



FLORIDA
PUBLIC
SERVICE
COMMISSION



2020

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.), in 2019, the Florida Public Service Commission (FPSC) has regulatory authority over:

- **5 investor-owned electric companies** (all aspects of operations, including rates and safety)
- **34 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, 2017

- Summer: 56,359 Megawatts (MW)
- Winter: 60,020 MW*

**Transmission Capability
for Peninsular Florida**

- Import: Summer 2020: 3,500 MW
Winter 2020/21: 3,200 MW
- Export: Summer 2020: 500 MW
Winter 2020/21: 0 MW**

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

** Due to generation changes and transmission reconfigurations.

Sources:

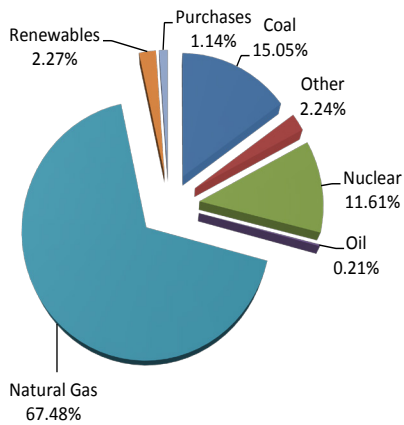
Statistics of the Florida Electric Utility Industry, October 2019

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2018.pdf>

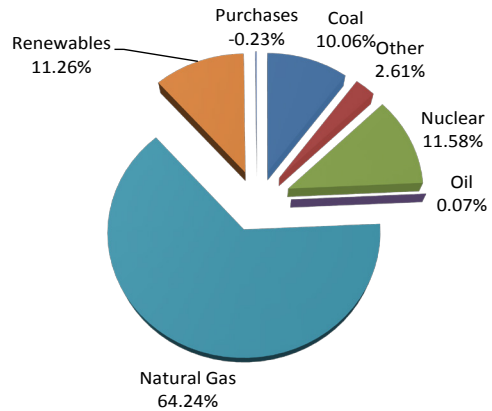
2019 Ten-Year Site Plan Workshop FRCC Studies and Reports

Florida Energy Generation by Fuel Type

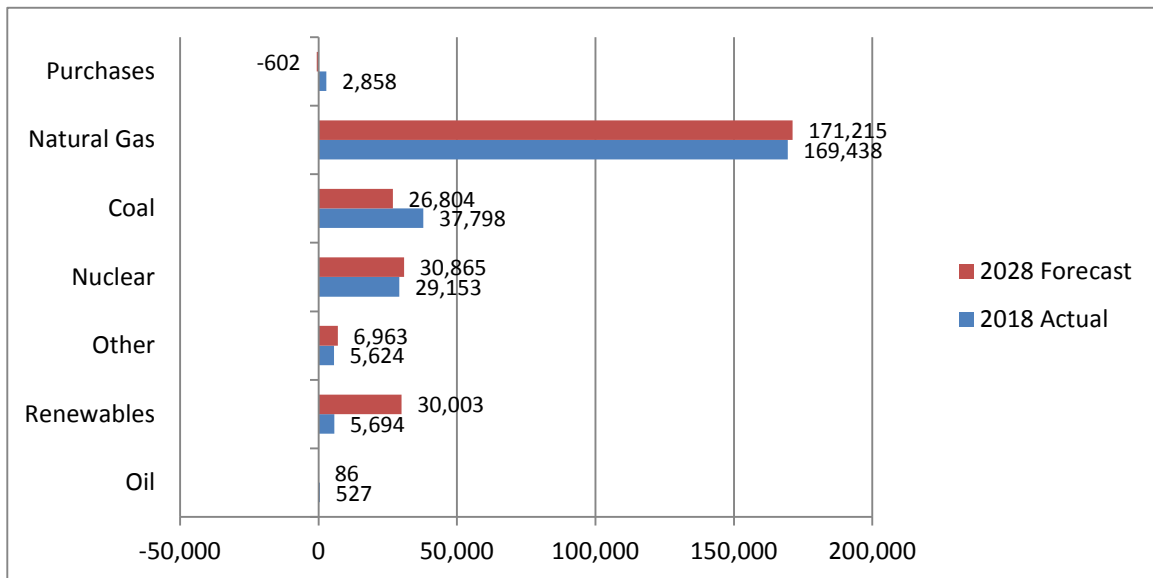
2018
(Actual %)



2028
(Forecast %)

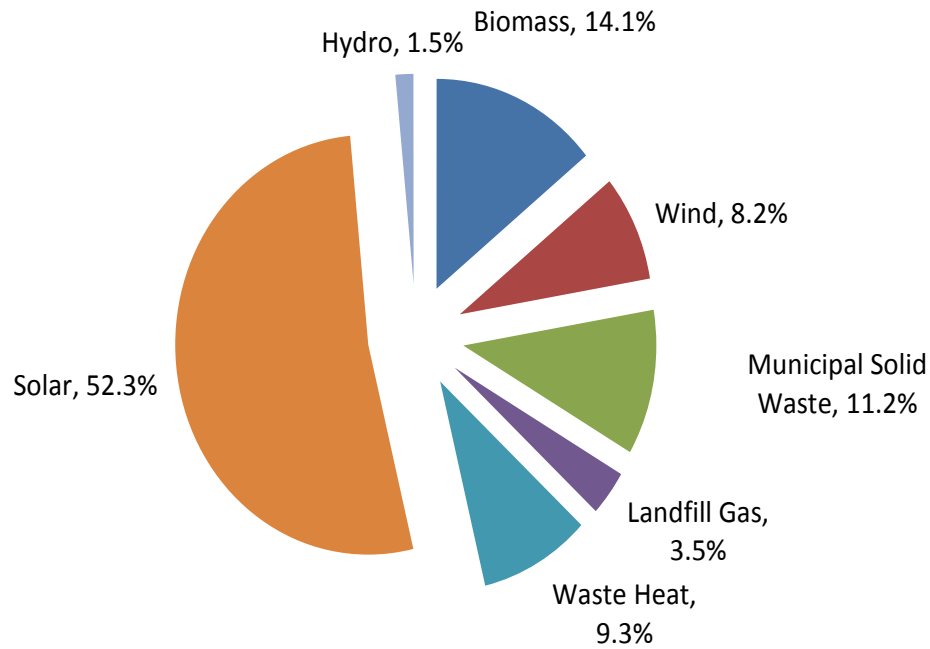


Energy Sources (GWH)



Source:
 FRCC 2019 Regional Load & Resource Plan, July 2019
<http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2019/FRCC.pdf>

Florida's Renewable Capacity in MW (2018)
(Total: 3,335 MW)



Total Florida Renewable Capacity: 3,335 MW

Total Florida Electric Generation Capacity: 60,703 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 2019 Ten-Year Site Plans for Florida's Electric Utilities*, November 2019

<http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2019/Review.pdf>

Average Number of Customers

Average Number of Customers for Investor-Owned Utilities By Class of Service 2019

Utility	Residential	Commercial	Industrial	Other	Total
Duke Energy Florida	1,691,570	180,351	2,074	27,136	1,901,131
Florida Power & Light Co.	4,391,832	553,562	11,601	4,318	4,961,313
Florida Public Utilities Company	23,921	4,216	2	2,870	31,009
Gulf Power Company	405,462	56,678	251	592	462,983
Tampa Electric Company	670,517	74,895	1,588	9,254	756,254
Total	7,183,302	869,702	15,516	44,170	8,112,690

Source:

Statistics of the Florida Electric Utility, October 2019, Table 33

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2018.pdf>

Typical Electric Bill Comparisons

**Residential Service Provided by Investor-Owned Utilities
December 31, 2019**

Utility	Minimum Bill or Customer Charge	1,000 Kilowatt Hours*
Florida Power & Light Company	\$8.28	\$97.40
Duke Energy Florida	\$9.66	\$125.46
Tampa Electric Company	\$15.12	\$100.99
Gulf Power Company	\$19.20	\$133.64
Florida Public Utilities Company		
Northwest	\$14.69	\$133.03
Northeast	\$14.69	\$133.03

**Commercial/Industrial Service
Provided by Investor-Owned Utilities
December 31, 2019**

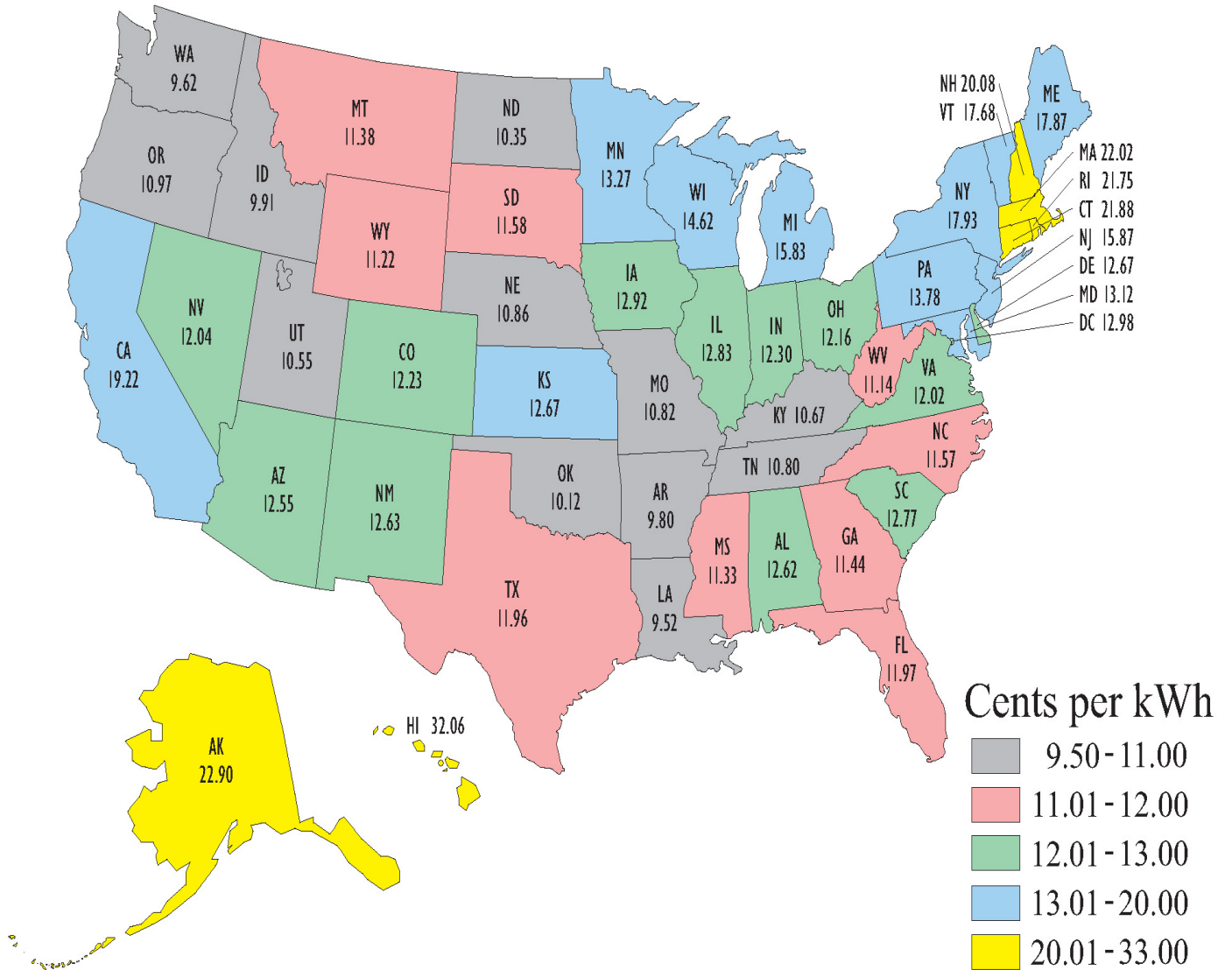
Utility	400,000 Kilowatt Hours 1,000 KW Demand*
Florida Power & Light Company	\$31,485
Duke Energy Florida	\$35,042
Tampa Electric Company	\$31,932
Gulf Power Company	\$35,252
Florida Public Utilities Company	
Northwest	\$42,946
Northeast	\$42,946

* Excludes local taxes, franchise fees, and gross receipts taxes that are billed as a separate line item. Includes cost recovery clause factors effective December 2019.

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 (2018)

(U.S. Residential Average Price per kWh = 13.64 cents)



Source:
 Energy Information Administration's Electric Power Monthly, Table 5.6.B.
<https://www.eia.gov/electricity/monthly/archive/february2019.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, 2019

Reactor	Utility	Metric Tons in Spent Fuel Pool	Metric Tons in Dry Cask Storage	NRC License Expires
St. Lucie 1	FPL	559	310	2036
St Lucie 2	FPL	407	287	2043
Turkey Point 3	FPL	514	204	2052
Turkey Point 4	FPL	528	204	2053

* 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

Source:

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

Operating Nuclear Reactors

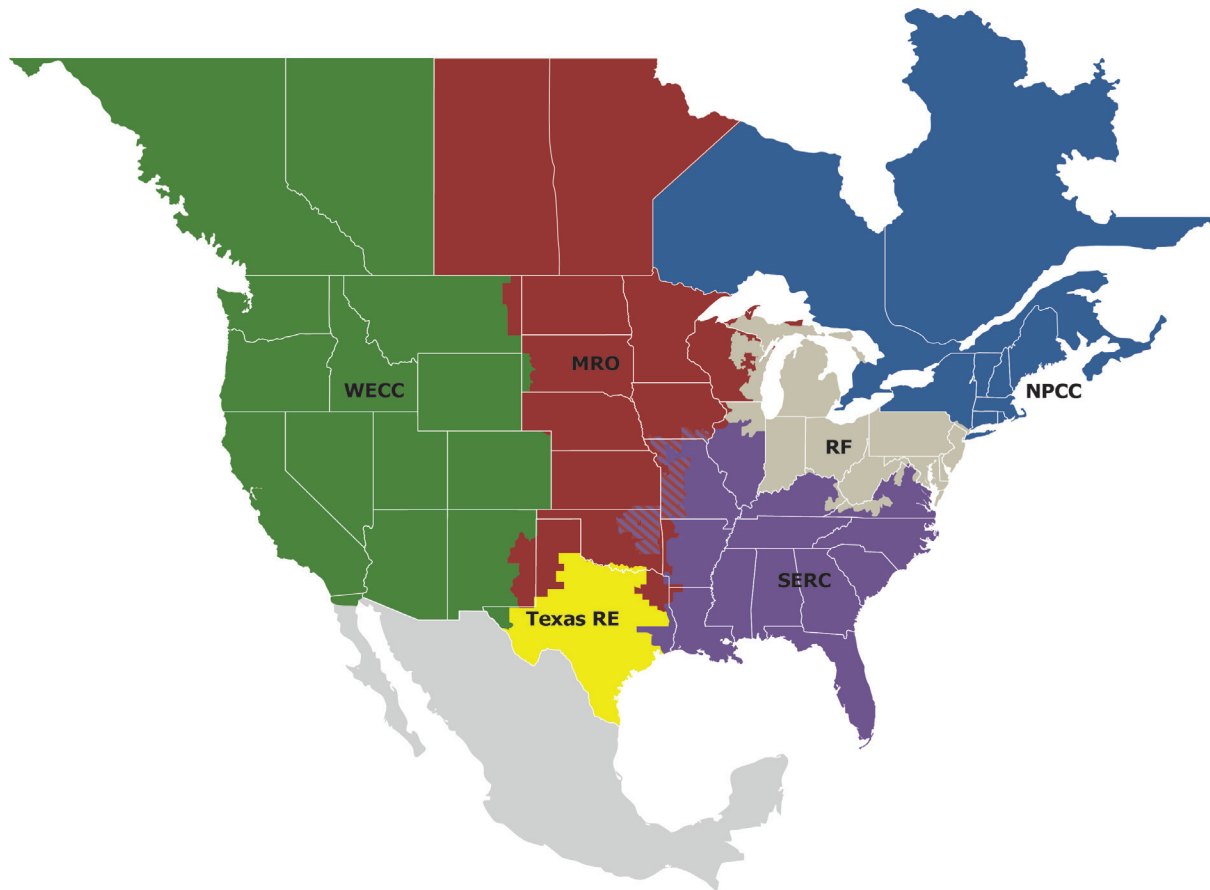
Alabama Browns Ferry Units 1, 2, and 3 Joseph M. Farley Units 1 and 2	Illinois (Continued) Quad Cities Units 1 and 2	New Hampshire Seabrook Unit 1	Pennsylvania (Continued) Three Mile Island Unit 1
Arizona Palo Verde Units 1, 2, and 3	Iowa Duane Arnold	New Jersey Hope Creek Unit 1	South Carolina Catawba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

Source:

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

Reliability Councils

NERC REGIONS

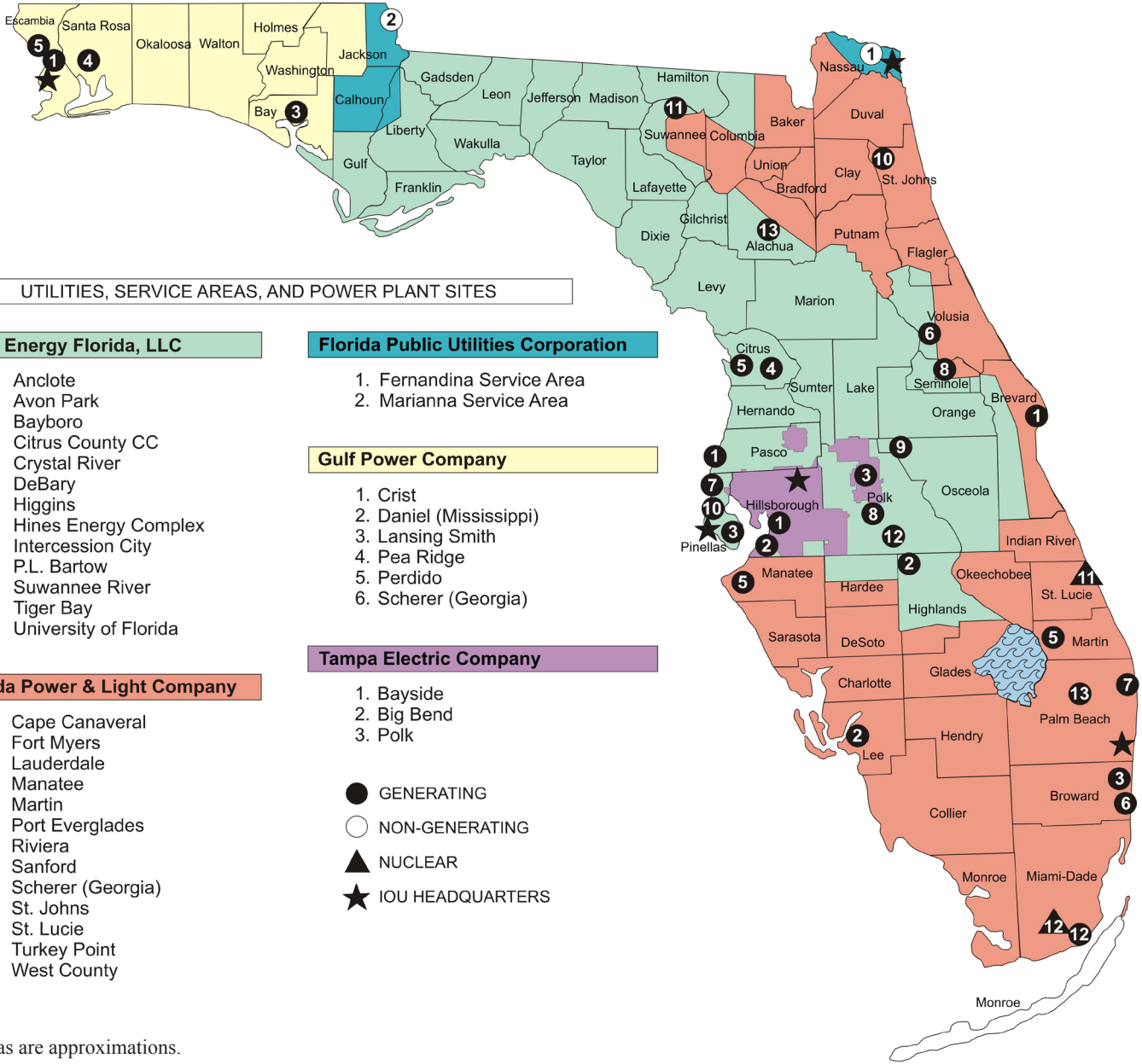


MRO	Midwest Reliability Organization
NPCC	Northeast Power Coordinating Council
RF	ReliabilityFirst
SERC	SERC Reliability Corporation
Texas RE	Texas Reliability Entity
WECC	Western Electricity Coordinating Council

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

Investor-Owned Electric Utilities

Approximate Company Service Areas



UTILITIES, SERVICE AREAS, AND POWER PLANT SITES

Duke Energy Florida, LLC

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

Florida Public Utilities Corporation

1. Fernandina Service Area
2. Marianna Service Area

Gulf Power Company

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

Tampa Electric Company

1. Bayside
2. Big Bend
3. Polk

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

- GENERATING
- NON-GENERATING
- ▲ NUCLEAR
- ★ IOU HEADQUARTERS

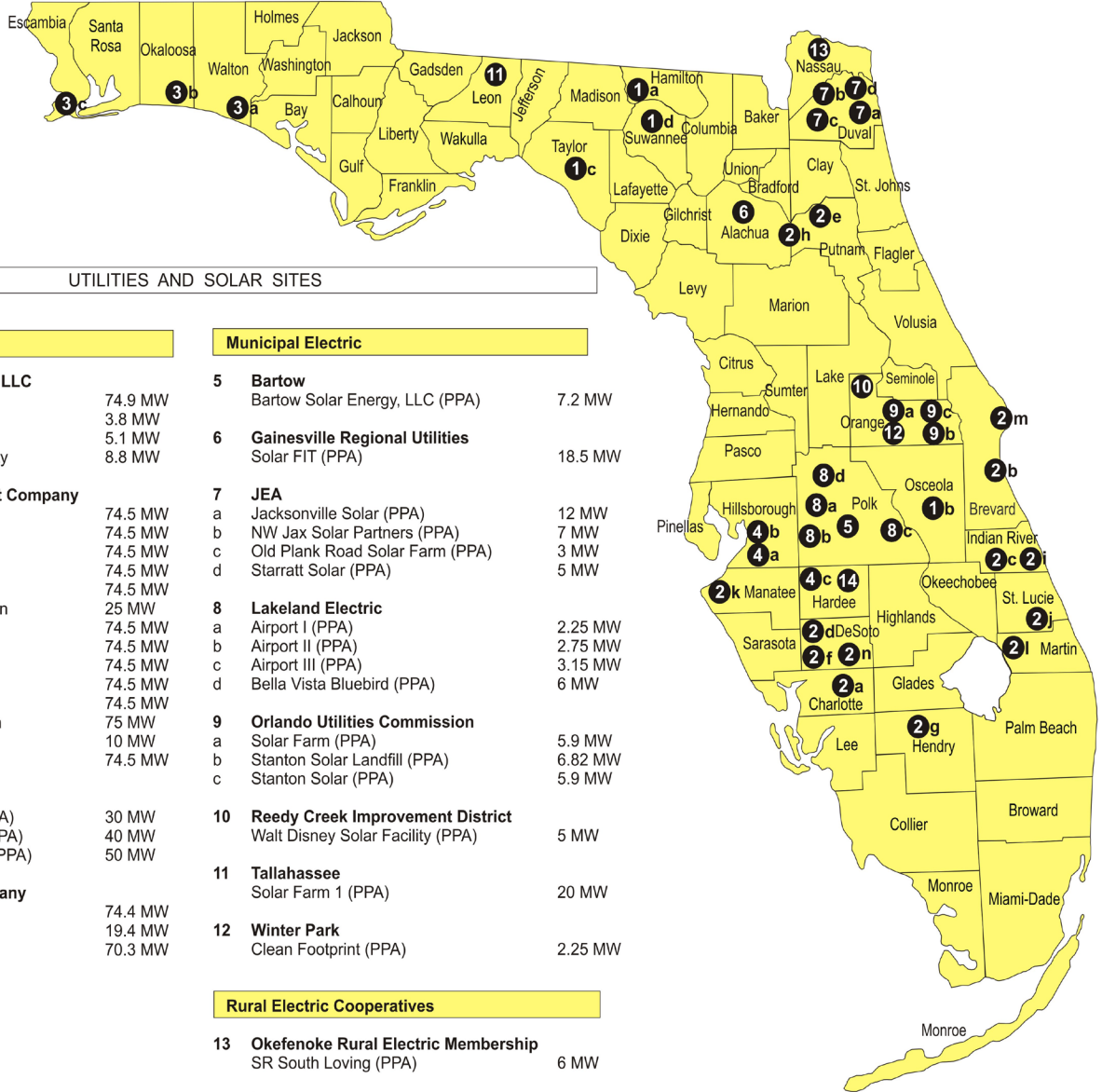
Service areas are approximations.
 Information on this map should be used only as a general guideline.
 For more detailed information, contact individual utilities.

Source:
 Florida Public Service Commission Map

Additional information about Florida’s investor-owned electric utilities is available from:
 FPSC’s *Statistics of the Florida Electric Utility Industry*, October 2019
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2018.pdf>

Florida Solar Electric Utilities

Approximate Company Service Areas



UTILITIES AND SOLAR SITES

Investor-Owned Electric

1 Duke Energy Florida, LLC	
a Hamilton	74.9 MW
b Osceola	3.8 MW
c Perry	5.1 MW
d Suwannee Solar Facility	8.8 MW
2 Florida Power & Light Company	
a Babcock Ranch	74.5 MW
b Barefoot Bay	74.5 MW
c Blue Cypress	74.5 MW
d Citrus Solar	74.5 MW
e Coral Farms	74.5 MW
f Desoto Next Generation	25 MW
g Hammock	74.5 MW
h Horizon	74.5 MW
i Indian River	74.5 MW
j Loggerhead	74.5 MW
k Manatee Solar	74.5 MW
l Martin Next Generation	75 MW
m Space Coast	10 MW
n Wildflower	74.5 MW
3 Gulf Power	
a Eglin Solar Project (PPA)	30 MW
b Holley Solar Project (PPA)	40 MW
c Saufley Solar Project (PPA)	50 MW
4 Tampa Electric Company	
a Balm	74.4 MW
b Big Bend	19.4 MW
c Payne Creek	70.3 MW

Municipal Electric

5 Bartow		
Bartow Solar Energy, LLC (PPA)	7.2 MW	
6 Gainesville Regional Utilities		
Solar FIT (PPA)	18.5 MW	
7 JEA		
a Jacksonville Solar (PPA)	12 MW	
b NW Jax Solar Partners (PPA)	7 MW	
c Old Plank Road Solar Farm (PPA)	3 MW	
d Starratt Solar (PPA)	5 MW	
8 Lakeland Electric		
a Airport I (PPA)	2.25 MW	
b Airport II (PPA)	2.75 MW	
c Airport III (PPA)	3.15 MW	
d Bella Vista Bluebird (PPA)	6 MW	
9 Orlando Utilities Commission		
a Solar Farm (PPA)	5.9 MW	
b Stanton Solar Landfill (PPA)	6.82 MW	
c Stanton Solar (PPA)	5.9 MW	
10 Reedy Creek Improvement District		
Walt Disney Solar Facility (PPA)	5 MW	
11 Tallahassee		
Solar Farm 1 (PPA)	20 MW	
12 Winter Park		
Clean Footprint (PPA)	2.25 MW	

Rural Electric Cooperatives

13 Okfenoke Rural Electric Membership		
SR South Loving (PPA)	6 MW	
14 Seminole Electric		
Cooperative Solar facility - Hardee (PPA)	2.2 MW	

** Only systems over 2 MW shown.*

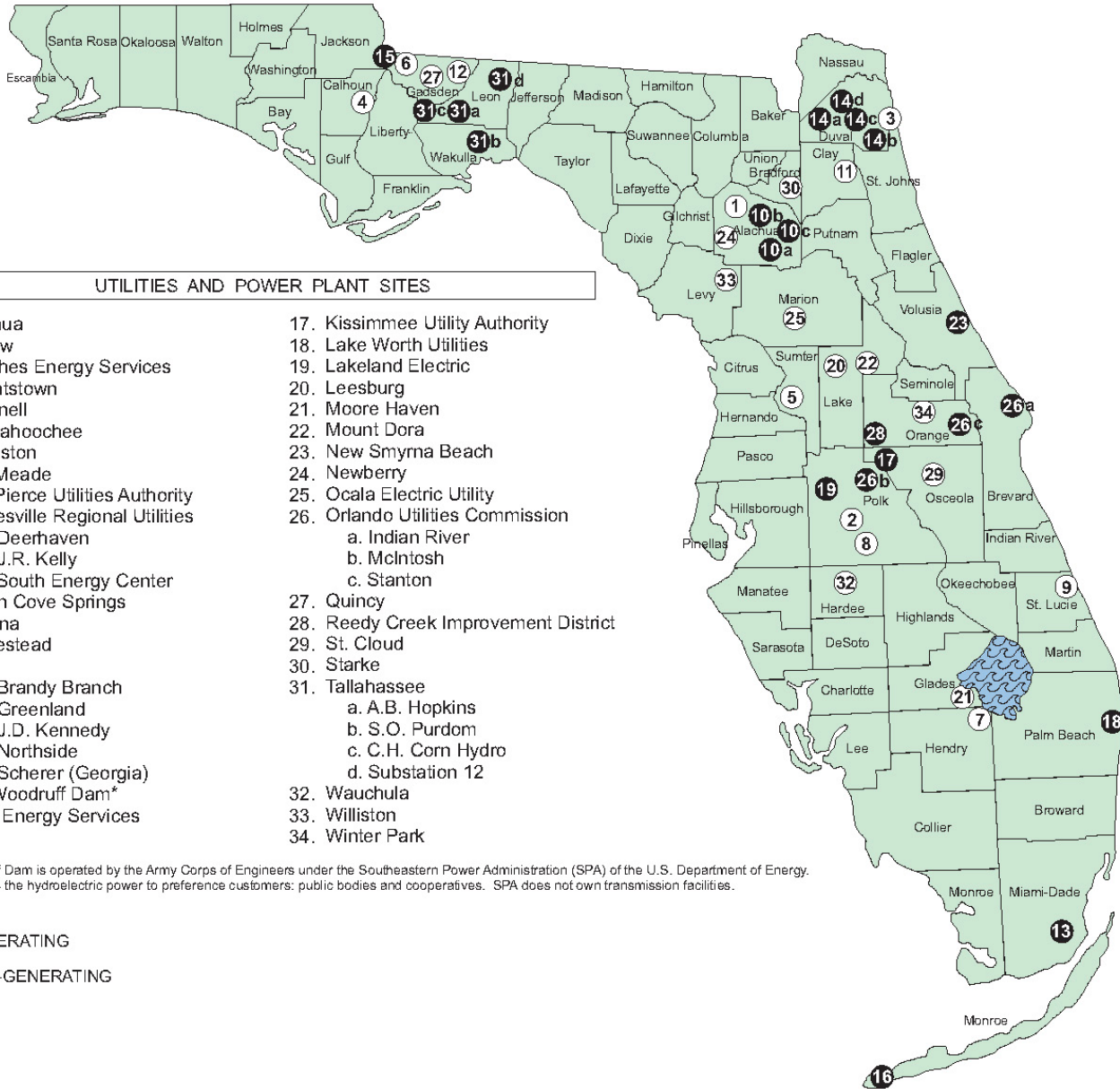
Service areas are approximations.
 Information on this map should be used only as a general guideline.
 For more detailed information, contact individual utilities.

Source:
 Florida Public Service Commission Map

Additional information about Florida’s solar electric utilities is available from:
 FPSC’s *Statistics of the Florida Electric Utility Industry*, October 2019
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2018.pdf>

Municipal Electric Utilities

Approximate Utility Locations



UTILITIES AND POWER PLANT SITES

- | | |
|------------------------------------|--------------------------------------|
| 1. Alachua | 17. Kissimmee Utility Authority |
| 2. Bartow | 18. Lake Worth Utilities |
| 3. Beaches Energy Services | 19. Lakeland Electric |
| 4. Blountstown | 20. Leesburg |
| 5. Bushnell | 21. Moore Haven |
| 6. Chattahoochee | 22. Mount Dora |
| 7. Clewiston | 23. New Smyrna Beach |
| 8. Fort Meade | 24. Newberry |
| 9. Fort Pierce Utilities Authority | 25. Ocala Electric Utility |
| 10. Gainesville Regional Utilities | 26. Orlando Utilities Commission |
| a. Deerhaven | a. Indian River |
| b. J.R. Kelly | b. McIntosh |
| c. South Energy Center | c. Stanton |
| 11. Green Cove Springs | 27. Quincy |
| 12. Havana | 28. Reedy Creek Improvement District |
| 13. Homestead | 29. St. Cloud |
| 14. JEA | 30. Starke |
| a. Brandy Branch | 31. Tallahassee |
| b. Greenland | a. A.B. Hopkins |
| c. J.D. Kennedy | b. S.O. Purdom |
| d. Northside | c. C.H. Corn Hydro |
| e. Scherer (Georgia) | d. Substation 12 |
| 15. Jim Woodruff Dam* | 32. Wauchula |
| 16. Keys Energy Services | 33. Williston |
| | 34. 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:

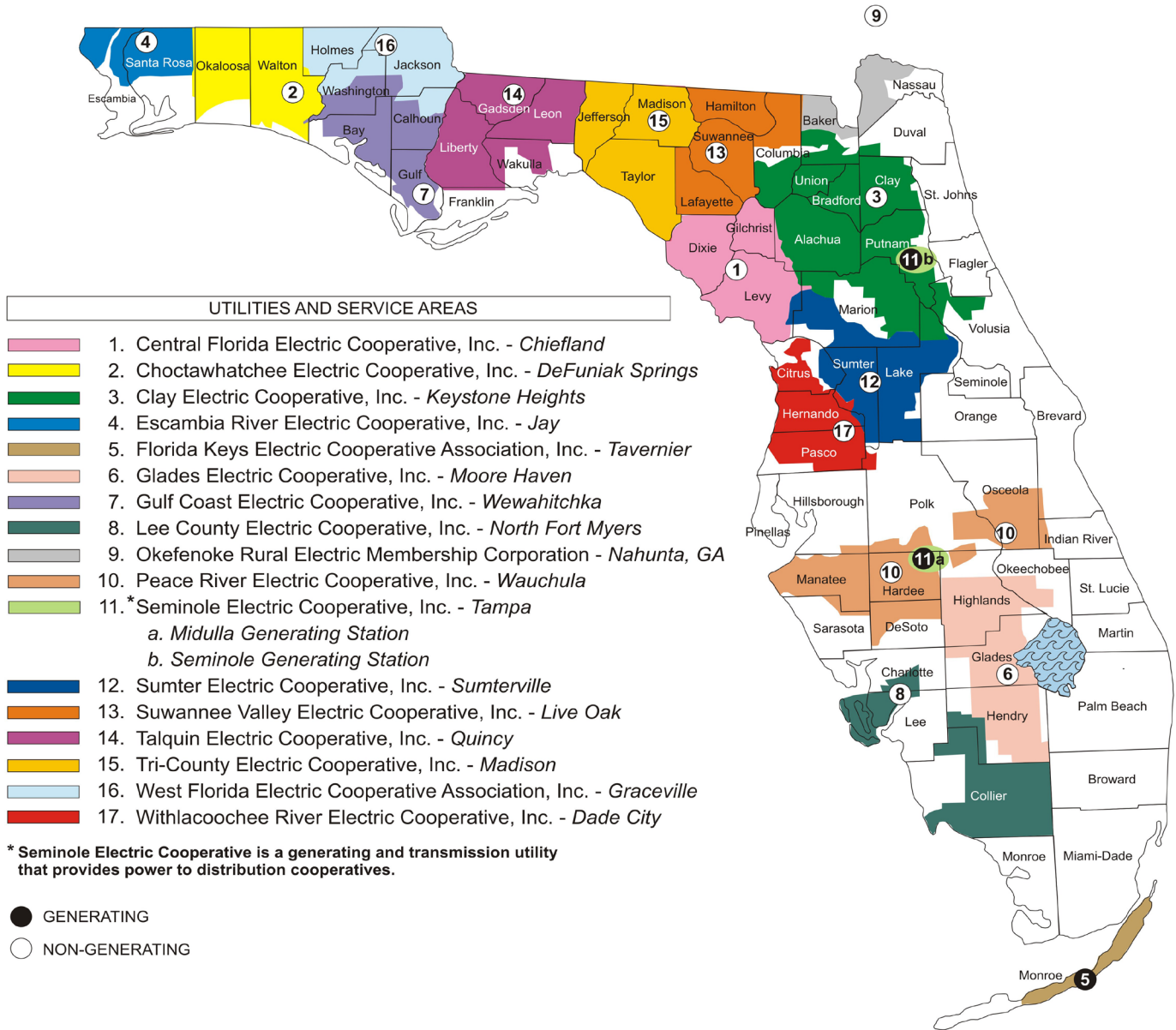
Florida Public Service Commission Map

Additional information about Florida's investor-owned electric utilities is available from FPSC's *Statistics of the Florida Electric Utility Industry*, October 2019

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2018.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 Map

Additional information about Florida's investor-owned electric utilities is available from:
FPSC's *Statistics of the Florida Electric Utility Industry*, October 2019
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2018.pdf>

**Regulatory
Authority**

Pursuant to Chapter 366, F.S., in 2019, 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 minor interstate pipelines:

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

Minor —————> 1. Gulf South Pipeline Company
2. Southern Natural Gas

- FGT’s pipeline capacity is 3.2 billion cubic feet per day.
- Gulfstream’s pipeline capacity is 1.3 billion cubic feet per day.
- Sabal Trail’s pipeline capacity is 0.8 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 Utilities By Customer Type December 31, 2018					
Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	100,766	4,950	2,784	0	108,500
Florida Division of Chesapeake Utilities***	0	0	17,296	0	17,296
Florida Public Utilities Company	54,464	3,841	2,272	66	60,643
Florida Public Utilities Company - Ft. Meade Division	567	27	0	0	594
Florida Public Utilities Company - Indiantown Division***	0	0	696	0	696
Peoples Gas System	349,255	11,958	25,063	66	386,342
Sebring Gas System***	0	0	622	0	622
St. Joe Natural Gas Company	2,785	209	1	1	2,996

* 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, 2018 Annual Reports filed by Natural Gas Utilities

Typical Natural Gas Bill Comparisons

Residential, Commercial, and Industrial Service Provided by Investor-Owned Utilities December 31, 2019						
	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 Corporation*	\$19 - \$40	\$34.23	\$19 - \$108	\$88.00	\$108 - \$210	\$433.00
Florida City Gas	\$12-\$20	\$39.81	\$25.00	\$146.00	\$25-\$2,000	\$1,078.00
Florida Public Utilities Company	\$11.00	\$46.32	\$20.00	\$160.00	\$20 - \$90	\$1,104.00
Florida Public Utilities Company - Ft. Meade Division	\$8.50	\$46.60	\$17.50	\$168.00	\$17.50 - \$175.00	\$1,034.00
Florida Public Utilities Company - Indiantown Division *	\$9 - \$25	\$18.66	\$9 - \$25	\$52.00	\$25.00	\$347.00
Peoples Gas System	\$15 - \$20	\$44.31	\$25 - \$35	\$157.00	\$35 - \$50	\$977.00
Sebring Gas System *	\$9 - \$35	\$23.63	\$12 - \$35	\$82.00	\$35 - \$150	\$402.00
St. Joe Natural Gas Company	\$13 - \$20	\$54.99	\$20 - \$70	\$169.00	\$70.00	\$990.00

December 2019 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:
<http://www.floridapsc.com/Files/PDF/Publications/Reports/General/Comparative/December%2031,%202019.pdf>

Annual Therm Sales

Annual Therm Sales for Investor-Owned Utilities December 31, 2018

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	15,864,429	23,222,167	96,289,858	0	135,376,454
Florida Division of Chesapeake Utilities	0	0	249,471,280	0	249,471,280
Florida Public Utilities	13,749,143	16,927,362	38,492,904	10,478,144	79,647,553
Florida Public Utilities - Ft. Meade Division	72,459	64,300	0	0	136,759
Florida Public Utilities - Indiantown Division	0	0	409,976	0	409,976
Peoples Gas System	75,999,766	31,703,941	484,948,551	1,369,591,917	1,962,244,175
Sebring Gas System***	0	0	1,286,245	0	1,286,245
St. Joe Natural Gas Company	543,400	417,736	241,707	196	1,203,039

* 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, 2018 Annual Reports filed by Natural Gas Utilities

**Regulatory
Authority**

Pursuant to Chapter 364, F.S., in 2019, the FPSC has regulatory authority over:

- **10 incumbent local exchange companies (ILECs)**
- **268 competitive local exchange companies (CLECs)**
- **34 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 certified telecommunications entity which provides pay telephone service.

Sources:

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, 65 percent of households had fixed broadband connections at download speeds of at least 25 megabits per second (Mbps) and 17 percent with connections of at least 100 Mbps in June 2016.
- Residential subscribership in Florida reached 94 percent in 2016, above the national average of 82 percent.

VoIP

- As of December 2017, there were an estimated 2.8 million interconnected residential VoIP subscribers in Florida.
- The Florida Internet and Television Association (FITA) reported an estimated 2.1 million residential cable digital voice (VoIP) subscribers as of December 2017, about the same number as reported for the preceding five years.

Wireless

- There were an estimated 21.5 million wireless voice subscriptions in Florida in 2017.
- The Centers for Disease Control (CDC) estimates that nationally 53.9 percent of households were wireless-only as of June 2017.

Source:

FPSC's *Report on the Status of Competition in the Telecommunications Industry*, as of December 31, 2018. Figures 4-3 & 4-4
<http://www.psc.state.fl.us/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2019.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 2018				
	Residential*	Business*	Total*	Change since 2017
AT&T Florida	265	446	711	-15%
CenturyLink FL	280	184	464	-26%
Frontier FL	79	141	220	-28%
Rural ILECs	75	33	108	-4%
CLECs	4	409	413	-31%
Total	703	1,213	1,916	-23%

* In thousands, rounded to the nearest thousand.

Source:

FPSC’s *Report on the Status of Competition in the Telecommunications Industry*, As of December 31, 2018, Figures 4-3 & 4-4
<http://www.psc.state.fl.us/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2019.pdf>

Universal Service Programs

The Federal Communications Commission (FCC) and Congress recognize that telephone and broadband services provide a vital link to emergency services, government services, and surrounding communities. To help promote these services 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 pays for the High-Cost, Schools and Libraries, Rural Health Care, and Low-Income programs.

In order for a telecommunications carrier to be eligible to receive federal universal service support from either the High-Cost or Low-Income programs, it must be designated as an Eligible Telecommunications Carrier (ETC). 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 September 2019, Florida had 18 ETCs, including 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. Although the Florida commission at one time designated wireless ETCs, all petitions for wireless ETC status in Florida are now addressed by the FCC. As of August 2019, there were 35 Florida wireless ETC petitions pending at the FCC.

- 1 High-Cost Program.** The 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 USF.
- 2 Schools and Libraries (or E-rate) Program.** The 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 established an annual cap of \$4.15 billion for funding year 2019. The E-Rate program offers eligible schools and libraries 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.
- 3 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 \$571 million annually in reduced rates for broadband and telecom services. Beginning with FY 2018, the funding cap is annually adjusted to reflect inflation and a process was established to carry-forward unused funds from past funding years. There are two subprograms in the Rural Health Care Program: the Healthcare Connect Fund Program and the Telecommunications Program.

Rural Health Care Program (continued)

▲ 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 subsidizes the urban-rural difference for telecommunications services for rural Health Care Providers.

4 Low-Income Program. The federal Low-Income program provides discounts for voice and broadband service to qualifying low-income consumers. It offers benefits through the Lifeline program:

▲ **Monthly Lifeline Credit:** Under the FCC's rules, federal Lifeline support consists of a \$9.25 monthly credit on broadband or bundled (broadband and voice) services. Support was reduced to \$7.25 for voice-only services beginning December 1, 2019, and is scheduled to be reduced again to \$5.25 beginning December 1, 2020.

▲ **Lifeline Service Standards:** Lifeline provides one discount per household on services that meet the following minimum service standards:

- > Mobile voice: at least 1,000 minutes
- > Mobile broadband: speed of 3G or better and usage of at least 3GB per month
- > Fixed broadband: speed of 20/3 Mbps and usage of at least 1,024GB per month

While fixed voice service is currently supported through the Lifeline program, the FCC declined to establish minimum service standards.

▲ **Wireless Lifeline Service:** Most wireless providers offering Lifeline do not charge consumers for the minimum amount of minutes and data required by the FCC. Those costs are covered by the credit from the Lifeline program. Free cellphones are also frequently offered to eligible Lifeline consumers; however, the costs of these phones are not part of the Lifeline program and are absorbed by the carrier.

▲ **Tribal Benefits:** Eligible subscribers living on tribal lands can receive a monthly discount of up to \$34.25 (\$9.25 plus an additional \$25). In addition, consumers may receive a one-time discount of up to \$100.00 in Link-Up support. Link-Up helps income-eligible consumers on tribal lands with initial installation or activation of a wireline or wireless telephone for the primary residence.

▲ **Qualification:** 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:

Low-Income Program (continued)

- > 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*

▲ **National Lifeline Eligibility Verifier (National Verifier):** In 2016, the FCC directed USAC to develop a National Verifier by 2019, which would remove carriers from the process of verifying customer eligibility. Florida entered the National Verifier soft launch period on December 16, 2019. During this period service providers will familiarize themselves with the National Verifier portal. On March 24, 2020, Florida entered hard launch status and the use of the National Verifier is mandatory.

▲ **Coordinated Enrollment Process:** In 2006, FPSC and the Department of Children and Families (DCF) staff developed a coordinated process whereby customers, once certified through a DCF program, could enroll to receive Lifeline discounts.** Currently, this process is transitioning to the National Verifier, which is a centralized system that determines whether subscribers are eligible for Lifeline. Under the new system, customers are required to complete the federal Lifeline application with USAC.

▲ **Lifeline Annual Recertification:** Annual recertification of Lifeline subscribers' eligibility has historically been conducted by ETCs. Once the National Verifier launches in a state, however, USAC will oversee the annual recertification process. Every subscriber will go through an initial data check that will confirm the subscriber's eligibility. Subscribers whose eligibility cannot be verified via the initial automated check will be required to self-certify their eligibility during a 60-day window by either completing a paper recertification form, by Interactive Voice Response or online. Failure to self-certify during this time will result in automatic de-enrollment.

▲ **National Lifeline Accountability Database (NLAD):** The FCC directed USAC to establish a database to both eliminate existing duplicative support and prevent duplicative support in the future. To prevent waste in the USF, the FCC created and mandated the use by ETCs of NLAD to ensure that multiple ETCs do not seek and receive reimbursement for the same Lifeline subscriber.

* 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

** Section 364.10(2)(g), Florida Statutes.

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

Universal Service Support Mechanisms by Program for Florida

2018

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$55,575	\$285,611	(\$230,036)
Low-Income	\$79,977	\$68,636	\$11,342
Schools & Libraries	\$86,341	\$129,047	(\$42,707)
Rural Health Care	\$4,225	\$17,637	(\$13,412)
Administrative Expense		\$12,088	(\$12,088)
Total	\$226,118	\$513,019	(\$286,901)

2017

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$55,031	\$290,061	(\$235,030)
Low-Income	\$78,777	\$77,849	\$928
Schools & Libraries	\$132,689	\$160,305	(\$27,616)
Rural Health Care	\$3,633	\$15,821	(\$12,188)
Administrative Expense		\$5,519	(\$5,519)
Total	\$270,130	\$549,555	(\$279,425)

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)

Source:

FCC's *Universal Service Monitoring Reports*

<https://www.fcc.gov/general/federal-state-joint-board0monitoring-reports>

Universal Service Support Mechanisms by State (2018)

State	Payments from USAC (in Thousands)	Estimated Contributions to USAC (in Thousands)	Estimated Net Dollar Flow
Alabama	\$130,765	\$113,762	\$17,004
Alaska	\$366,588	\$22,441	\$344,147
American Samoa	\$4,311	\$779	\$3,532
Arizona	\$172,458	\$187,006	(\$14,547)
Arkansas	\$158,918	\$74,802	\$84,116
California	\$635,499	\$947,340	(\$311,840)
Colorado	\$119,364	\$167,058	(\$47,424)
Connecticut	\$26,049	\$122,333	(\$96,284)
Delaware	\$8,153	\$34,129	(\$25,975)
Dist. of Columbia	\$11,697	\$55,790	(\$44,093)
Florida	\$226,118	\$513,019	(\$286,901)
Georgia	\$225,802	\$255,263	(\$29,461)
Guam	\$13,413	\$4,519	\$8,894
Hawaii	\$11,359	\$40,518	(\$29,158)
Idaho	\$66,889	\$44,726	\$22,163
Illinois	\$246,521	\$344,402	(\$97,881)
Indiana	\$197,563	\$164,565	\$32,998
Iowa	\$227,176	\$89,139	\$138,037
Kansas	\$202,601	\$72,153	\$130,448
Kentucky	\$207,213	\$112,048	\$95,165
Louisiana	\$152,192	\$106,437	\$45,754
Maine	\$46,507	\$40,206	\$6,301
Maryland	\$53,863	\$210,537	(\$156,675)
Massachusetts	\$54,263	\$196,044	(\$141,781)
Michigan	\$215,633	\$226,589	(\$10,956)
Minnesota	\$257,695	\$166,279	\$91,416
Mississippi	\$212,097	\$59,686	\$152,411
Missouri	\$226,848	\$164,721	\$62,128
Montana	\$141,938	\$32,570	\$109,368
Nebraska	\$125,081	\$56,725	\$68,356
Nevada	\$32,898	\$78,542	(\$45,645)
New Hampshire	\$18,125	\$44,258	(\$26,133)
New Jersey	\$77,075	\$308,404	(\$231,329)
New Mexico	\$142,456	\$55,167	\$87,290
New York	\$238,032	\$562,264	(\$324,232)
North Carolina	\$175,207	\$260,094	(\$84,887)
North Dakota	\$145,872	\$22,908	\$122,964
Northern Mariana	\$4,231	\$1,091	\$3,140
Ohio	\$205,693	\$302,326	(\$96,633)
Oklahoma	\$256,115	\$85,243	\$170,872
Oregon	\$115,329	\$107,840	\$7,489
Pennsylvania	\$172,081	\$384,452	(\$212,371)
Puerto Rico	\$243,597	\$93,815	\$149,783
Rhode Island	\$11,674	\$28,051	(\$16,377)
South Carolina	\$165,336	\$127,164	\$38,172
South Dakota	\$118,412	\$25,557	\$92,855
Tennessee	\$182,079	\$162,695	\$19,384
Texas	\$592,242	\$615,560	(\$23,318)
Utah	\$62,318	\$70,283	(\$7,965)
Vermont	\$27,148	\$24,622	\$2,526
Virgin Islands	\$31,687	\$5,922	\$25,766
Virginia	\$152,007	\$261,340	(\$109,334)
Washington	\$140,420	\$190,746	(\$50,325)
West Virginia	\$80,496	\$64,673	\$15,823
Wisconsin	\$296,029	\$159,266	\$136,762
Wyoming	\$50,182	\$18,389	\$31,793
Total	\$8,481,589	\$8,686,257	(\$204,668)

* Estimated contributions include an administrative cost of approximately \$205 million.

Source:

Federal Communications Commission's 2019 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

	2014	2015	2016	2017	2018
Florida	94.1%	94.8%	95.3%	94.4%	92.7%

Lifeline Subscribership

Lifeline Assistance Subscribers in Florida

Date	Lifeline Enrollment	Eligible Households	Participation Rate
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%
6/2018	694,647	1,628,111	42.7%
6/2019	604,693	1,513,284	40.0%

Sources:

FPSC's *Report on the Status of Competition in the Telecommunications Industry*

<https://www.floridapsc.com/files/PDF/publications/reports/telecommunication/telecommunicationsindustry/2019.pdf>

United States Department of Agriculture Supplemental Nutrition Assistance Program: Number of Households Participating June 2019

FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2019

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2019.pdf>

Lifeline Subscribership

Lifeline Subscribership by Eligible Telecommunications Carriers As of June 2019	
Company	Access Lines Subscribed to Lifeline Service
Access Wireless**	14,795
Assurance**	411,114
AT&T	89
CenturyLink	3,875
Consolidated Communications	329
Cox Telecom*	409
Frontier Florida	1,690
Frontier of the South	19
Global Connection*	0
ITS Fiber	20
NEFCOM	221
Phone Club*	143
Safelink**	167,966
Smart City	3
T-Mobile**	2,489
TeleCircuit*	37
TDS Telecom	112
Windstream	1,332
WOW*	50
Total	604,693

* 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 2019
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2019.pdf>

Regulatory Authority

Pursuant to Chapter 367, F.S., in 2019, 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 2017

- Approximately 797 mgd* of reclaimed water from these facilities was reused for beneficial purposes and represents approximately 48% of the total domestic water flow in the state.
- The 1,735 mgd of reuse capacity represents approximately 67% of the total domestic wastewater treatment capacity in the state.

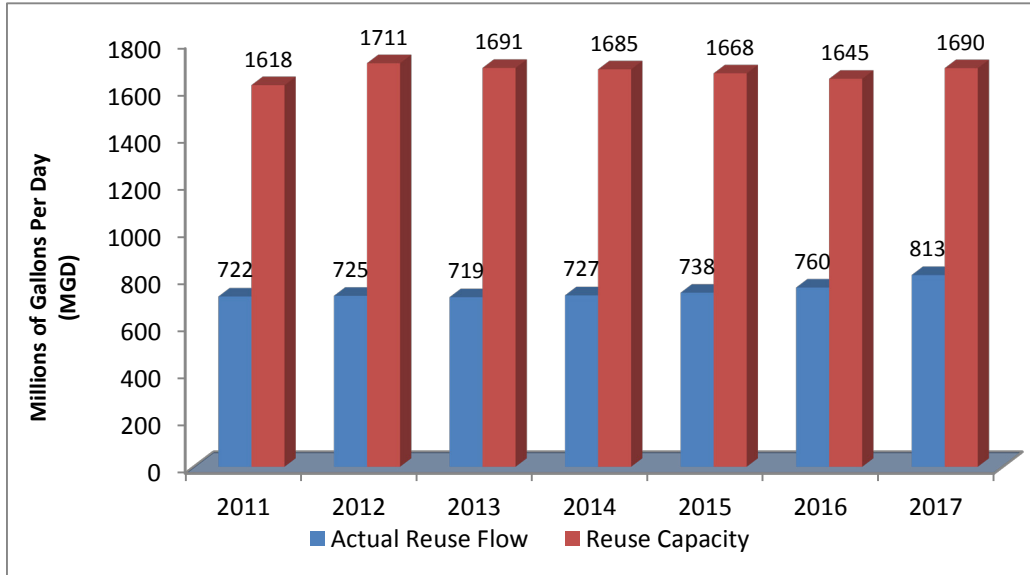
* Million gallons per day

Source:

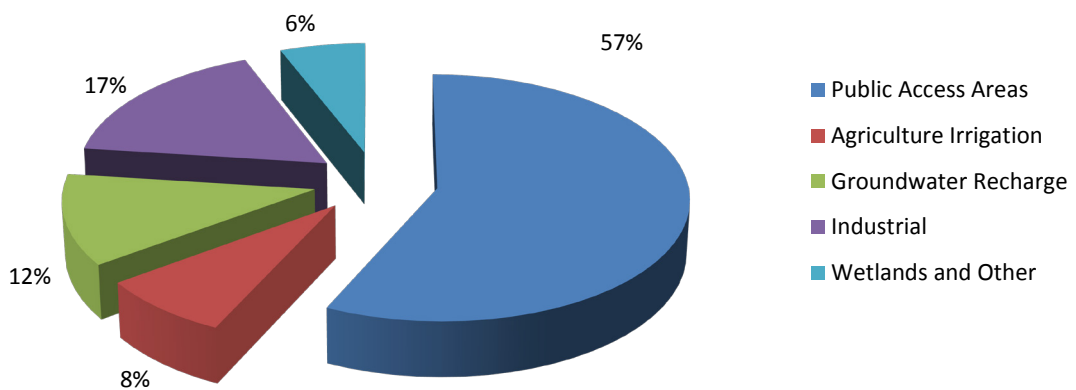
Florida Department of Environmental Protection's *2018 Reuse Inventory Report*, August 2019
https://www.floridadep.gov/sites/default/files/2018_reuse-report_0.pdf

Florida's Reuse Growth

Millions of Gallons Per Day (mgd)



Reclaimed Water Utilization (2018)



Source:

Florida Department of Environmental Protection's *2018 Reuse Inventory Report*, August 2019
https://www.floridadep.gov/sites/default/files/2018_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

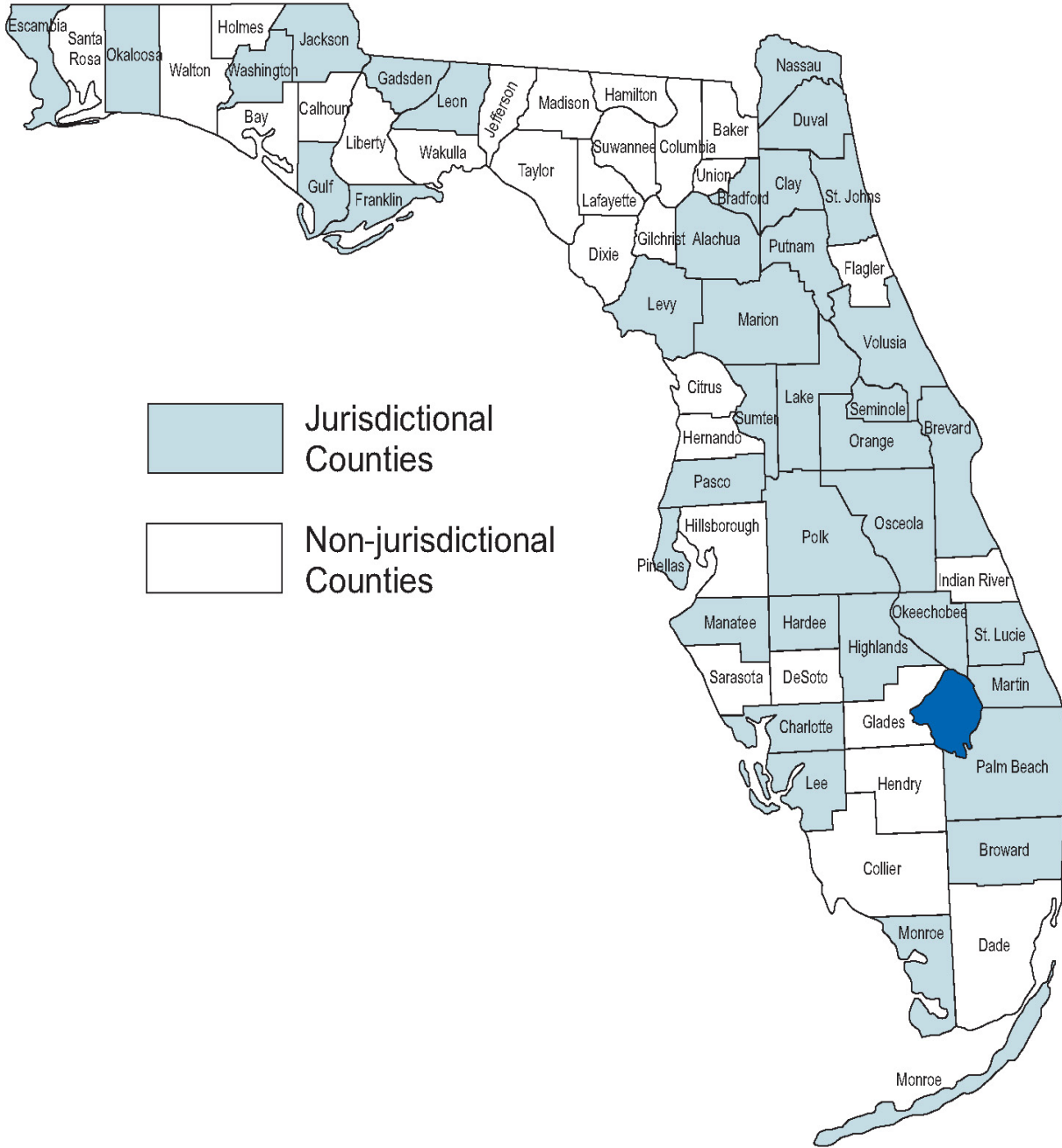
- A maximum (or cap) is set on the number of gallons of water consumption a customer is billed for wastewater service.
- The monthly cap is normally between 6,000 and 10,000 gallons. (Any water consumption over that amount is generally considered to be used for purposes such as irrigation or washing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

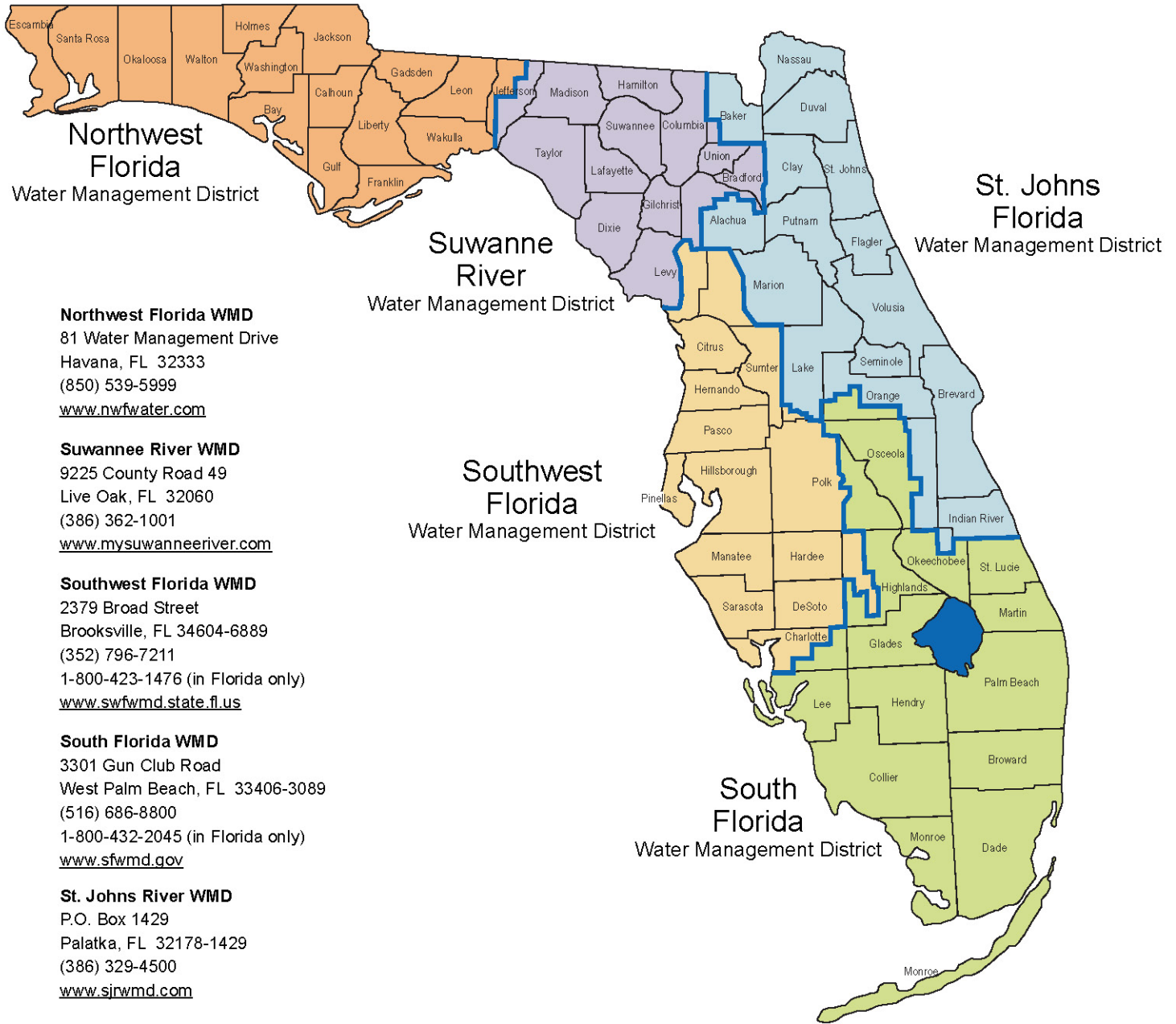
Source:
FPSC Staff

Water & Wastewater Jurisdictional Counties (38)



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

Florida's Water Management Districts (5)



Source:
 Florida Public Service Commission Map
<https://floridadep.gov/water-policy/water-policy/content/water-management-districts>

