilities

Typical Natural Gas Bill Comparisons

Residential, Commercial, and Industrial Service Provided by Investor-Owned Utilities

December 31, 2012

	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)
Chesapeake Utilities *	$ 19.00	$ 30.36	$ 15.00	$ 70.10	$19.00-$34.00	$ 320.94
Florida City Gas	$ 8.00	$ 34.27	$8.00-$11.00	$ 126.20	$11.00-$12.00	$ 787.07
Florida Public Utilities Co.	$ 11.00	$ 33.17	$ 20.00	$ 106.31	$20.00-$90.00	$ 718.33
Indiantown Gas Co. *	$ 9.00	$ 16.70	$ 9.00	$ 43.63	$ 9.00	$ 278.38
Peoples Gas System	$ 12.00	$ 33.84	$ 25.00	$ 124.96	$ 25.00	$ 802.48
St. Joe Natural Gas	$ 13.00	$ 39.55	$ 20.00	$ 111.79	$ 20.00	$ 733.91
Sebring Gas System *	$ 9.00	$ 22.99	$9.00-$12.00	$ 71.93	$ 12.00	$ 402.48

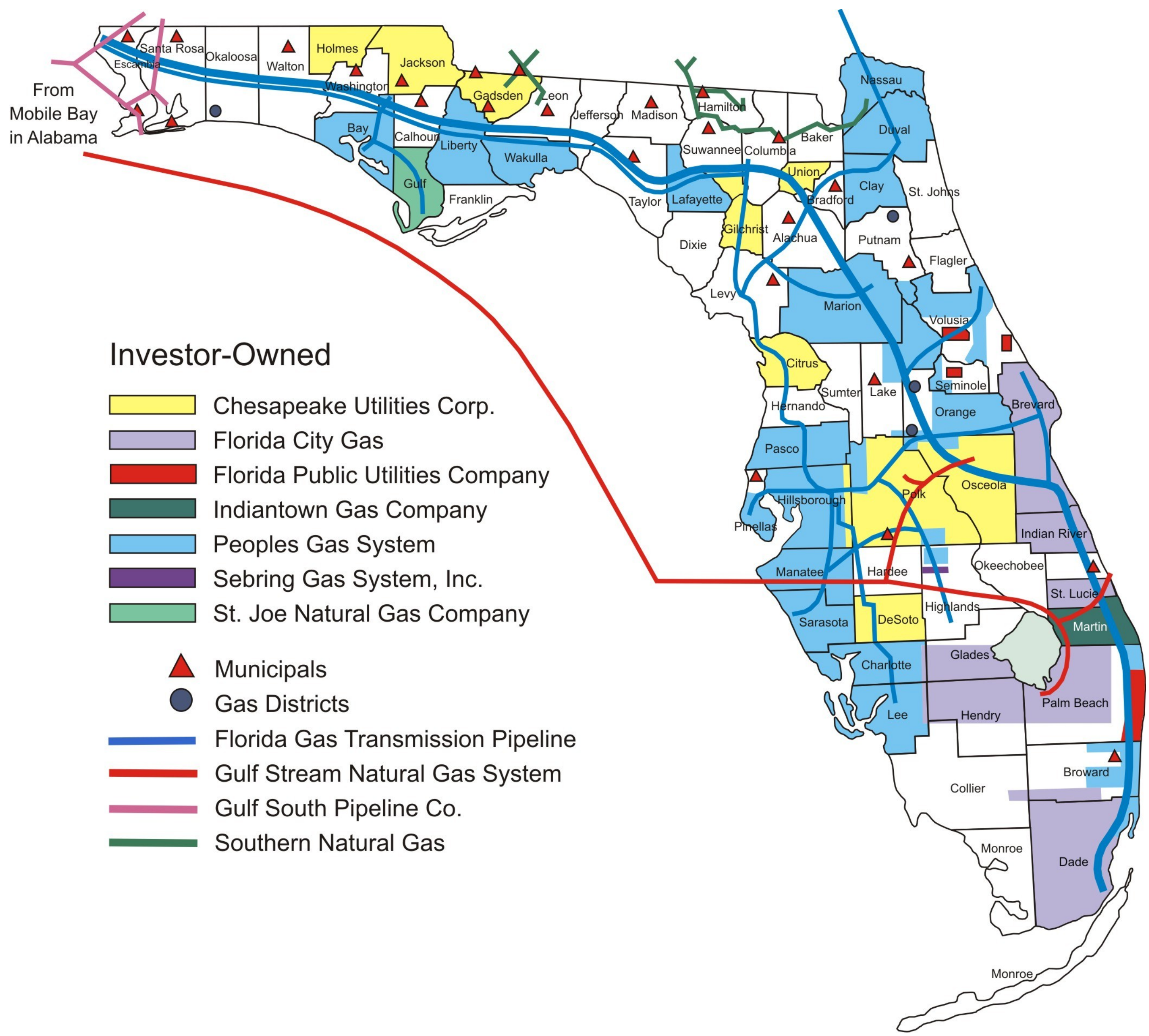
December 2011 gas costs are included for those companies participating in purchased gas adjustment clause. (Florida City, FPUC, Peoples, and St. Joe).

* 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

Natural Gas Companies in Florida

Approximate Company Service Areas



Service areas are approximations.
Information on this map should be used only as a general guideline.

Source:
FPSC Map
http://www.floridapsc.com/publications/pdf/electricgas/naturalgasutilities.pdf

Regulatory Authority

Pursuant to Chapter 364, F.S., as of December 31, 2012, the FPSC has regulatory authority over:

- **10 incumbent local exchange companies (ILECs)**
- **282 competitive local exchange companies (CLECs)**
- **84 pay telephone service companies (PATS)**

Definitions

- **Incumbent Local Exchange Telecommunications Company** (ILEC) - any company certificated by the Commission to provide local exchange telecommunications service in Florida 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 Florida 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 2012 Annual Report
http://www.floridapsc.com/publications/pdf/general/annualreports/2012.pdf

FPSC's *Telecommunications Terms and Definitions*
http://www.floridapsc.com/publications/telecomm/telterms.aspx

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. Broadband service also provides the basis for some VoIP services. These three services are not subject to FPSC jurisdiction.

Broadband

- Approximately 42 percent of broadband connections are at download speeds of 3 Mbps or greater; however, 20 percent of those connections are greater than or equal to 10 Mbps.
- Residential subscribership in Florida reached 73 percent, as of December 2011, which is 6 percent above the current national average.

VoIP

- As of December 2011, there were an estimated 2.4 million residential VoIP subscribers in Florida, an increase of 11 percent over the 1.8 million estimated in 2009.
- Forty-six CLECs and 4 ILECs voluntarily reported 665,217 VoIP lines to the FPSC in response to its 2011 Local Competition data request.
- The Florida Cable Telecommunications Association (FCTA) reported 2 million residential cable digital voice (VoIP) subscribers as of December 2011, an increase of 16 percent from the number reported for December 2010.

Wireless

- Wireless subscribers in Florida, as of June 2011, reached 17.6 million handsets.
- The Centers for Disease Control (CDC) estimates that nearly 34 percent of U.S. households are wireless-only as of December 2011.

Source:
FPSC's *Report on the Status of Competition in the Telecommunications Industry, As of December 31, 2011*
http://www.floridapsc.com/publications/pdf/telecomm/20120730MasterComp.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 2011

	Residential*	Business*	Total*	Change since 2010
AT&T Florida	1,476	1,275	2,751	-6%
CenturyLink FL	731	374	1,105	-8%
Verizon FL	498	322	820	-17%
Rural ILECs	107	43	150	-2%
CLECs	70	1,141	1,211	-4%
Total	**2,882**	**3,155**	**6,037**	**-6%**

* In thousands, rounded to the nearest thousand

Sources:
FPSC's *Report on the Status of Competition in the Telecommunications Industry, As of December 31, 2011*, Tables 3-5 & 3-6
http://www.floridapsc.com/publications/pdf/telecomm/20110730MasterComp.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.** Provides financial support to qualifying telephone companies that serve high-cost areas, thereby ensuring that the residents of these regions have access to reasonably comparable service at rates reasonably comparable to urban areas. The program allows eligible carriers who serve rural, insular and high-cost areas to recover some of their operating costs from the federal USF. Recent changes to the program have expanded the goals of the program to include support for broadband. These reforms are intended to accelerate broadband build-out to the 18 million Americans living in rural areas who currently have no access to a robust broadband infrastructure.

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 at least $9.25 on basic monthly service 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 qualify for 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 initiate new telephone service.

- **Monthly Lifeline Credit**: Under the FCC's rules, monthly federal Lifeline support consists of at least a $9.25 monthly credit on basic monthly service. Eligible subscribers living on tribal lands can receive $35.00

Low-Income Program (continued)

♦ **Customer Eligibility:** Customers with annual incomes up to 150 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:

→ Temporary Cash Assistance (TCA)*
→ Supplemental Security Income (SSI)
→ Supplemental Nutritional Assistance Program (SNAP)
→ Medicaid
→ Federal Public Housing Assistance (Section 8)
→ Low-Income Home Energy Assistance Program (LIHEAP)
→ National School Lunch Program's Free Lunch Program
→ Bureau of Indian Affairs Programs**

* Known as Temporary Assistance to Needy Families (TANF) for federal Universal Service purposes.
** 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) National School Lunch Free Lunch Program, or (3) Head Start Subsidy.

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 at $2.25 billion annually, the FCC has included an index for inflation to preserve the purchasing power of the program. As a result, the cap for 2011 was $2.29 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.

4 **Rural Health Care Program.** Helps to link health care providers located in rural areas to urban medical centers so that patients living in rural America will have access to the same advanced diagnostic and other medical services that are enjoyed in urban communities. Funding is capped at $400 million annually. This program offers many benefits:

- Public and non-profit health care providers in rural areas can receive discounts on monthly telecommunications charges, installation charges, and long distance Internet connection charges.
- Rural health care providers are using funds from this program for a variety of patient services, such as transmitting x-rays from remote areas to be read by health care professionals and experts in urban areas.
- The FCC has augmented the existing support with a pilot program to fund the construction of dedicated broadband networks that connect health care providers in a state or region. This program will provide funding for up to 85 percent of an applicant's costs of deploying a dedicated broadband network, including any necessary network design studies, as well as the costs of advanced telecommunications and information services that will ride over this network. Participants deploying dedicated broadband health care networks would also have the option of connecting those systems to Internet-2, National LambdaRail, or the public Internet.
- Eligible entities include:
  - → post-secondary educational institutions offering health care instruction, including teaching hospitals and medical schools
  - → community health centers or health centers providing health care to migrants
  - → community mental health centers

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 April 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 Web site for retrieval and enrollment by the appropriate ETC.

- **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 2012, Florida had 27 ETCs, comprised of 10 incumbent local exchange companies, 13 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.

- **Income Eligibility** Section 364.10(2)(a), F.S., allows any local exchange company designated as an ETC with more than 1 million access lines and any commercial mobile radio service provider designated as an ETC carrier pursuant to 47 U.S.C. §214(e), upon filing a notice of election to do so with the Commission, to provide Lifeline service to any customer who meets an income eligibility test of 150 percent or less of the federal poverty income guidelines. All other ETCs must use 135 percent or less of the Federal Poverty Level guidelines for income eligibility.

Source:
FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation,* December 2012
http://www.floridapsc.com/publications/pdf/telecomm/tele-lifelinereport2012.pdf

Universal Service Support Mechanisms by Program for Florida

2 010*

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	$ 67,693	$ 280,891	($ 213,198)
Low-Income	88,201	88,367	(166)
Schools & Libraries	107,719	152,107	(44,388)
Rural Health Care	226	5,626	(5,400)
Total	**$ 263,839**	**$ 526,991**	**($ 263,152)**

2 0 0 9

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	$ 70,396	$ 153,348	($ 82,952)
Low-Income	74,720	162,767	(88,047)
Schools & Libraries	75,933	165,410	(89,477)
Rural Health Care	854	1,860	(1,006)
Administrative Expense	0	12,454	(12,454)
Total	**$ 221,903**	**$ 495,839**	**($ 273,936)**

2 0 0 8

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	$77,293	$ 296,859	($ 219,566)
Low-Income	24,283	54,316	(30,033)
Schools & Libraries	76,306	116,671	(40,365)
Rural Health Care	270	3,279	(3,009)
Administrative Expense	0	11,296	(11,296)
Total	**$ 178,152**	**$ 482,420**	**($ 304,268)**

* Latest data available from FCC
Source:
Federal Communications Commission's *Universal Service Monitoring Reports*, http://www.fcc.gov/wcb/iatd/monitor.html

Universal Service Support Mechanisms by State (2010)

State	Payments from USAC (in Thousands)	Estimated Contributions to USAC (in Thousands)	Estimated Net Dollar Flow
Alabama	$ 179,322	$ 127,668	$ 51,653
Alaska	317,775	22,302	295,473
American Samoa	5,729	631	5,098
Arizona	149,019	155,754	(6,735)
Arkansas	139,526	74,492	65,033
California	616,486	885,312	(268,826)
Colorado	96,441	144,377	(47,935)
Connecticut	28,613	106,098	(77,485)
Delaware	4,284	29,049	(24,765)
Dist. of Columbia	16,786	38,199	(21,413)
Florida	**263,839**	**526,991**	**(263,152)**
Georgia	240,535	262,777	(22,242)
Guam	16,703	4,369	12,335
Hawaii	64,930	42,275	22,655
Idaho	62,257	39,526	22,732
Illinois	173,118	331,196	(158,078)
Indiana	125,802	154,930	(29,128)
Iowa	146,172	72,772	73,400
Kansas	217,112	71,094	146,018
Kentucky	145,276	104,924	40,352
Louisiana	233,390	115,153	118,237
Maine	44,229	35,731	8,498
Maryland	28,887	177,736	(148,849)
Massachusetts	59,668	186,951	(127,282)
Michigan	158,876	228,772	(69,896)
Minnesota	137,240	126,964	10,276
Mississippi	306,118	71,859	234,259
Missouri	161,247	154,834	(6,413)
Montana	95,231	26,757	68,474
Nebraska	102,790	45,830	56,960
Nevada	30,800	72,752	(41,952)
New Hampshire	13,825	39,195	(25,370)
New Jersey	85,308	272,827	(187,519)
New Mexico	130,397	50,327	80,069
New York	334,074	531,331	(197,257)
North Carolina	198,620	248,017	(49,397)
North Dakota	105,704	17,796	87,908
Northern Mariana Islands	2,394	1,335	1,059
Ohio	177,091	275,361	(98,270)
Oklahoma	279,308	86,716	192,592
Oregon	95,960	96,174	(214)
Pennsylvania	185,834	335,559	(149,725)
Puerto Rico	271,828	77,558	194,269
Rhode Island	9,655	26,781	(17,125)
South Carolina	170,624	114,968	55,656
South Dakota	97,897	19,408	78,489
Tennessee	159,986	165,016	(5,030)
Texas	585,358	563,784	21,574
Utah	43,733	59,616	(15,883)
Vermont	25,764	19,450	6,314
Virgin Islands	30,207	5,701	24,506
Virginia	125,341	235,958	(110,617)
Washington	139,309	167,202	(27,893)
West Virginia	72,171	53,890	18,281
Wisconsin	186,638	139,941	46,697
Wyoming	56,703	15,373	41,329
Total	**$ 7,951,931**	**$ 8,057,357**	**($ 105,426)***

* Net dollar flow is positive when payments from USF to carriers exceed contributions to USF.

Source:
Federal Communications Commission's *Universal Service Monitoring Reports,* Table 1.12
http://www.fcc.gov/wcb/iatd/monitor.html

Telephone Subscribership

Percentage of Households Subscribed to Local Telephone Service

	July 2007	July 2008	July 2009	July 2010	July 2011
Florida	93.3%	93.1%	92.9%	93.9%	92.7%
United States	95.0%	95.4%	95.7%	96.0%	95.6%

Lifeline Subscribership

Lifeline Assistance Subscribers in Florida

Date	Lifeline Enrollment	Eligible Households	Participation Rate
6/2008	183,972	1,186,015	15.5%
6/2009	618,774	1,185,516	52.2%
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%

Sources:
Federal Communications Commission's *Telephone Subscribership in the United States Reports,* Tables 1 and 2
http://transition.fcc.gov/Daily_Releases/Daily_Business/2011/db1219/DOC-311523A1.pdf

FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation,* December 2012
http://www.floridapsc.com/publications/pdf/telecomm/tele-lifelinereport2012.pdf

Lifeline Subscribership (continued)

Lifeline Subscribership by Eligible Telecommunications Carriers

As of June 2012

Company	Access Lines Subscribed to Lifeline Service
SafeLink**	430,048
Assurance**	428,830
AT&T	102,363
CenturyLink	35,154
Verizon	18,496
Windstream	6,775
Budget Phone*	1,399
Flatel*	1,469
FairPoint	2,146
TDS Telecom	728
NEFCOM	804
Knology*	751
Sun-Tel*	1,065
Nexus	132
ITS Telecom	190
dPi*	31
Frontier	174
T-Mobile**	232
Smart City	33
Verizon Wireless**	26
Global Connection*	594
Absolute Home Phone*	89
TeleCircuit*	1,497
Easy Telephone*	4
Non-ETC Reseller	2,828
Total	**1,035,858**

* 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 2012
http://www.floridapsc.com/publications/pdf/telecomm/tele-lifelinereport2012.pdf

Regulatory Authority

Pursuant to Chapter 367, F.S., as of December 2012, the FPSC has regulatory authority over:

- 143 investor-owned water and/or wastewater utilities in 37 of Florida's 67 counties.
- These utilities provide service to approximately 120,567 water and 74,317 wastewater customers throughout the state.

Reuse of Reclaimed Water Data for 2011*

- 722 mgd** of reclaimed water was reused for beneficial purposes.
- The total reuse capacity of Florida's domestic wastewater treatment facilities was 1,618 mgd, representing 64 percent of the total permitted domestic wastewater treatment capacity in Florida.

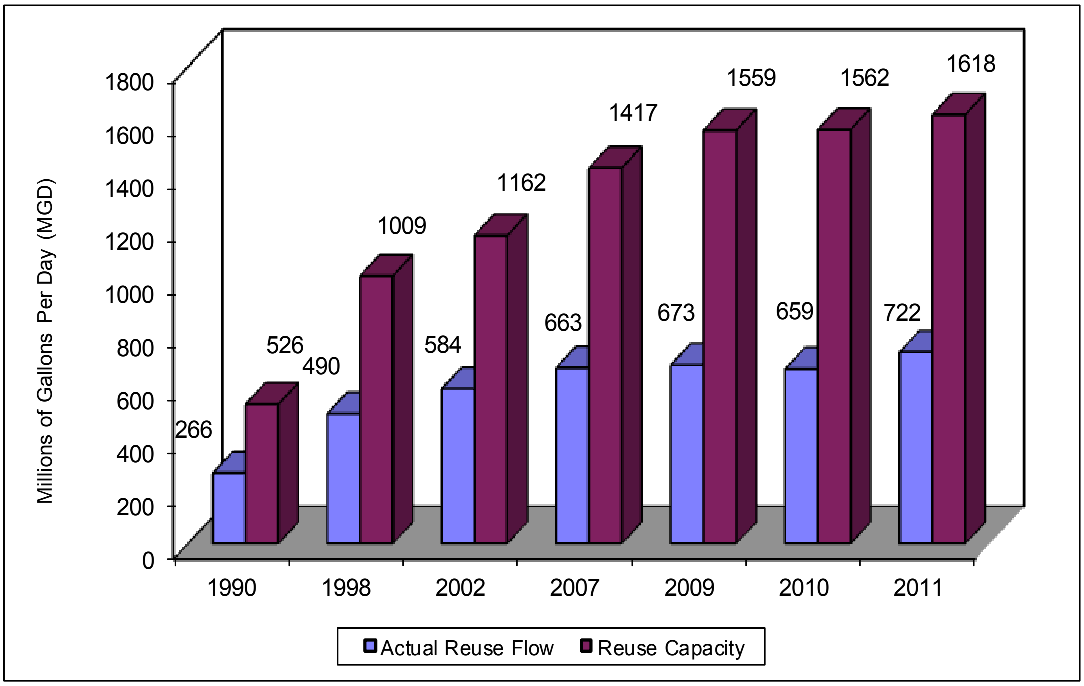
* Most current data available as of May 2012.
** Million gallons per day

Sources:

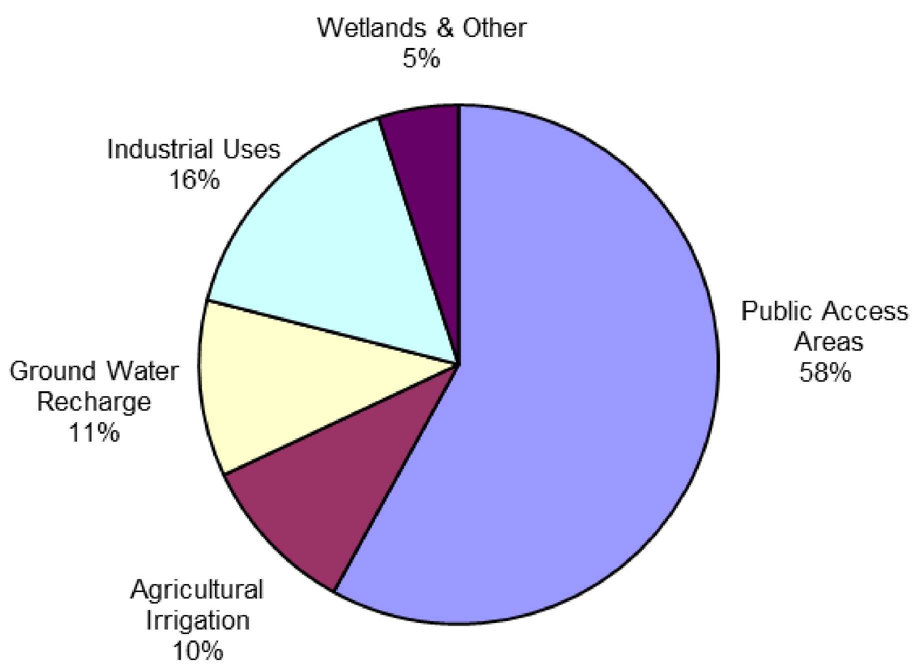
Company Annual Reports

Florida Department of Environmental Protection's *2011 Reuse Inventory,* May 2012
http://www.dep.state.fl.us/water/reuse/inventory.htm

Florida's Reuse Growth



Reclaimed Water Utilization (2011)



Source:
Florida Department of Environmental Protection's *2011 Reuse Inventory,* May 2012
http://www.dep.state.fl.us/water/reuse/inventory.htm

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/utilities/mcd/.

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

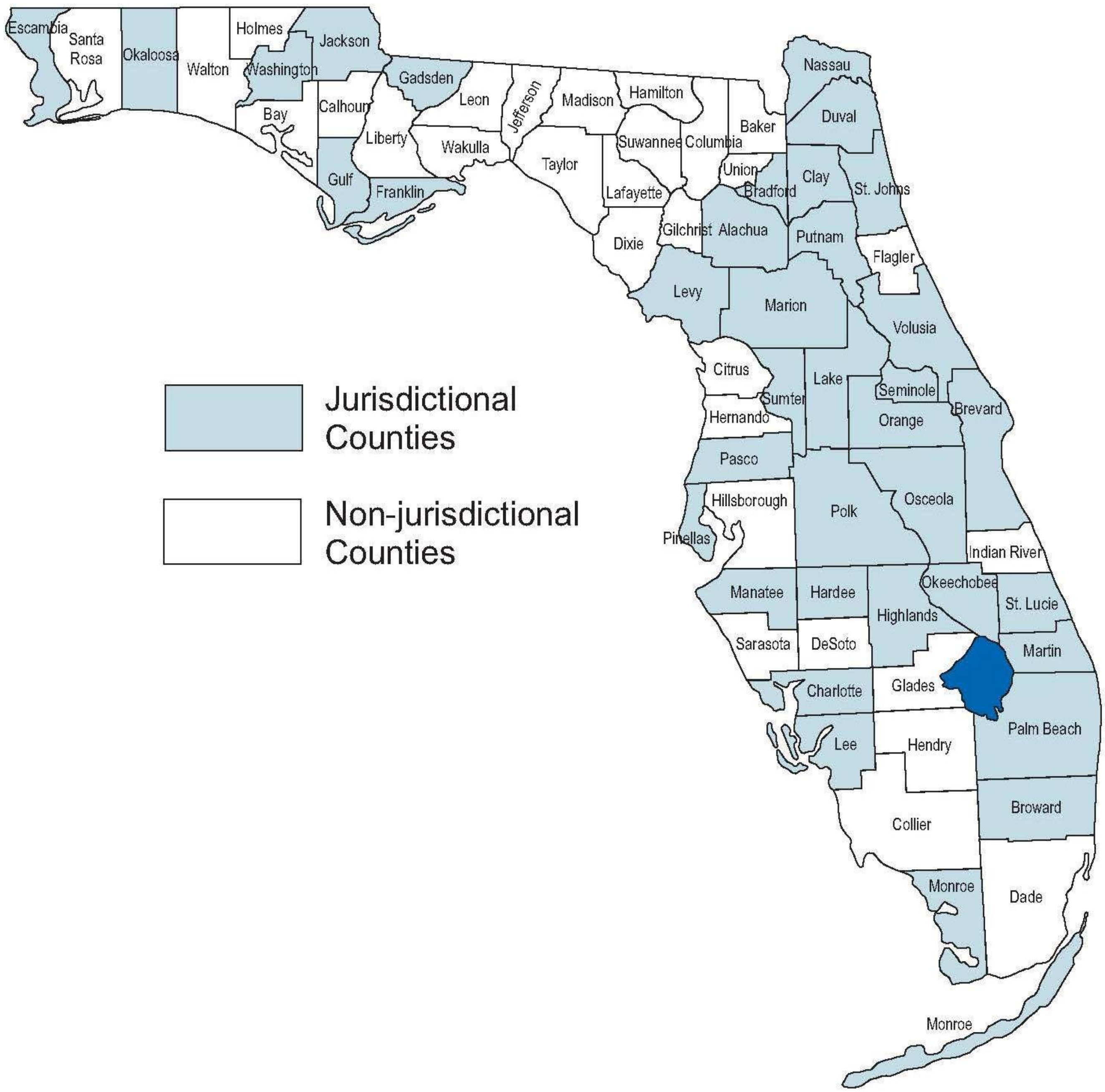
- A maximum (or cap) is set on the number of gallons of water consumption a customer is billed for wastewater service.
- The monthly cap is normally between 6,000 and 10,000 gallons. (Any water consumption over that amount is generally considered to be used for purposes such as irrigation or washing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

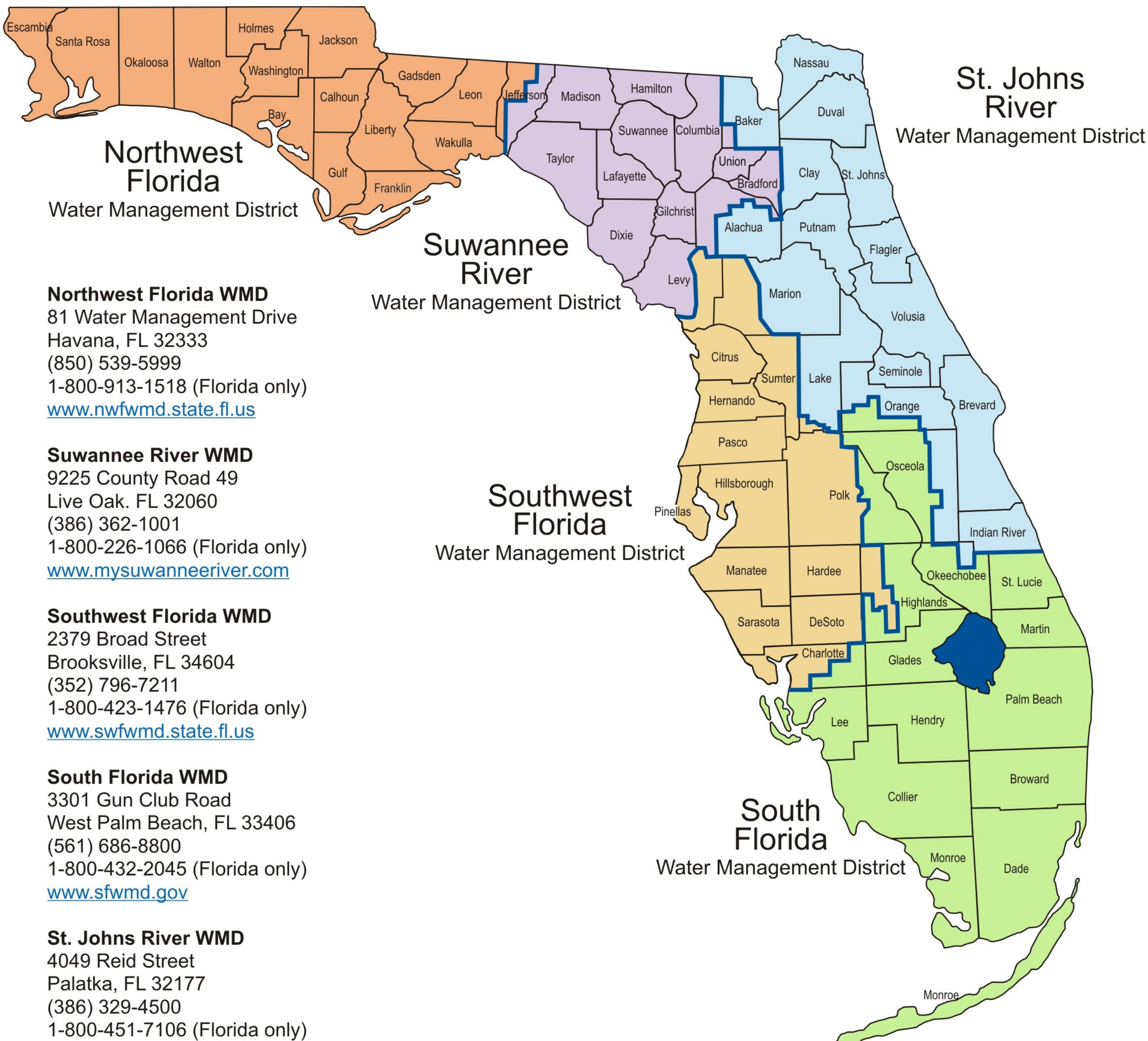
Source:
FPSC Staff

Water & Wastewater Jurisdictional Counties (37)



Source:
Florida Public Service Commission Map
http://www.floridapsc.com/utilities/waterwastewater/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
http://www.dep.state.fl.us/secretary/watman/