



FLORIDA  
PUBLIC  
SERVICE  
COMMISSION



2021

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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:

**Office of Consumer Assistance & Outreach  
Florida Public Service Commission  
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Tallahassee, Florida 32399-0850  
(850) 413-6482**

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**Regulatory Authority**

Pursuant to Chapter 366, Florida Statutes (F.S.), in 2020, 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, 2020

- Summer: 57,759 Megawatts (MW)
- Winter: 60,146 MW\*

**Transmission Capability  
for Peninsular Florida**

- Import: Summer 2021: 3,500 MW  
Winter 2022/23: 3,300 MW
- Export: Summer 2021: 500 MW  
Winter 2022/23: 0 MW\*\*

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

\*\* Due to generation changes and transmission reconfigurations.

Sources:

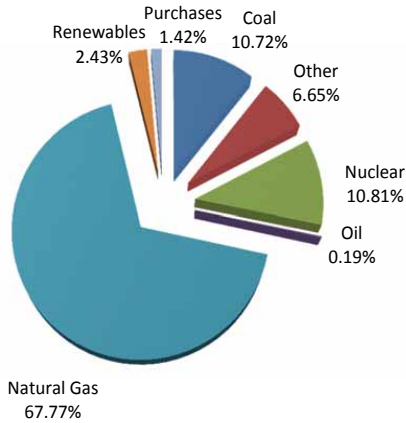
*Statistics of the Florida Electric Utility Industry*, October 2020

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2019.pdf>

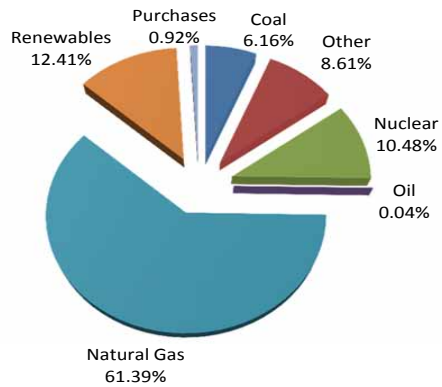
2020 Ten-Year Site Plan Workshop Florida Reliability Coordinating Council Studies and Reports

# Florida Energy Generation by Fuel Type

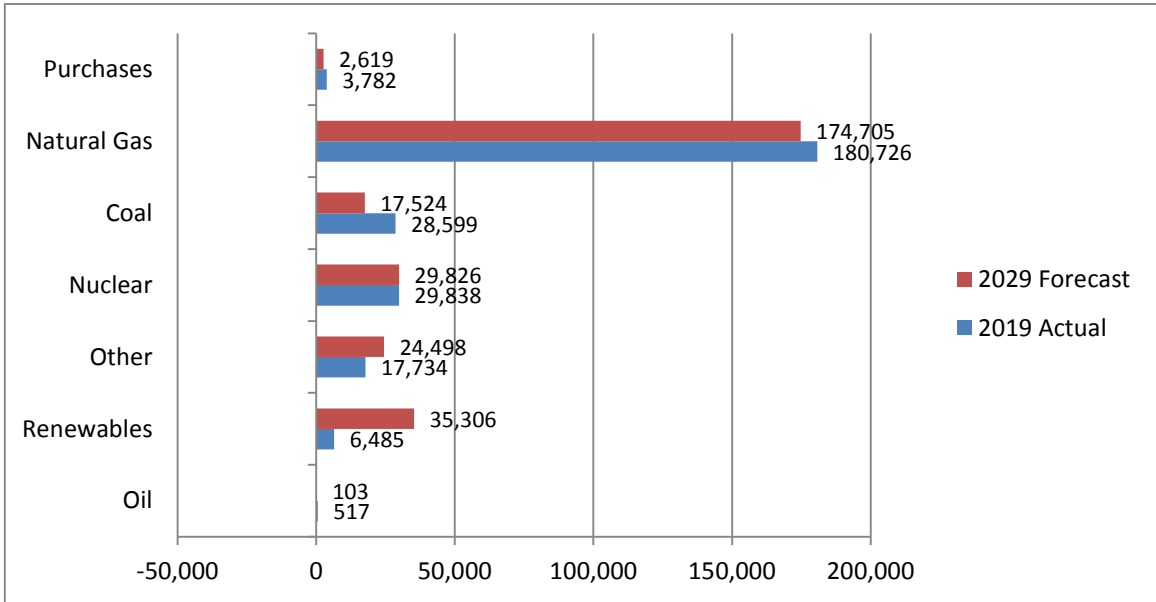
2019  
(Actual %)



2029  
(Forecast %)



# Energy Sources (GWH)

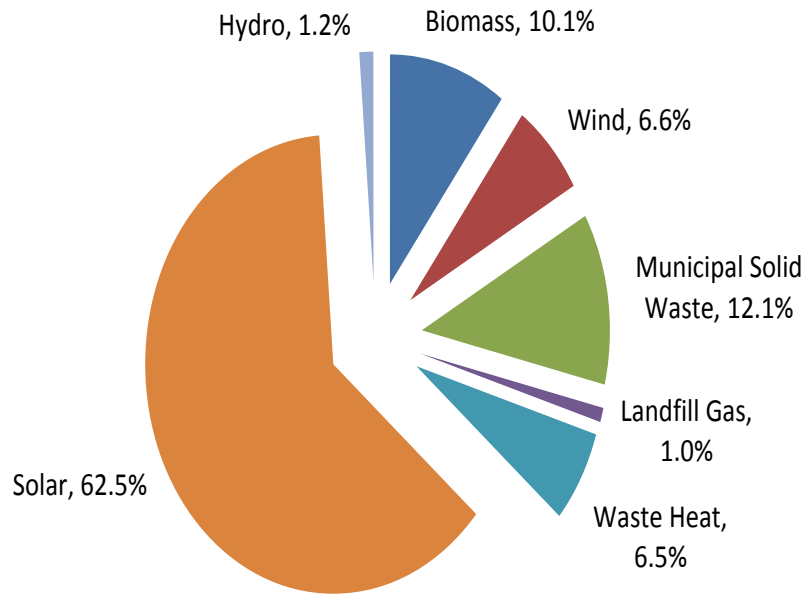


Source:

FRCC 2020 Regional Load & Resource Plan, July 2020

[http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2020/FRCC\\_RLRP.pdf](http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2020/FRCC_RLRP.pdf)

**Florida's Renewable Capacity in MW (2020)**  
(Total: 4,254 MW)



Total Florida Renewable Capacity: 4,254 MW

Total Florida Electric Generation Capacity: 57,759 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 2020 Ten-Year Site Plans for Florida's Electric Utilities*, November 2020

<http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2020/Review.pdf>

## Average Number of Customers

### Average Number of Customers for Investor-Owned Utilities By Class of Service 2020

Utility	Residential	Commercial	Industrial	Other	Total
Duke Energy Florida	1,636,473	178,440	2,021	26,705	1,843,639
Florida Power & Light Co.	4,479,356	565,622	11,799	4,732	5,061,509
Florida Public Utilities Company	24,573	4,286	2	2,968	31,829
Gulf Power Company	410,368	57,042	248	625	468,283
Tampa Electric Company	685,122	76,038	1,516	9,284	771,960
<b>Total</b>	<b>7,235,892</b>	<b>881,428</b>	<b>15,586</b>	<b>44,314</b>	<b>8,177,220</b>

Source:

*Statistics of the Florida Electric Utility*, October 2020, Table 33

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2019.pdf>

**Typical Electric Bill Comparisons**

**Residential Service Provided by Investor-Owned Utilities  
December 31, 2020**

Utility	Minimum Bill or Customer Charge	1,000 Kilowatt Hours*
Florida Power & Light Company	\$8.34	\$94.02
Duke Energy Florida	\$10.63	\$127.00
Tampa Electric Company	\$15.05	\$95.25
Gulf Power Company	\$19.20	\$136.92
Florida Public Utilities Company		
Northwest	\$17.16	\$117.09
Northeast	\$17.16	\$117.09

**Commercial/Industrial Service  
Provided by Investor-Owned Utilities  
December 31, 2020**

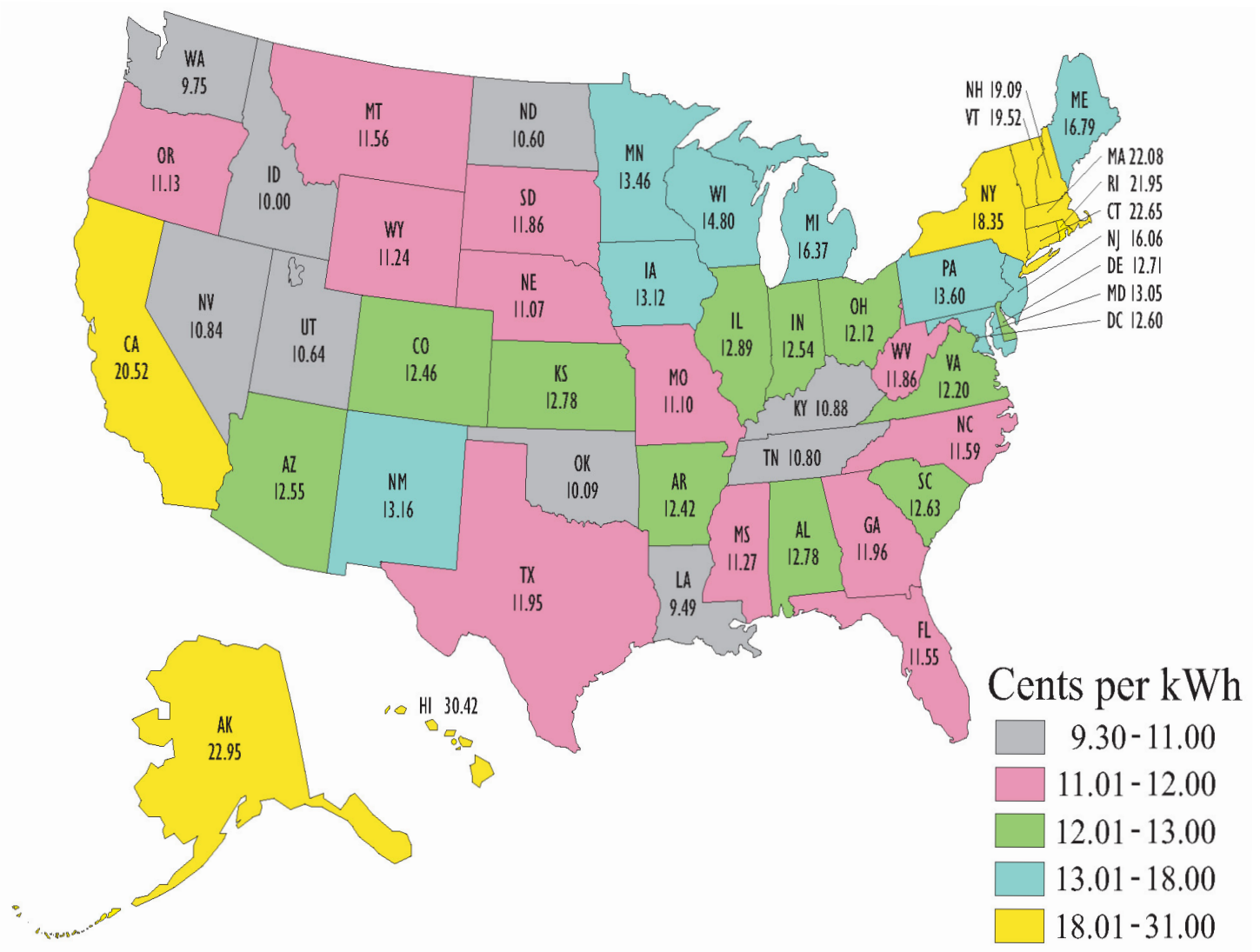
Utility	400,000 Kilowatt Hours 1,000 KW Demand*
Florida Power & Light Company	\$30,077
Duke Energy Florida	\$37,938
Tampa Electric Company	\$29,740
Gulf Power Company	\$36,172
Florida Public Utilities Company	
Northwest	\$36,241
Northeast	\$36,241

\* Excludes local taxes, franchise fees, and gross receipts taxes that are billed as a separate line item. Includes cost recovery clause factors effective December 2020.

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 (2020)

(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/february2020.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, 2020

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	438	287	2043
Turkey Point 3	FPL	546	204	2052
Turkey Point 4	FPL	557	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

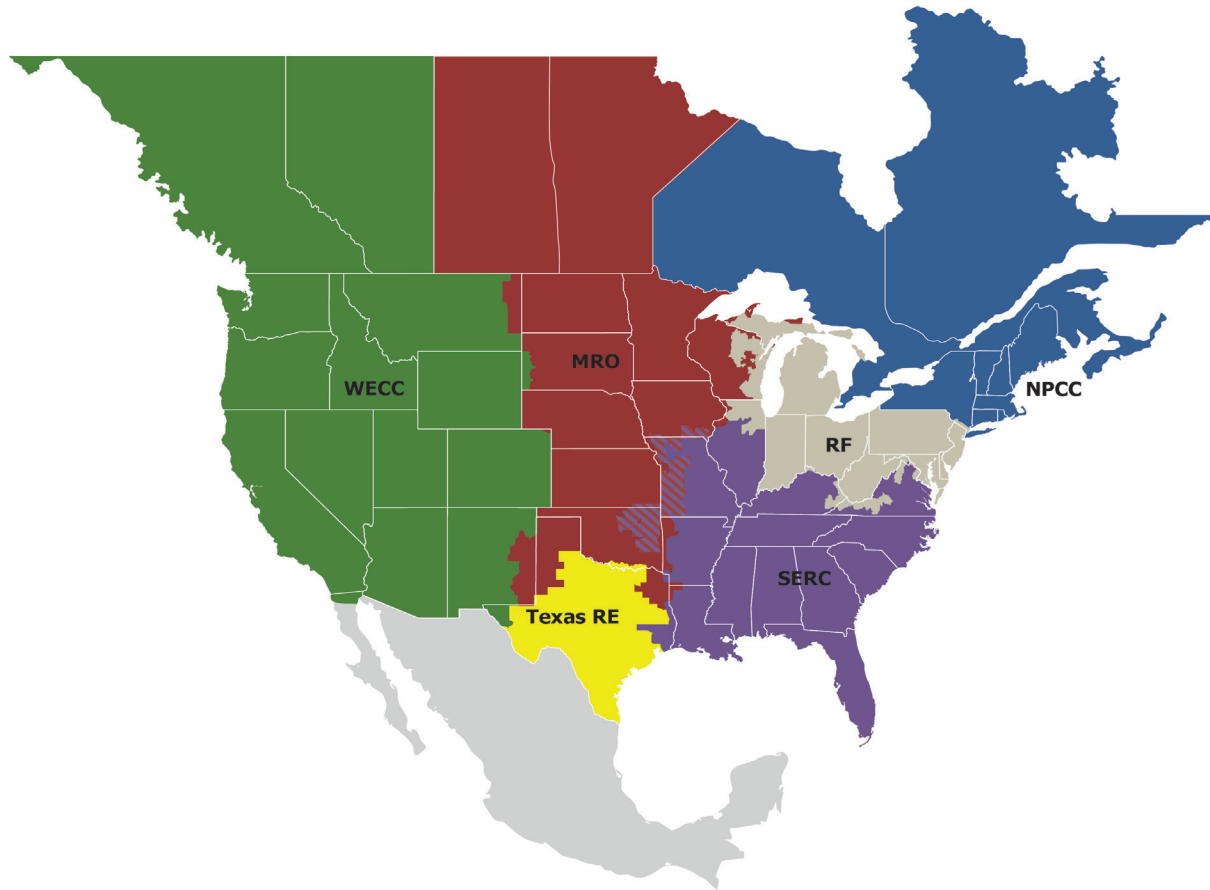
<p><b>Alabama</b> Browns Ferry Units 1, 2, and 3</p> <p>Joseph M. Farley Units 1 and 2</p> <p><b>Arizona</b> Palo Verde Units 1, 2, and 3</p> <p><b>Arkansas</b> Arkansas Nuclear One Units 1 and 2</p> <p><b>California</b> Diablo Canyon Units 1 and 2</p> <p><b>Connecticut</b> Millstone Units 2 and 3</p>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

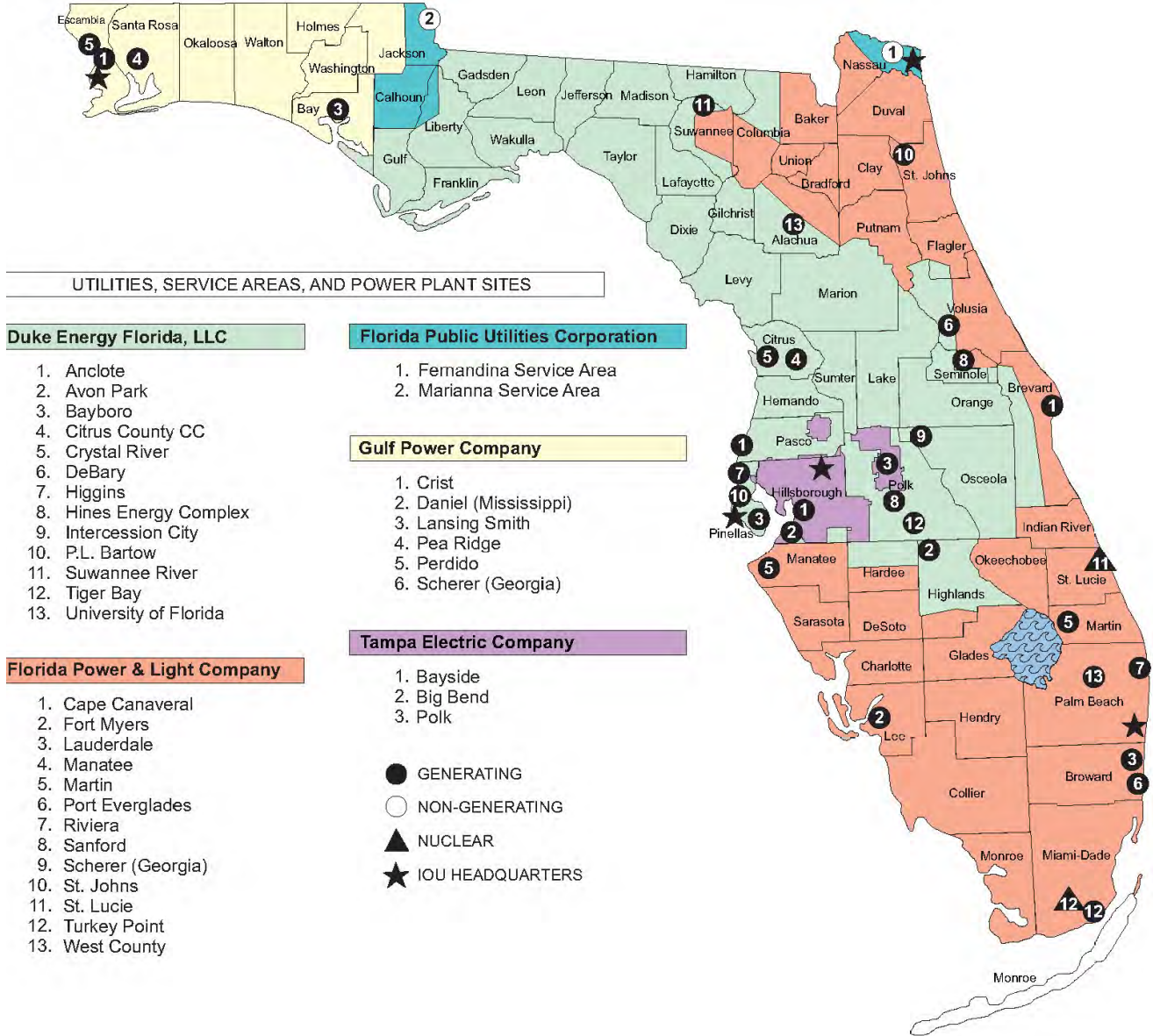


<b>MRO</b>	Midwest Reliability Organization
<b>NPCC</b>	Northeast Power Coordinating Council
<b>RF</b>	ReliabilityFirst
<b>SERC</b>	SERC Reliability Corporation
<b>Texas RE</b>	Texas Reliability Entity
<b>WECC</b>	Western Electricity Coordinating Council

Source:  
 North American Electric 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)

**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

**Tampa Electric Company**

1. Bayside
2. Big Bend
3. Polk

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

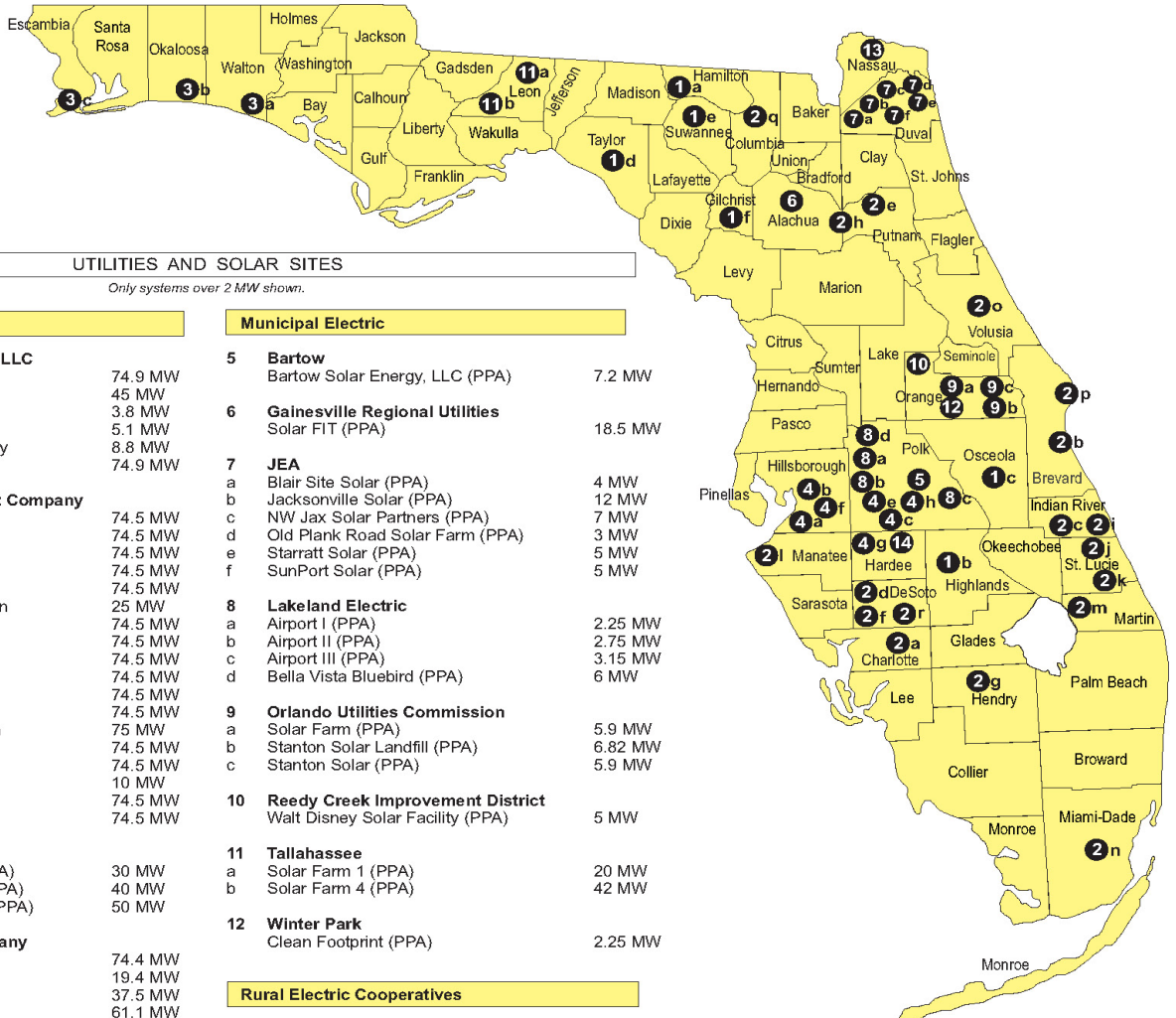
Service areas are approximations.  
 Information on this map should be used only as a general guideline.  
 For more detailed information, contact individual utilities.

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 2020  
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2019.pdf>

# Florida Utility Solar Electric Facilities

## Approximate Company Service Areas



**UTILITIES AND SOLAR SITES**

Only systems over 2 MW shown.

**Investor-Owned Electric**

<b>1 Duke Energy Florida, LLC</b>	
a Hamilton	74.9 MW
b Lake Placid	45 MW
c Osceola	3.8 MW
d Perry	5.1 MW
e Suwannee Solar Facility	8.8 MW
f Trenton	74.9 MW
<b>2 Florida Power &amp; Light Company</b>	
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 Interstate Solar	74.5 MW
k Loggerhead	74.5 MW
l Manatee Solar	74.5 MW
m Martin Next Generation	75 MW
n Miami Dade	74.5 MW
o Pioneer Trail	74.5 MW
p Space Coast	10 MW
q Sunshine Gateway	74.5 MW
r Wildflower	74.5 MW
<b>3 Gulf Power</b>	
a Eglin Solar Project (PPA)	30 MW
b Holley Solar Project (PPA)	40 MW
c Saufley Solar Project (PPA)	50 MW
<b>4 Tampa Electric Company</b>	
a Balm	74.4 MW
b Big Bend	19.4 MW
c Bonnie Mine	37.5 MW
d Grange Hall	61.1 MW
e Lake Hancock	49.5 MW
f Lithia	74.4 MW
g Payne Creek	70.3 MW
h Peace Creek	55.4 MW

**Municipal Electric**

<b>5 Bartow</b>	
Bartow Solar Energy, LLC (PPA)	7.2 MW
<b>6 Gainesville Regional Utilities</b>	
Solar FIT (PPA)	18.5 MW
<b>7 JEA</b>	
a Blair Site Solar (PPA)	4 MW
b Jacksonville Solar (PPA)	12 MW
c NW Jax Solar Partners (PPA)	7 MW
d Old Plank Road Solar Farm (PPA)	3 MW
e Starratt Solar (PPA)	5 MW
f SunPort Solar (PPA)	5 MW
<b>8 Lakeland Electric</b>	
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
<b>9 Orlando Utilities Commission</b>	
a Solar Farm (PPA)	5.9 MW
b Stanton Solar Landfill (PPA)	6.82 MW
c Stanton Solar (PPA)	5.9 MW
<b>10 Reedy Creek Improvement District</b>	
Walt Disney Solar Facility (PPA)	5 MW
<b>11 Tallahassee</b>	
a Solar Farm 1 (PPA)	20 MW
b Solar Farm 4 (PPA)	42 MW
<b>12 Winter Park</b>	
Clean Footprint (PPA)	2.25 MW
<b>Rural Electric Cooperatives</b>	
<b>13 Okefenoke Rural Electric Membership</b>	
SR South Loving (PPA)	6 MW
<b>14 Seminole Electric</b>	
MGS Solar Facility (PPA)	2.2 MW

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

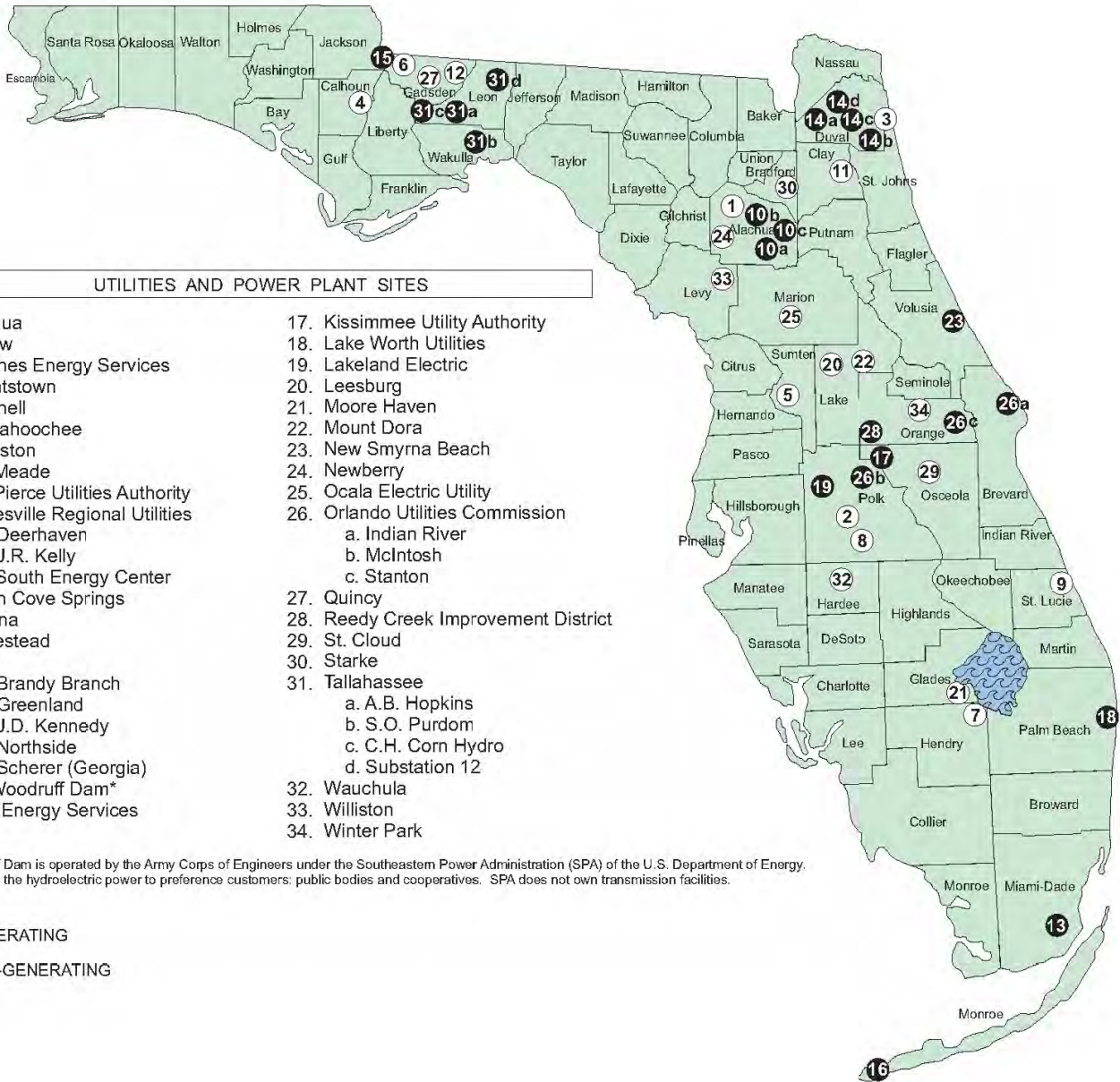
Source:  
 Florida Public Service Commission Map

Additional information about Florida's solar electric utilities is available from:  
 FPSC's *Statistics of the Florida Electric Utility Industry*, October 2020  
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2019.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:

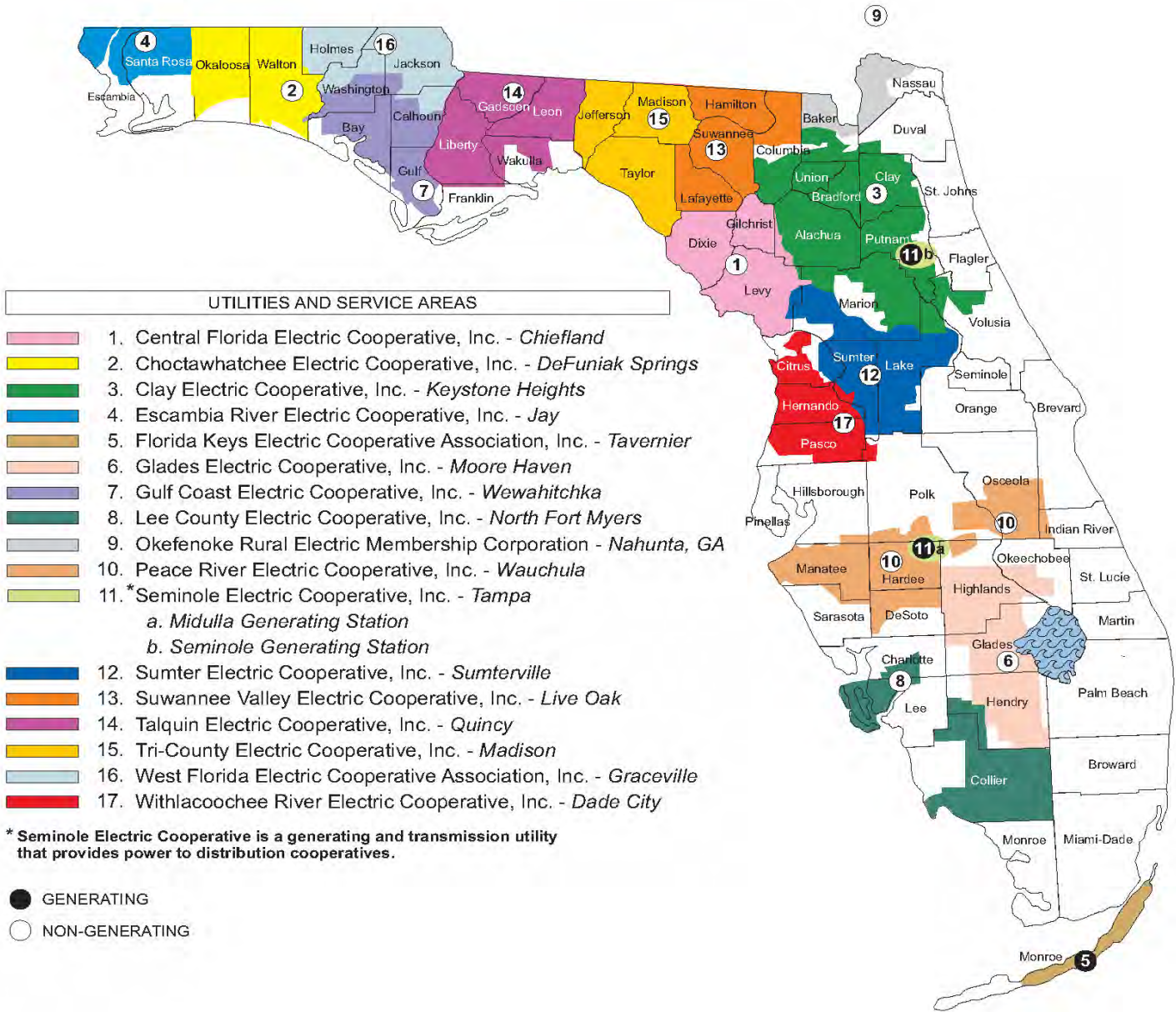
Florida Public Service Commission Map

Additional information about Florida's investor-owned electric utilities is available from FPSC's *Statistics of the Florida Electric Utility Industry*, October 2020

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2019.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 2020  
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2019.pdf>

**Regulatory  
Authority**

Pusuant to Chapter 366, F.S., in 2020, 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 three 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 1.1 billion cubic feet per day.

Sources:

Florida Gas Transmission Company

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

Gulfstream Natural Gas System

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

## Number of Customers

<b>Number of Customers for Investor-Owned Utilities By Customer Type December 31, 2020</b>					
Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	103,194	5,050	2,888	0	111,132
Florida Division of Chesapeake Utilities***	0	0	18,825	0	18,825
Florida Public Utilities Company	56,424	3,864	2,396	54	62,748
Florida Public Utilities Company - Ft. Meade Division	560	28	0	0	588
Florida Public Utilities Company - Indiantown Division***	0	0	695	0	695
Peoples Gas System	360,775	11,967	25,674	65	398,481
Sebring Gas System***	0	0	681	0	681
St. Joe Natural Gas Company	2,346	173	1	1	2,521

\* 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, 2019 Annual Reports filed by Natural Gas Utilities



## Typical Natural Gas Bill Comparisons

<b>Residential, Commercial, and Industrial Service Provided by Investor-Owned Utilities December 31, 2020</b>						
	<b>Residential</b>		<b>Commercial</b>		<b>Industrial</b>	
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	\$36.09	\$19 - \$108	\$99.00	\$108 - \$210	\$496.00
Florida City Gas	\$12-\$20	\$40.19	\$25.00	\$294.00	\$25-\$2,000	\$3,203.00
Florida Public Utilities Company	\$11.00	\$46.89	\$20.00	\$163.00	\$20 - \$90	\$1,127.00
Florida Public Utilities Company - Ft. Meade Division	\$8.50	\$44.35	\$17.50	\$163.00	\$17.50 - \$175.00	\$1,045.00
Florida Public Utilities Company - Indiantown Division *	\$9 - \$25	\$20.15	\$9 - \$25	\$59.00	\$25.00	\$399.00
Peoples Gas System	\$15 - \$20	\$46.66	\$25 - \$35	\$166.00	\$35 - \$50	\$1,012.00
Sebring Gas System *	\$9 - \$35	\$31.76	\$12 - \$35	\$123.00	\$35 - \$150	\$485.00
St. Joe Natural Gas Company	\$13 - \$20	\$49.84	\$20 - \$70	\$145.00	\$70.00	\$784.00

December 2020 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,%202020.pdf>

## Annual Therm Sales

### Annual Therm Sales for Investor-Owned Utilities December 31, 2020

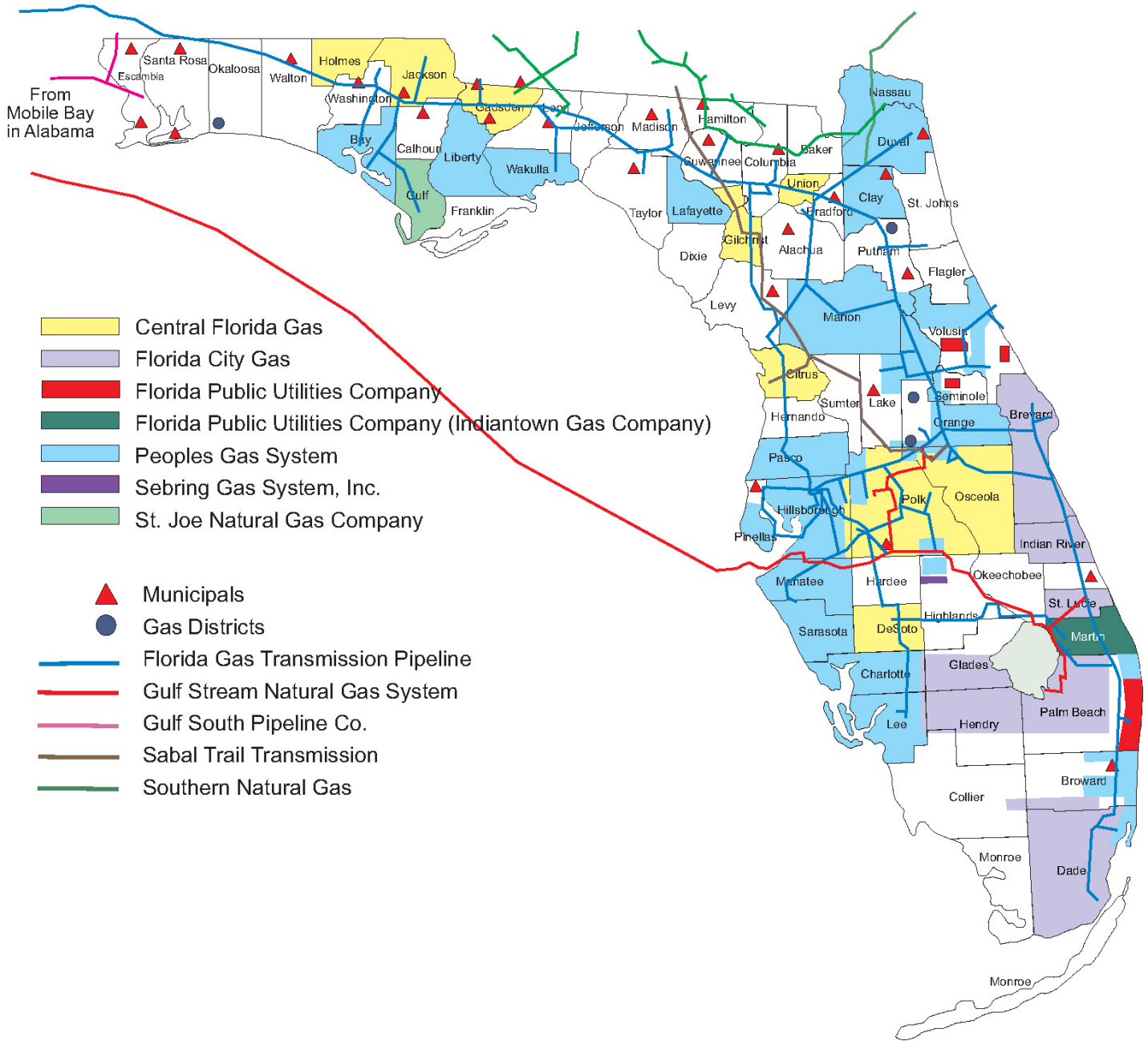
Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	15,761,436	22,662,080	96,912,327	0	135,376,454
Florida Division of Chesapeake Utilities	0	0	334,728,410	0	334,728,410
Florida Public Utilities	13,739,686	16,827,106	39,696,256	10,116,880	80,379,928
Florida Public Utilities - Ft. Meade Division	69,507	131,576	0	0	201,083
Florida Public Utilities - Indiantown Division	0	0	202,052	0	202,052
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	1,276,032	0	1,276,032
St. Joe Natural Gas Company	335,739	276,061	127,644	13,535	752,979

\* 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.

# Natural Gas Companies in Florida



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

**Regulatory  
Authority**

Pursuant to Chapter 364, F.S., in 2020, the FPSC has regulatory authority over:

- **10 incumbent local exchange companies (ILECs)**
- **259 competitive local exchange companies (CLECs)**
- **32 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, 71 percent of households had fixed broadband connections at download speeds of at least 25 megabits per second (Mbps) in June 2017.
- Mobile broadband accounted for almost 20 million connections while cable modem accounted for roughly five million of non-mobile broadband connections in Florida.

### VoIP

- As of December 2019, there were an estimated 2.5 million interconnected residential VoIP subscribers in Florida. This data indicates a decrease of nearly 250,000 residential VoIP subscriptions in 2019.
- Alternatively, the business VoIP market in Florida continues to expand with an estimated 1.9 million subscribers in 2018.

### Wireless

- There were an estimated 21.8 million wireless voice subscriptions in Florida in 2018. This is an increase of approximately 3.1 percent from 2017.
- The Centers for Disease Control (CDC) reported that nationally the percent of wireless only households rose from 54.9 percent in June 2018 to 59.2 percent one year later.

Source:

FPSC's *Report on the Status of Competition in the Telecommunications Industry*, as of December 31, 2019.

<http://www.psc.state.fl.us/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2020.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.

<b>Florida Access Lines</b> As of December 2020				
	<b>Residential*</b>	<b>Business*</b>	<b>Total*</b>	<b>Change since 2017</b>
<b>AT&amp;T Florida</b>	253	334	587	-17%
<b>CenturyLink FL</b>	223	168	391	-16%
<b>Frontier FL</b>	60	124	184	-16%
<b>Rural ILECs</b>	75	32	107	-.9%
<b>CLECs</b>	3	342	345	-16%
<b>Total</b>	<b>614</b>	<b>1,000</b>	<b>1,614</b>	<b>-16%</b>

\* In thousands, rounded to the nearest thousand.

Source:

FPSC's *Report on the Status of Competition in the Telecommunications Industry*, As of December 31, 2019.

<http://www.psc.state.fl.us/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2020.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 demonstrate good management, legitimate business practices, and advertise the availability of such services and charges using media of general distribution.

As of June 2020, Florida had 16 ETCs, including 10 incumbent local exchange companies, 24 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 2020, there were 35 Florida wireless ETC petitions pending at the FCC.

- 1 High-Cost Program.** The High-Cost program 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. With a \$4.5 billion annual budget, it is the largest of the four USF programs.
- 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 \$4.23 billion for funding year 2020. The new cap represents a 1.8% inflation-adjusted increase from the previous year. 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 \$5.25 for voice-only services beginning December 1, 2020, and will completely phase out by December 1, 2021. An exception is made for service providers that are the only Lifeline provider in a census block and unable to meet the federal broadband requirement. In those census blocks, the support will remain \$5.25 after the December 1, 2021 phase down.
- ▲ **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 4.5GB per month
  - > Fixed broadband: speed of 25/3 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 may be offered to 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, which would remove carriers from the process of verifying customer eligibility. The key objectives of the National Verifier were to reduce waste, fraud, and abuse; to lower costs through administrative efficiencies; and to better service eligible beneficiaries by facilitating choice and improving the enrollment experience. As of March 24, 2020, Lifeline eligibility verification is conducted for Florida customers solely through the National Verifier.

▲ **Lifeline Annual Recertification:** USAC oversees the annual recertification process through the National Verifier. Every subscriber goes through an initial data check that confirms the subscriber's eligibility. Subscribers whose eligibility cannot be verified via the initial automated check are 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 results 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

### 2019

#### (Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$48,288	\$297,993	(\$249,705)
Low-Income	\$59,326	\$56,858	\$2,468
Schools & Libraries	\$76,227	\$113,992	(\$37,765)
Rural Health Care	\$4,853	\$14,563	(\$9,710)
Administrative Expense		\$11,237	(\$11,237)
<b>Total</b>	<b>\$188,694</b>	<b>\$494,484</b>	<b>(\$305,949)</b>

### 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)
<b>Total</b>	<b>\$226,118</b>	<b>\$513,019</b>	<b>(\$286,901)</b>

### 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)
<b>Total</b>	<b>\$270,130</b>	<b>\$549,555</b>	<b>(\$279,425)</b>

Source:

FCC's *Universal Service Monitoring Reports*

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

**Universal Service Support Mechanisms by State (2019)**

State	Payments from USAC (in Thousands)	Estimated Contributions to USAC (in Thousands)	Estimated Net Dollar Flow
Alabama	\$134,389	\$104,222	\$30,167
Alaska	\$309,292	\$19,727	\$289,565
American Samoa	\$5,933	\$672	\$5,261
Arizona	\$177,576	\$173,781	\$3,795
Arkansas	\$159,072	\$68,907	\$90,165
California	\$589,911	\$1,024,245	(\$434,334)
Colorado	\$105,995	\$163,222	(\$57,226)
Connecticut	\$22,928	\$113,695	(\$90,767)
Delaware	\$7,402	\$31,507	(\$24,104)
District of Columbia	\$8,533	\$53,583	(\$45,050)
<b>Florida</b>	<b>\$188,694</b>	<b>\$494,484</b>	<b>(\$305,791)</b>
Georgia	\$219,398	\$242,690	(\$23,292)
Guam	\$14,403	\$4,250	\$10,153
Hawaii	\$12,099	\$38,263	(\$26,164)
Idaho	\$72,198	\$41,859	\$30,339
Illinois	\$231,086	\$350,392	(\$119,305)
Indiana	\$188,424	\$162,738	\$25,686
Iowa	\$258,124	\$82,807	\$175,317
Kansas	\$211,048	\$69,838	\$141,210
Kentucky	\$202,615	\$98,514	\$104,101
Louisiana	\$140,613	\$101,993	\$38,620
Maine	\$51,075	\$35,843	\$15,232
Maryland	\$47,770	\$198,814	(\$151,043)
Massachusetts	\$44,181	\$214,162	(\$169,981)
Michigan	\$202,886	\$230,828	(\$27,942)
Minnesota	\$285,083	\$165,930	\$119,153
Mississippi	\$202,165	\$54,631	\$147,534
Missouri	\$236,808	\$156,938	\$79,871
Montana	\$154,007	\$28,242	\$125,765
Nebraska	\$138,164	\$51,929	\$86,235
Nevada	\$37,478	\$73,770	(\$36,292)
New Hampshire	\$17,612	\$41,479	(\$23,867)
New Jersey	\$64,331	\$294,396	(\$230,065)
New Mexico	\$163,703	\$49,450	\$114,253
New York	\$229,821	\$576,150	(\$346,329)
North Carolina	\$166,173	\$239,385	(\$73,212)
North Dakota	\$189,850	\$17,466	\$172,384
N. Mariana Islands	\$3,720	\$5,812	(\$2,092)
Ohio	\$199,554	\$289,938	(\$90,384)
Oklahoma	\$257,340	\$82,581	\$174,759
Oregon	\$121,902	\$105,538	\$16,364
Pennsylvania	\$158,612	\$371,749	(\$213,137)
Puerto Rico	\$185,066	\$76,480	\$108,586
Rhode Island	\$8,599	\$26,231	(\$17,632)
South Carolina	\$181,500	\$114,514	\$66,986
South Dakota	\$143,547	\$22,840	\$120,707
Tennessee	\$183,578	\$155,093	\$28,485
Texas	\$591,822	\$642,264	(\$50,442)
Utah	\$67,554	\$72,684	(\$5,130)
Vermont	\$28,608	\$21,664	\$6,944
Virgin Islands	\$17,645	\$4,117	\$13,528
Virginia	\$136,349	\$254,090	(\$117,740)
Washington	\$146,433	\$197,281	(\$50,848)
West Virginia	\$84,371	\$55,753	\$28,618
Wisconsin	\$287,612	\$156,954	\$130,658
Wyoming	\$54,323	\$16,661	\$37,662
<b>Total</b>	<b>\$8,348,976</b>	<b>\$8,543,046</b>	<b>(\$194,070)</b>

\* Estimated contributions include an administrative cost of approximately \$194 million.

Source:

Federal Communications Commission's 2020 USF Monitoring Report, Table 1.9

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

**Telephone Subscribership**

<b>Percentage of Households with Telephone in Unit</b>					
	2015	2016	2017	2018	2019
Florida	94.8%	95.3%	94.4%	92.7%	93.0%

**Lifeline Subscribership**

<b>Lifeline Assistance Subscribers in Florida</b>				
Date	Lifeline Enrollment	Eligible Households	Participation Rate	
6/2015	833,426	2,040,236	40.85%	
6/2016	852,255	1,747,684	48.76%	
6/2017	685,864	1,690,899	40.56%	
6/2018	694,647	1,655,134	41.97%	
6/2019	604,693	1,540,682	39.25%	
6/2020	371,180	2,151,503	17.25%	

Sources:

FPSC’s *Report on the Status of Competition in the Telecommunications Industry*  
<https://www.floridapsc.com/files/PDF/publications/reports/telecommunication/telecommunicationsindustry/2020.pdf>

United States Department of Agriculture Supplemental Nutrition Assistance Program: Number of Households Participating June 2020

FPSC’s *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2020  
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2020.pdf>

## Lifeline Subscribership

<b>Lifeline Subscribership by Eligible Telecommunications Carriers As of June 2020</b>	
Company	Access Lines Subscribed to Lifeline Service
Access Wireless**	8,740
Assurance**	222,128
AT&T	70
CenturyLink	3,056
Consolidated Communications	275
Cox Telecom*	0
Frontier Florida	1,405
Frontier of the South	21
Global Connection*	0
ITS Fiber	58
NEFCOM	179
Phone Club*	158
Safelink**	130,362
Smart City	4
T-Mobile**	3,307
TeleCircuit*	0
TDS Telecom	98
Windstream	1,274
WOW*	45
<b>Total</b>	<b>371,180</b>

\* 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 2020  
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2020.pdf>

## Regulatory Authority

Pursuant to Chapter 367, F.S., in 2020, the FPSC has jurisdiction over 147 investor-owned water and/or wastewater utilities in 38 of Florida's 67 counties.

## Use of Reclaimed Water Data for 2019

- Approximately 820 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 1,757 mgd of reuse capacity represents approximately 67% of the total domestic wastewater treatment capacity in the state.

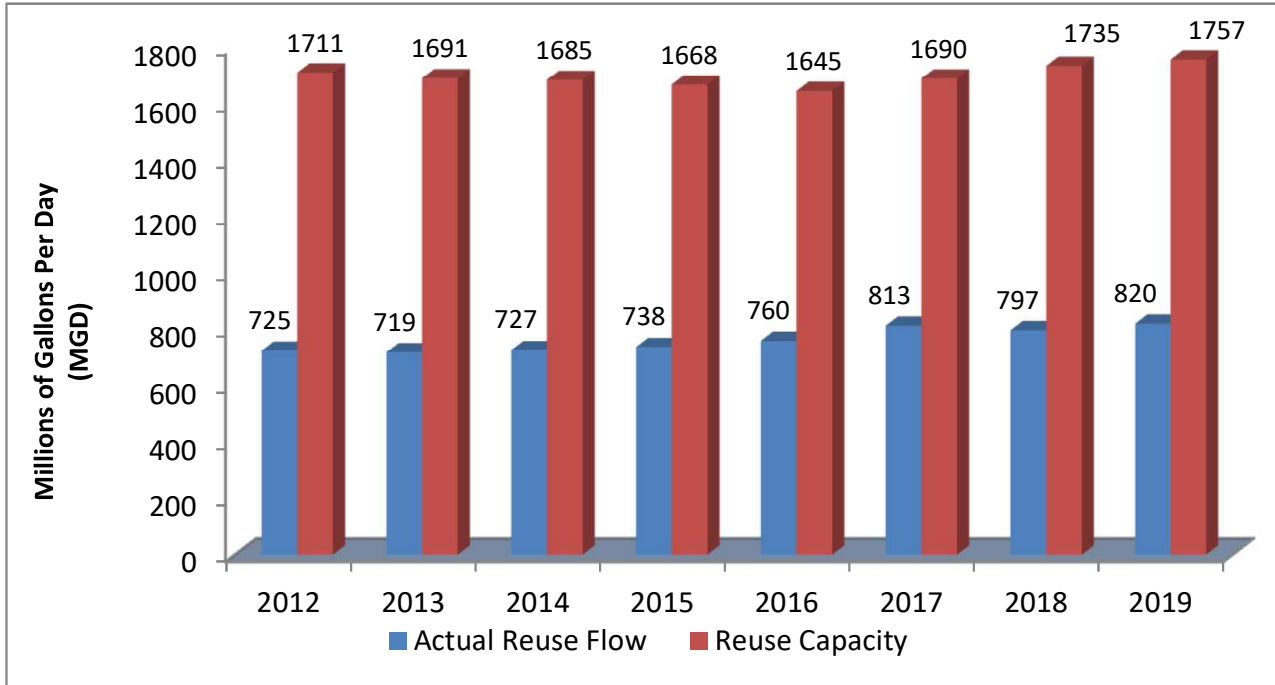
\* Million gallons per day

Source:

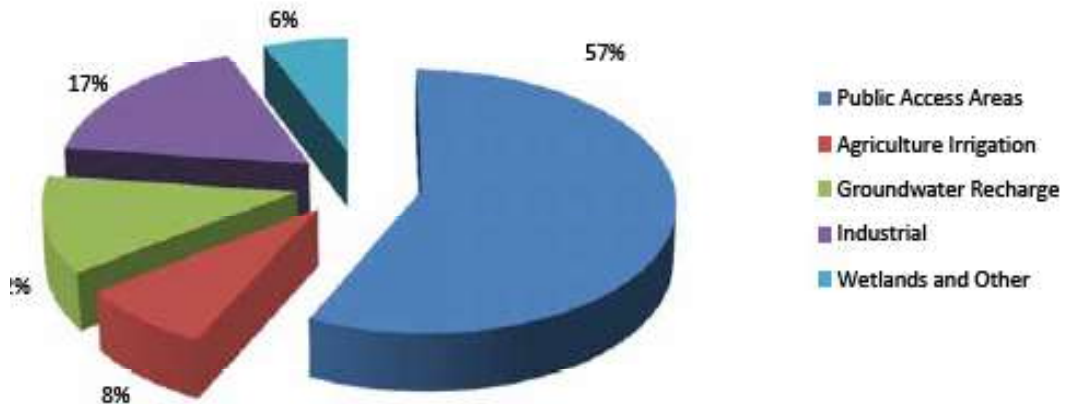
Florida Department of Environmental Protection's *2018 Reuse Inventory Report*, August 2020  
[https://www.floridadep.gov/sites/default/files/2019\\_reuse\\_inventory\\_report.pdf](https://www.floridadep.gov/sites/default/files/2019_reuse_inventory_report.pdf)

## Florida's Reuse Growth

Millions of Gallons Per Day (mgd)



## Reclaimed Water Utilization (2019)



Source:

Florida Department of Environmental Protection's *2019 Reuse Inventory Report*, March 2020  
[https://www.floridadep.gov/sites/default/files/2019\\_reuse\\_inventory\\_report.pdf](https://www.floridadep.gov/sites/default/files/2019_reuse_inventory_report.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.)

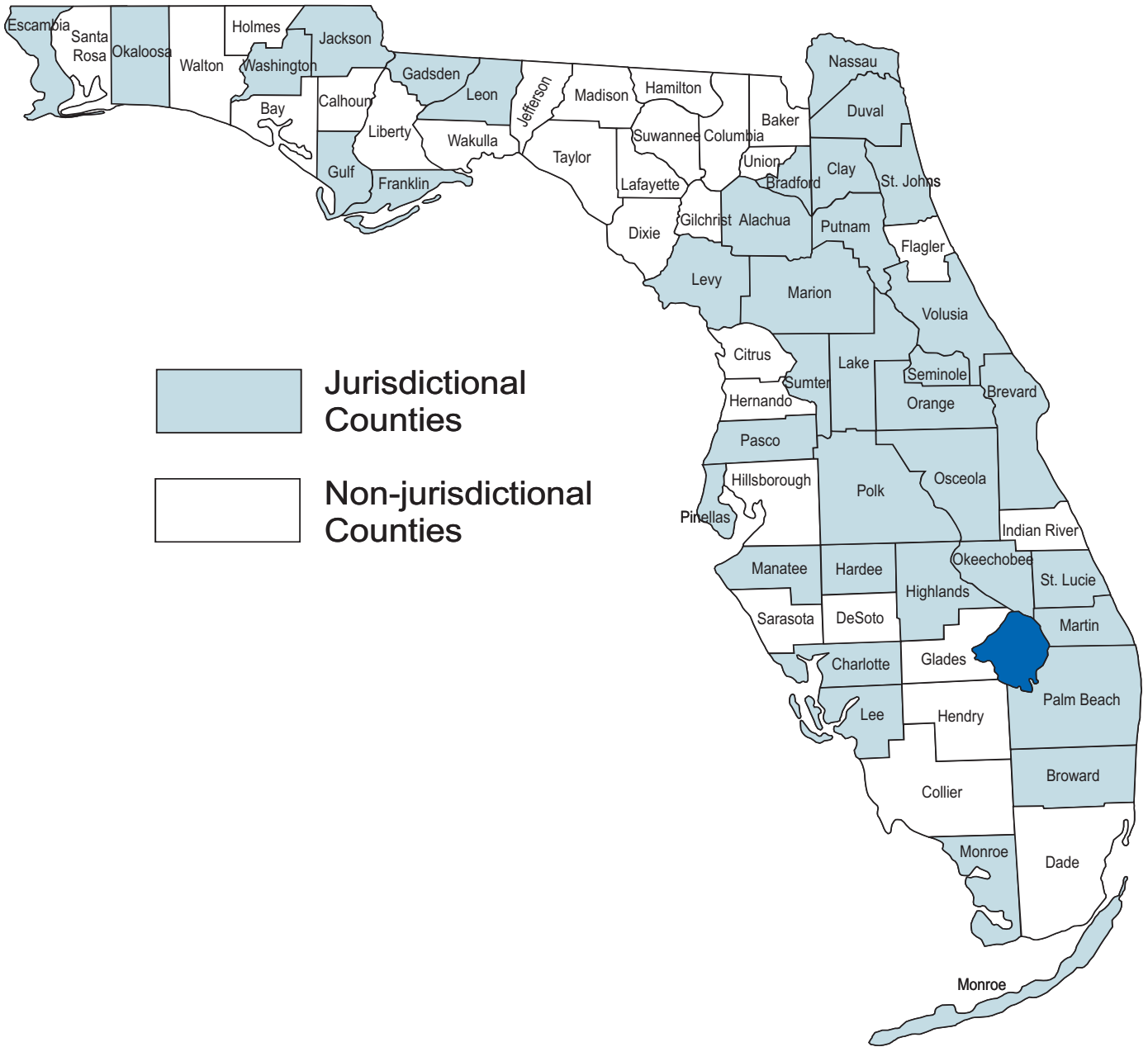
## Water & Wastewater Utility Rates

- 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)**

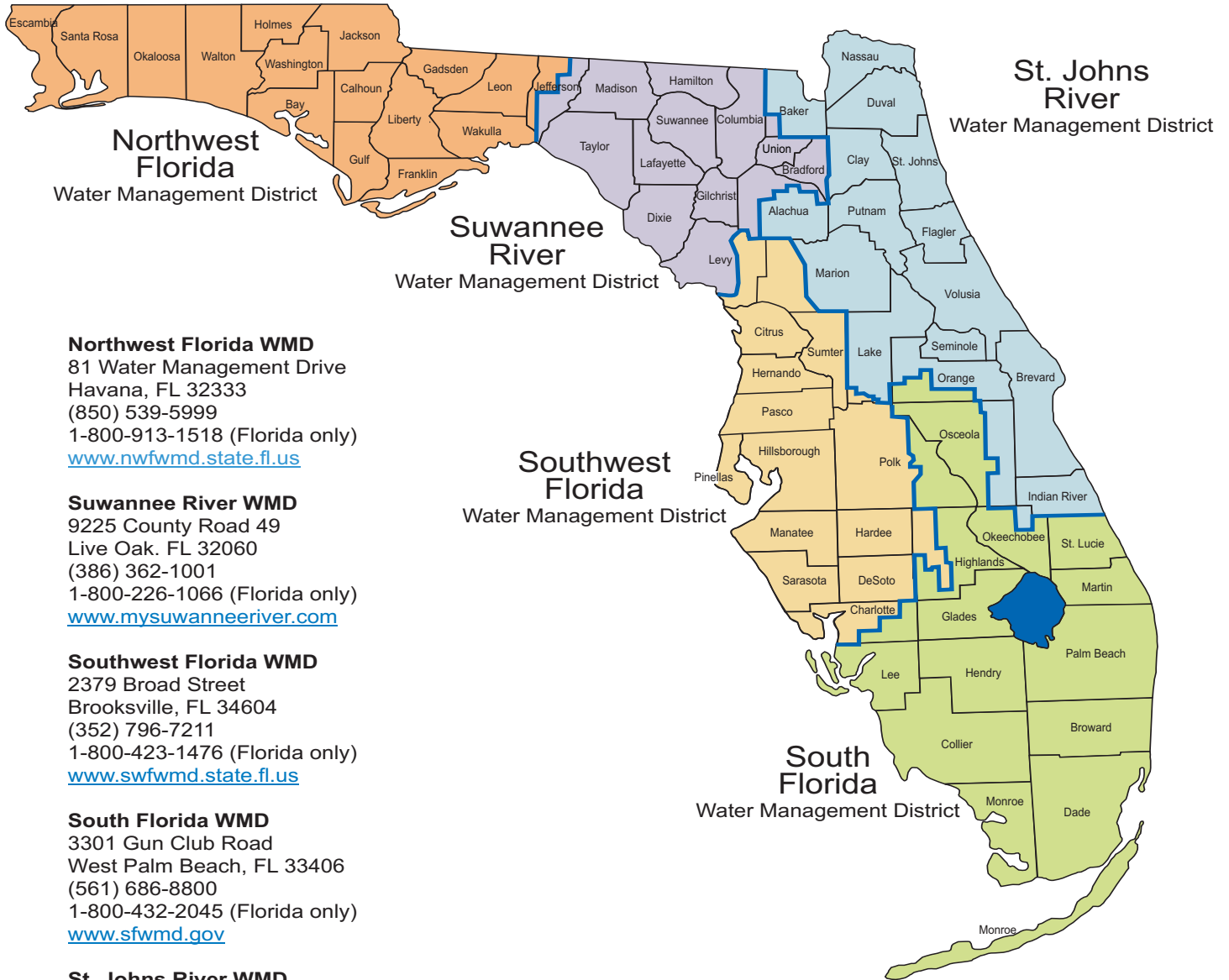
WATER & WASTEWATER  
**38 Jurisdictional Counties**



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

# Florida's Water Management Districts (5)

## Water Management Districts



**Northwest Florida WMD**  
 81 Water Management Drive  
 Havana, FL 32333  
 (850) 539-5999  
 1-800-913-1518 (Florida only)  
[www.nwfwmd.state.fl.us](http://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](http://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](http://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](http://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](http://www.sjrwmd.com)

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