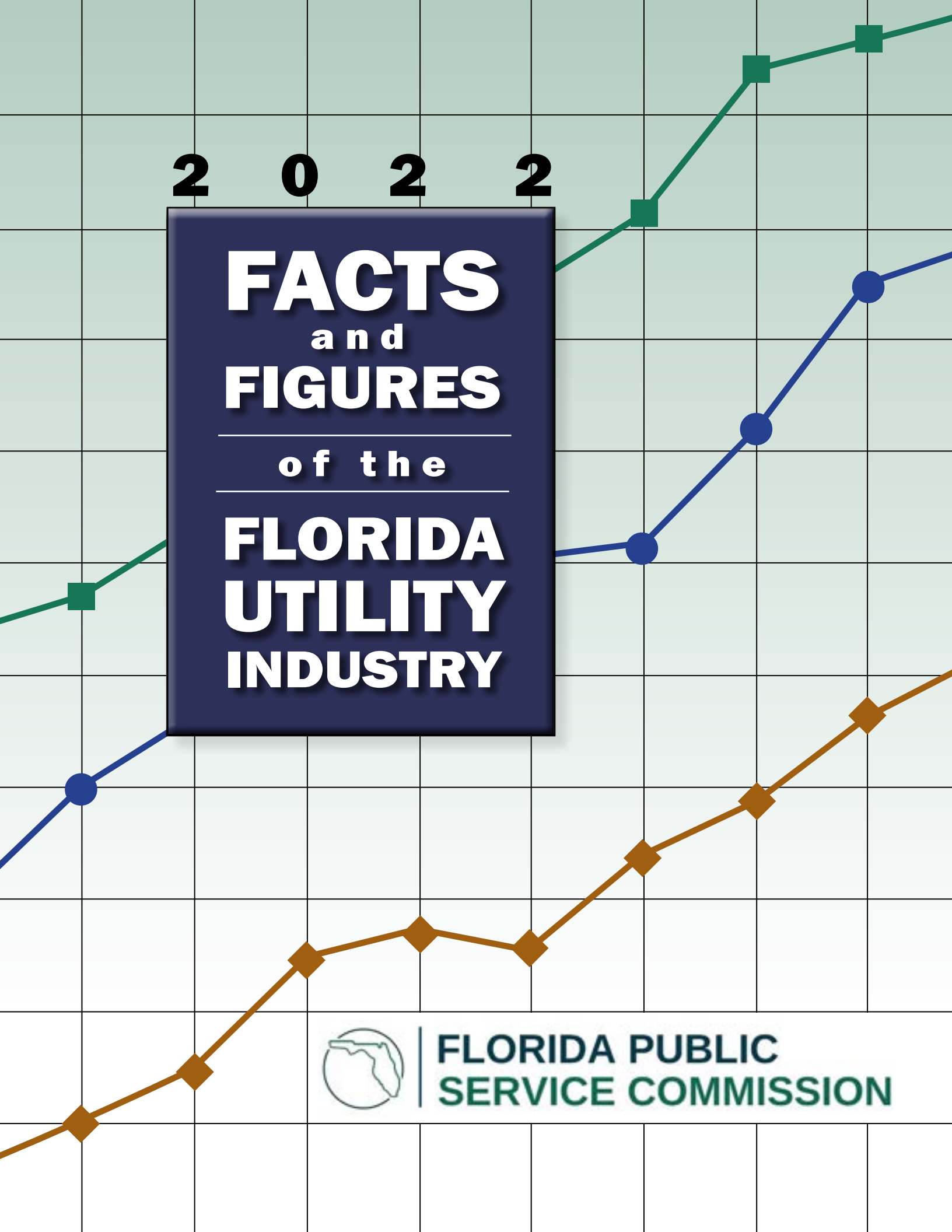


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FACTS
and
FIGURES
of the
FLORIDA
UTILITY
INDUSTRY



**FLORIDA PUBLIC
SERVICE COMMISSION**

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
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
(850) 413-6482**

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Regulatory Authority

Pursuant to Chapter 366, Florida Statutes (F.S.), in 2021, 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, 2021

- Summer: 57,112 Megawatts (MW)
- Winter: 58,583 MW*

**Transmission Capability
for Peninsular Florida**

- Import: Summer 2022: 3,800 MW
Winter 2022/23: 3,900 MW
- Export: Summer 2022: 1,200 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:

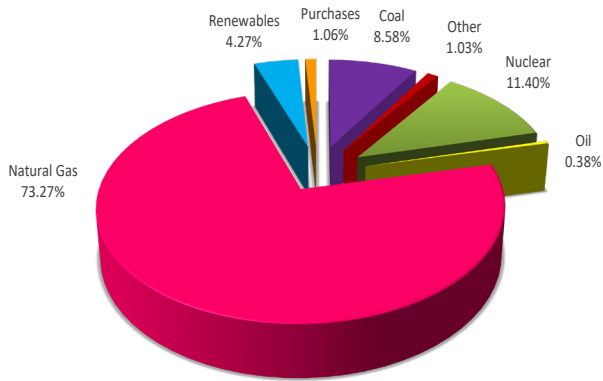
Statistics of the Florida Electric Utility Industry, October 2021

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

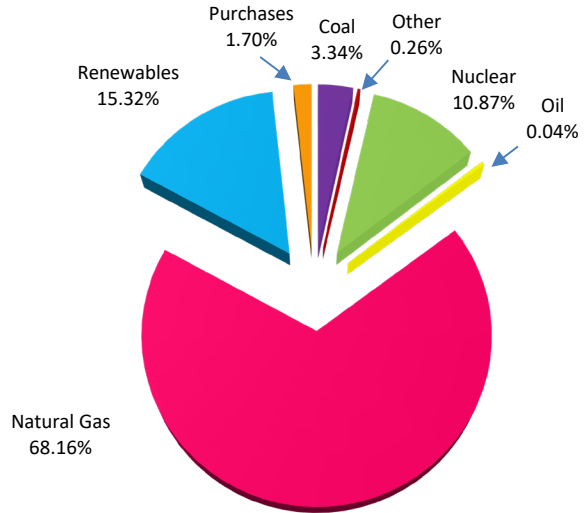
2021 Ten-Year Site Plan Workshop Florida Reliability Coordinating Council Studies and Reports

Florida Energy Generation by Fuel Type

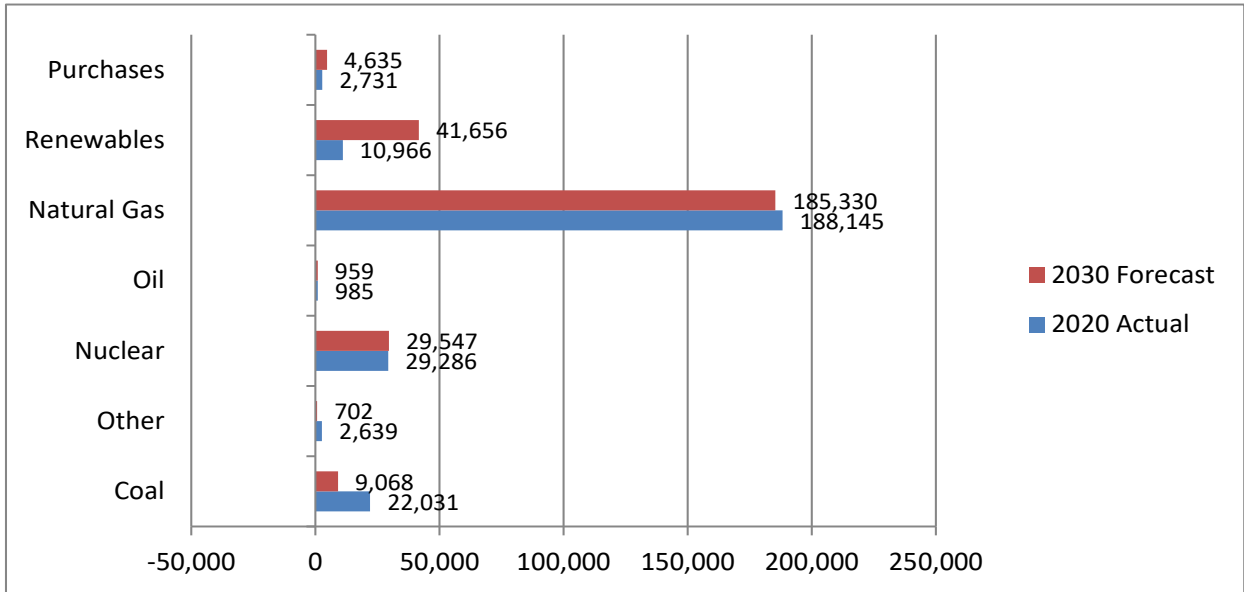
2020
(Actual %)



2030
(Forecast %)



Energy Sources (GWH)

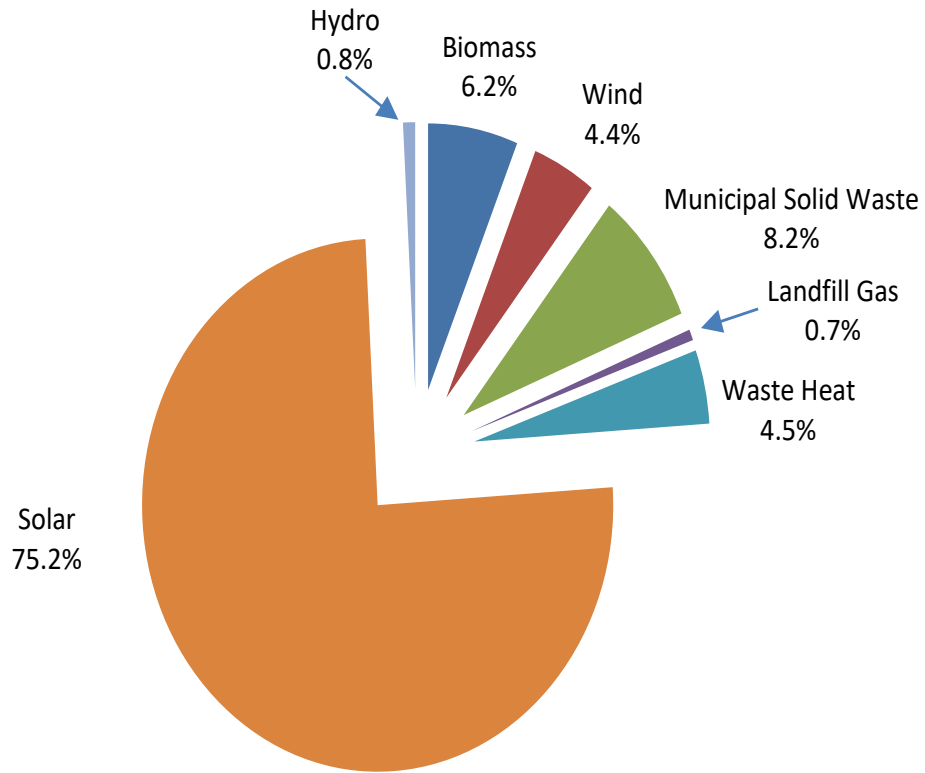


Source:

FRCC 2021 Regional Load & Resource Plan, August 2021

http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2021/FRCC_RLRP.pdf

Florida's Renewable Capacity in MW (2021)
(Total: 6,156 MW)



Total Florida Renewable Capacity: 6,156 MW

Total Florida Electric Generation Capacity: 57,112 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 2021 Ten-Year Site Plans for Florida's Electric Utilities*, November 2021

<http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2021/Review.pdf>

Average Number of Customers

Average Number of Customers for Investor-Owned Utilities By Class of Service 2021

Utility	Residential	Commercial	Industrial	Other	Total
Duke Energy Florida	1,655,304	179,666	1,999	26,832	1,863,801
Florida Power & Light Co.	4,548,301	571,587	11,999	5,090	5,136,977
Florida Public Utilities Company	25,038	4,342	2	2,952	32,334
Gulf Power Company	415,147	57,602	243	638	473,630
Tampa Electric Company	698,493	76,790	1,409	9,356	786,048
Total	7,342,283	889,987	15,652	44,868	8,292,790

Source:

Statistics of the Florida Electric Utility, October 2021, Table 33

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

Typical Electric Bill Comparisons

**Residential Service Provided by Investor-Owned Utilities
December 31, 2021**

Utility	Minimum Bill or Customer Charge	1,000 Kilowatt Hours*
Florida Power & Light Company	\$8.34	\$100.44
Duke Energy Florida	\$11.52	\$128.93
Tampa Electric Company	\$15.05	\$115.12
Gulf Power Company	\$19.20	\$136.39
Florida Public Utilities Company		
Northwest	\$16.95	\$124.59
Northeast	\$16.95	\$124.59

**Commercial/Industrial Service
Provided by Investor-Owned Utilities
December 31, 2021**

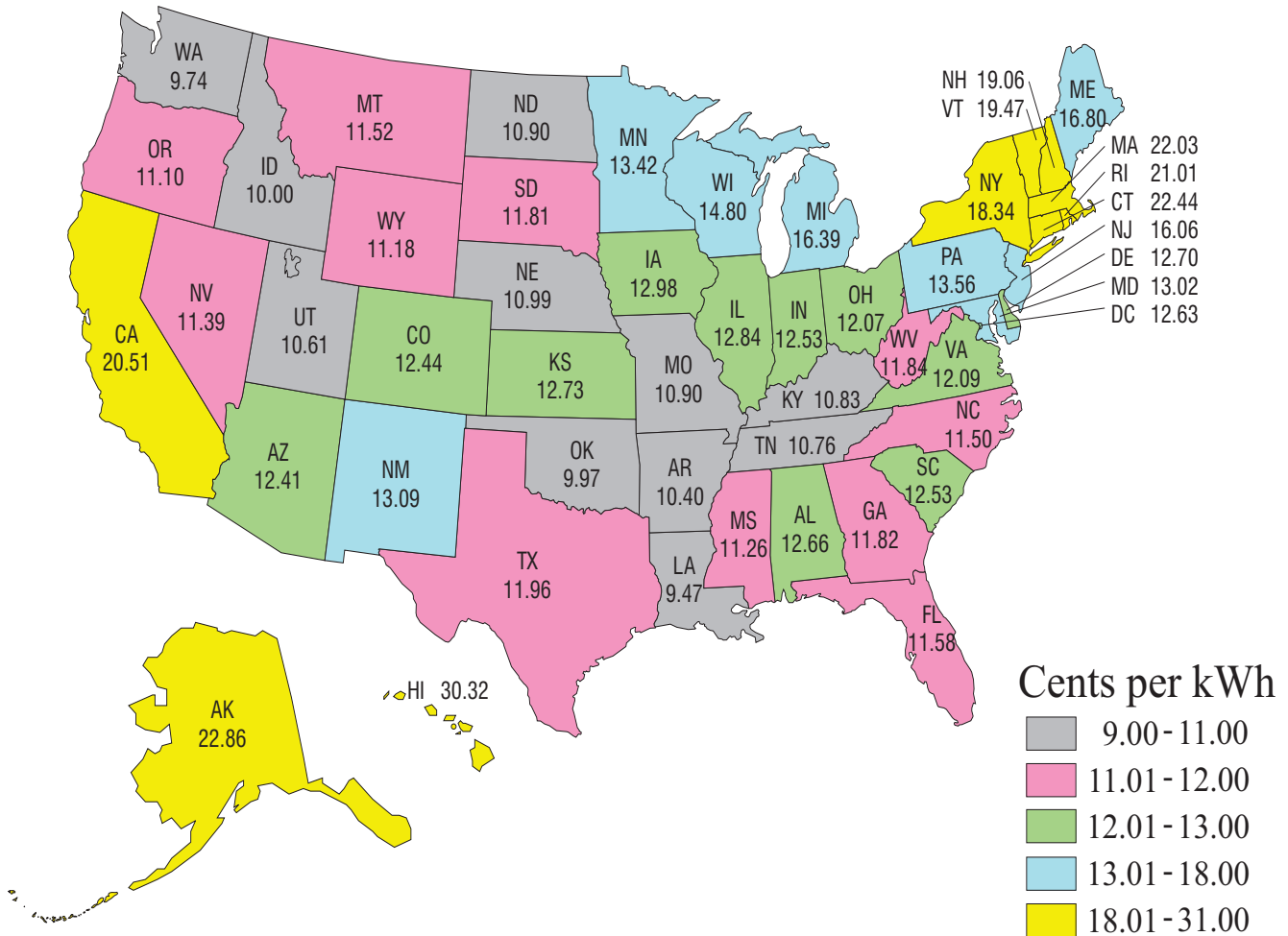
Utility	400,000 Kilowatt Hours 1,000 KW Demand*
Florida Power & Light Company	\$32,641
Duke Energy Florida	\$38,635
Tampa Electric Company	\$37,226
Gulf Power Company	\$38,199
Florida Public Utilities Company	
Northwest	\$39,293
Northeast	\$39,293

* Excludes local taxes, franchise fees, and gross receipts taxes that are billed as a separate line item. Includes cost recovery clause factors effective December 2021.

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 (2021)

(U.S. Residential Average Price per kWh = 13.84 cents)



Source:
Energy Information Administration's Electric Power Monthly, Table 5.6.B.
<https://www.eia.gov/electricity/monthly/archive/february2021.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, 2021

Reactor	Utility	Metric Tons in Spent Fuel Pool	Metric Tons in Dry Cask Storage	NRC License Expires
St. Lucie 1	FPL	590	310	2036
St Lucie 2	FPL	468	287	2043
Turkey Point 3	FPL	500	277	2032
Turkey Point 4	FPL	484	277	2033

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

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

Proposed Nuclear Power Reactor

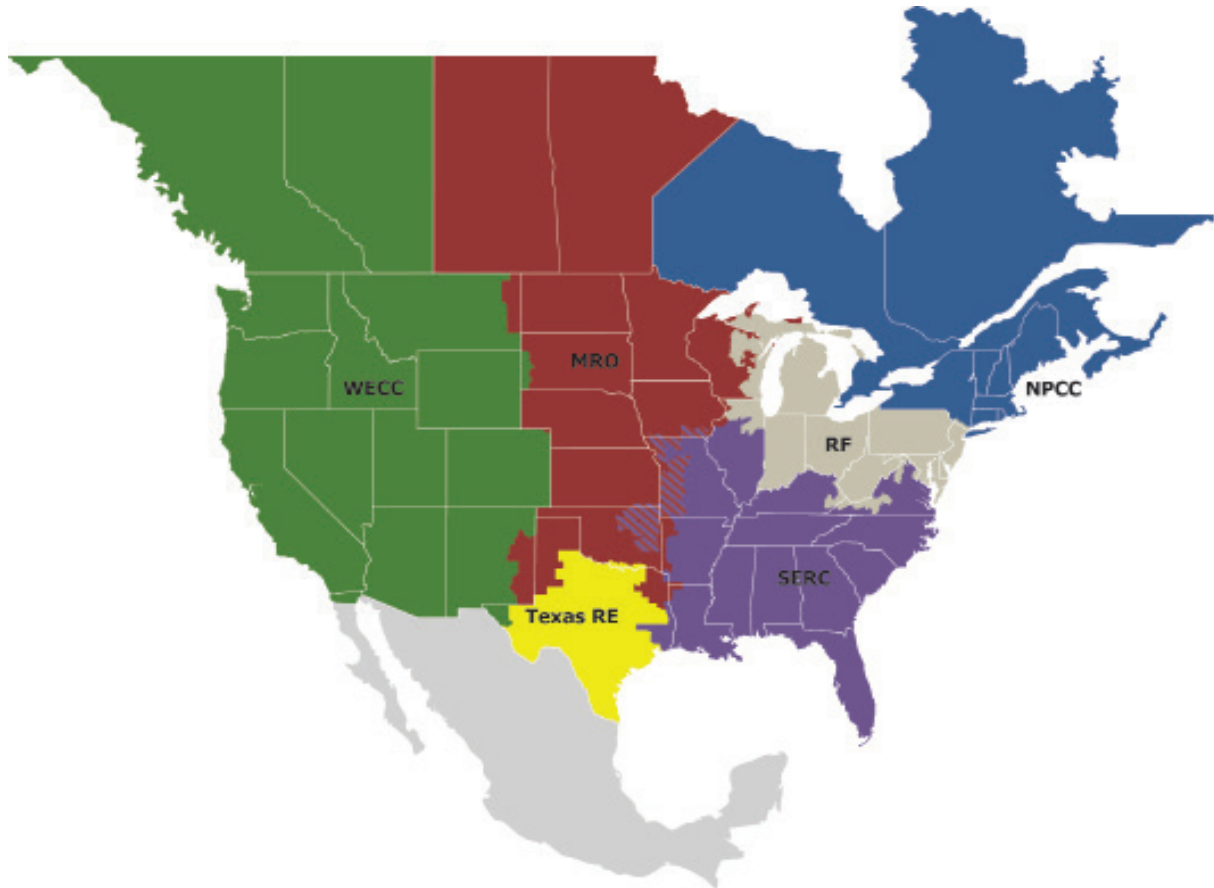
Reactor	Utility	Estimated In-Service Date
Turkey Point 6	FPL	2031
Turkey Point 7	FPL	2032

Source:

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

Reliability Councils

NERC REGIONS

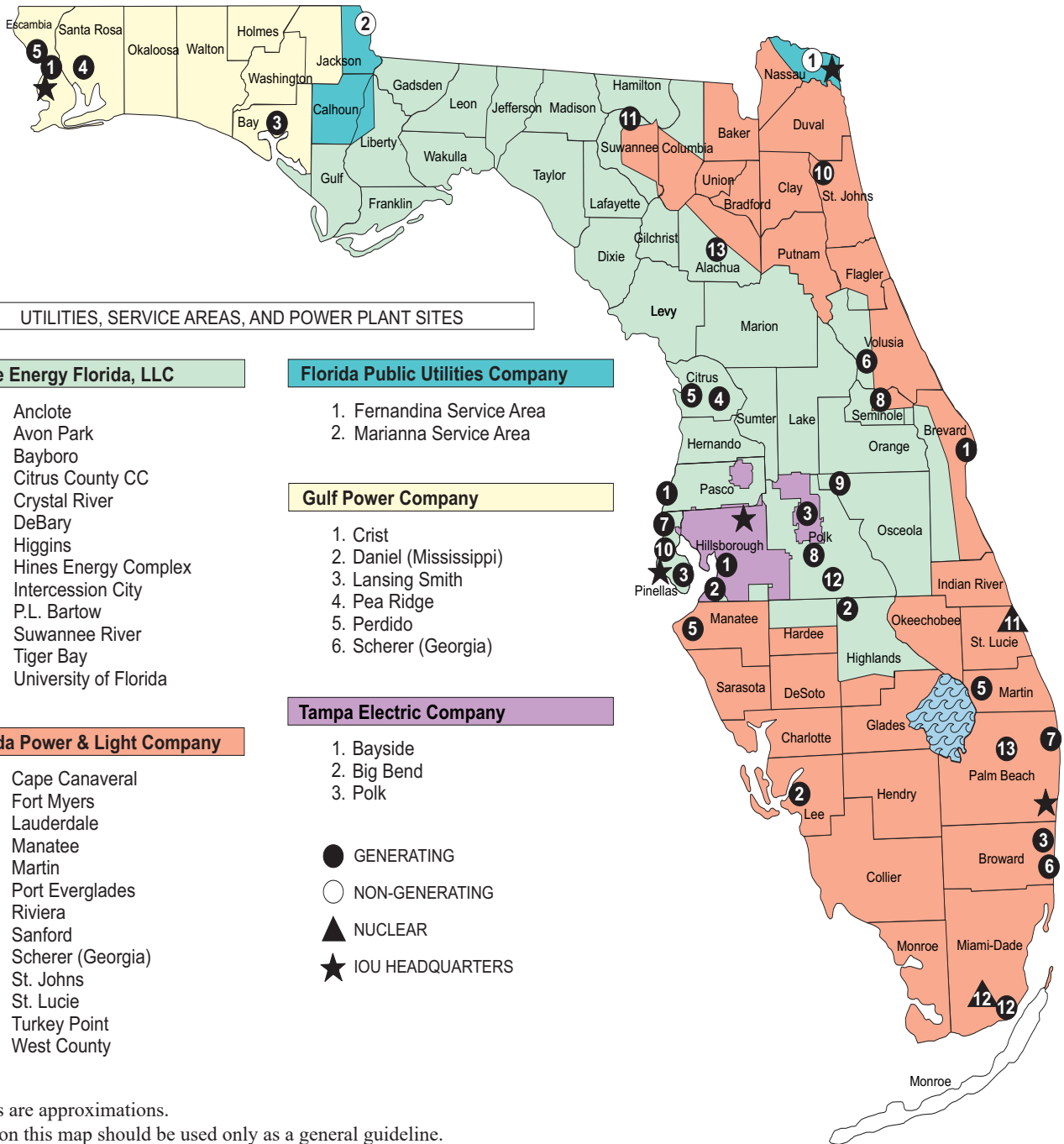


MRO	Midwest Reliability Organization
NPCC	Northeast Power Coordinating Council
RF	ReliabilityFirst
SERC	SERC Reliability Corporation
Texas RE	Texas Reliability Entity
WECC	Western Electricity Coordinating Council

Source:
 North American 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 Company

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

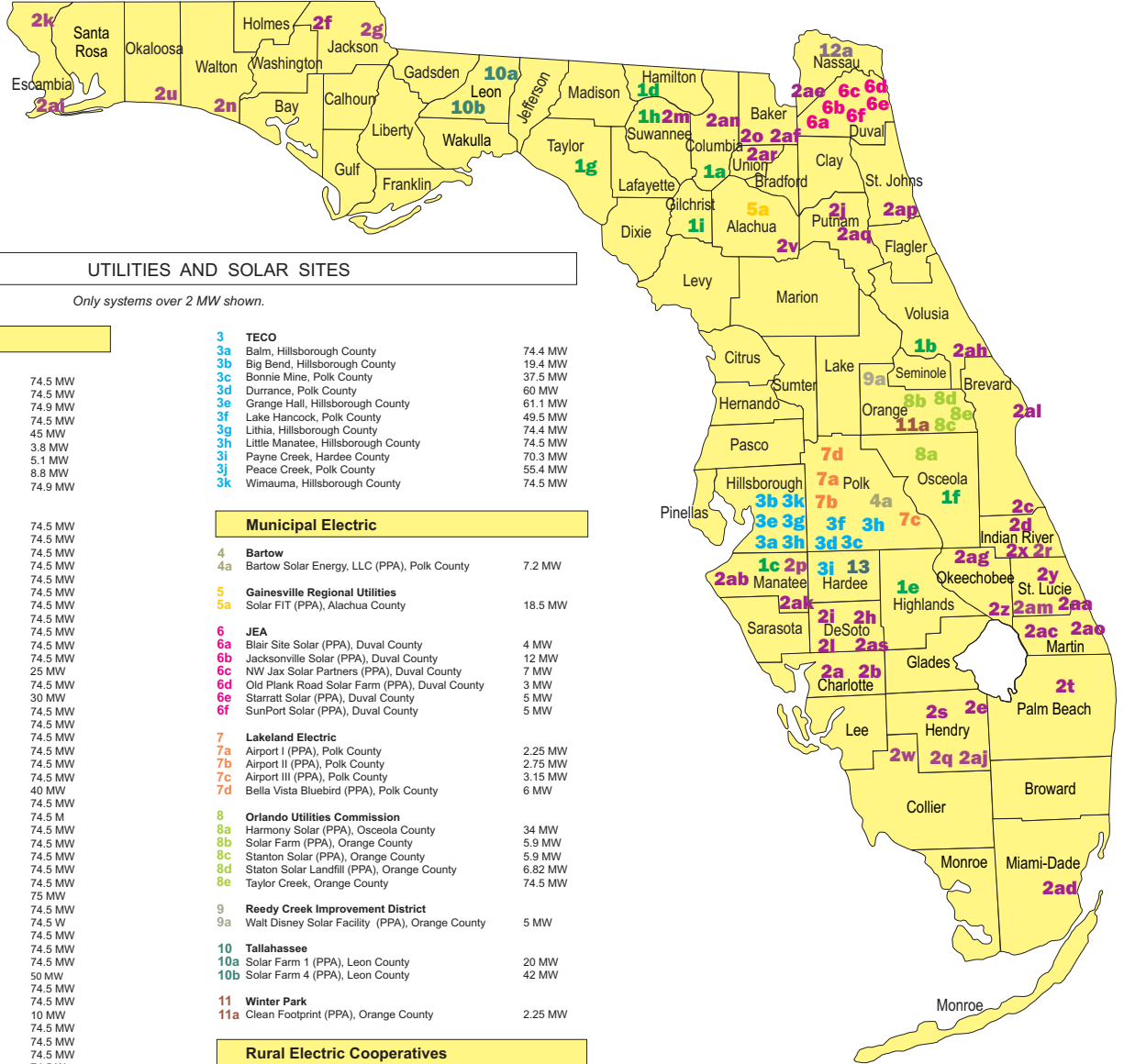
Service areas are approximations.
 Information on this map should be used only as a general guideline.
 For more detailed information, contact individual utilities.

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 2021
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2020.pdf>

Florida Utility Solar Electric Facilities

Approximate Company Service Areas



UTILITIES AND SOLAR SITES

Only systems over 2 MW shown.

Investor-Owned Electric

1	Duke Energy Florida, LLC	
1a	Columbia, Columbia County	74.5 MW
1b	Debarry Solar, Volusia County	74.5 MW
1c	Duette, Manatee County	74.9 MW
1d	Hamilton, Hamilton County	74.5 MW
1e	Lake Placid, Highlands County	45 MW
1f	Osceola, Osceola County	3.8 MW
1g	Perry, Taylor County	5.1 MW
1h	Suwannee, Suwannee County	8.8 MW
1i	Trenton, Gilchrist County	74.9 MW
2	FPL	
2a	Babcock Preserve, Charlotte County	74.5 MW
2b	Babcock Ranch, Charlotte County	74.5 MW
2c	Barefoot Bay, Brevard County	74.5 MW
2d	Blue Cypress, Indian River County	74.5 MW
2e	Blue Heron, Hendry County	74.5 MW
2f	Blue Indigo, Jackson County	74.5 MW
2g	Blue Springs, Jackson County	74.5 MW
2h	Cattle Ranch, DeSoto County	74.5 MW
2i	Citrus Solar, DeSoto County	74.5 MW
2j	Coral Farms, Putnam County	74.5 MW
2k	Cotton Creek, Escambia County	74.5 MW
2l	Desoto Next Generation, DeSoto County	25 MW
2m	Echo River, Suwannee County	74.5 MW
2n	Eglin (PPA), Walton County	30 MW
2o	Egret Solar, Baker County	74.5 MW
2p	Elder Branch, Manatee County	74.5 MW
2q	Ghost Orchid, Hendry County	74.5 MW
2r	Groves, Indian River County	74.5 MW
2s	Hammock, Hendry County	74.5 MW
2t	Hibiscus, Palm Beach County	74.5 MW
2u	Holley (PPA), Okaloosa County	40 MW
2v	Horizon, Alachua/Putnam County	74.5 MW
2w	Immokalee, Collier County	74.5 M
2x	Indian River, Indian River County	74.5 MW
2y	Interstate Solar, St. Lucie County	74.5 MW
2z	Lakeside Solar, Okeechobee County	74.5 MW
2aa	Loggerhead, St. Lucie County	74.5 MW
2ab	Manatee Solar, Manatee County	74.5 MW
2ac	Martin Next Generation, Martin County	75 MW
2ad	Miami Dade, Miami-Dade County	74.5 MW
2ae	Nassau, Nassau County	74.5 W
2af	Northern Preserve, Baker County	74.5 MW
2ag	Okeechobee, Okeechobee County	74.5 MW
2ah	Pioneer Trail, Volusia County	74.5 MW
2ai	Sauley (PPA), Escambia County	50 MW
2aj	Sawgrass, Hendry County	74.5 MW
2ak	Southfork, Manatee County	74.5 MW
2al	Space Coast, Brevard County	10 MW
2am	Sundew, St. Lucie County	74.5 MW
2an	Sunshine Gateway, Columbia County	74.5 MW
2ao	Sweetbay, Martin County	74.5 MW
2ap	Trailside, St. Johns County	74.5 W
2aq	Twin Lakes, Putnam County	74.5 MW
2ar	Union Springs, Union County	74.5 MW
2as	Wildflower, DeSoto County	74.5 MW

3	TECO	
3a	Balm, Hillsborough County	74.4 MW
3b	Big Bend, Hillsborough County	19.4 MW
3c	Bonnie Mine, Polk County	37.5 MW
3d	Durrance, Polk County	60 MW
3e	Grange Hall, Hillsborough County	61.1 MW
3f	Lake Hancock, Polk County	49.5 MW
3g	Lithia, Hillsborough County	74.4 MW
3h	Little Manatee, Hillsborough County	74.5 MW
3i	Payne Creek, Hardee County	70.3 MW
3j	Peace Creek, Polk County	55.4 MW
3k	Wimauma, Hillsborough County	74.5 MW

Municipal Electric

4	Bartow	
4a	Bartow Solar Energy, LLC (PPA), Polk County	7.2 MW
5	Gainesville Regional Utilities	
5a	Solar FIT (PPA), Alachua County	18.5 MW
6	JEA	
6a	Blair Site Solar (PPA), Duval County	4 MW
6b	Jacksonville Solar (PPA), Duval County	12 MW
6c	NW Jax Solar Partners (PPA), Duval County	7 MW
6d	Old Plank Road Solar Farm (PPA), Duval County	3 MW
6e	Starratt Solar (PPA), Duval County	5 MW
6f	SunPort Solar (PPA), Duval County	5 MW
7	Lakeland Electric	
7a	Airport I (PPA), Polk County	2.25 MW
7b	Airport II (PPA), Polk County	2.75 MW
7c	Airport III (PPA), Polk County	3.15 MW
7d	Bella Vista Bluebird (PPA), Polk County	6 MW
8	Orlando Utilities Commission	
8a	Harmony Solar (PPA), Osceola County	34 MW
8b	Solar Farm (PPA), Orange County	5.9 MW
8c	Stanton Solar (PPA), Orange County	5.9 MW
8d	Staton Solar Landfill (PPA), Orange County	6.82 MW
8e	Taylor Creek, Orange County	74.5 MW
9	Reedy Creek Improvement District	
9a	Walt Disney Solar Facility (PPA), Orange County	5 MW
10	Tallahassee	
10a	Solar Farm 1 (PPA), Leon County	20 MW
10b	Solar Farm 4 (PPA), Leon County	42 MW
11	Winter Park	
11a	Clean Footprint (PPA), Orange County	2.25 MW

Rural Electric Cooperatives

12	Okefenoke Rural Electric Membership	
12a	SR South Loving (PPA), Nassau County	6 MW
13	Seminole Electric	
13a	MGS Solar Facility (PPA), Hardee County	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

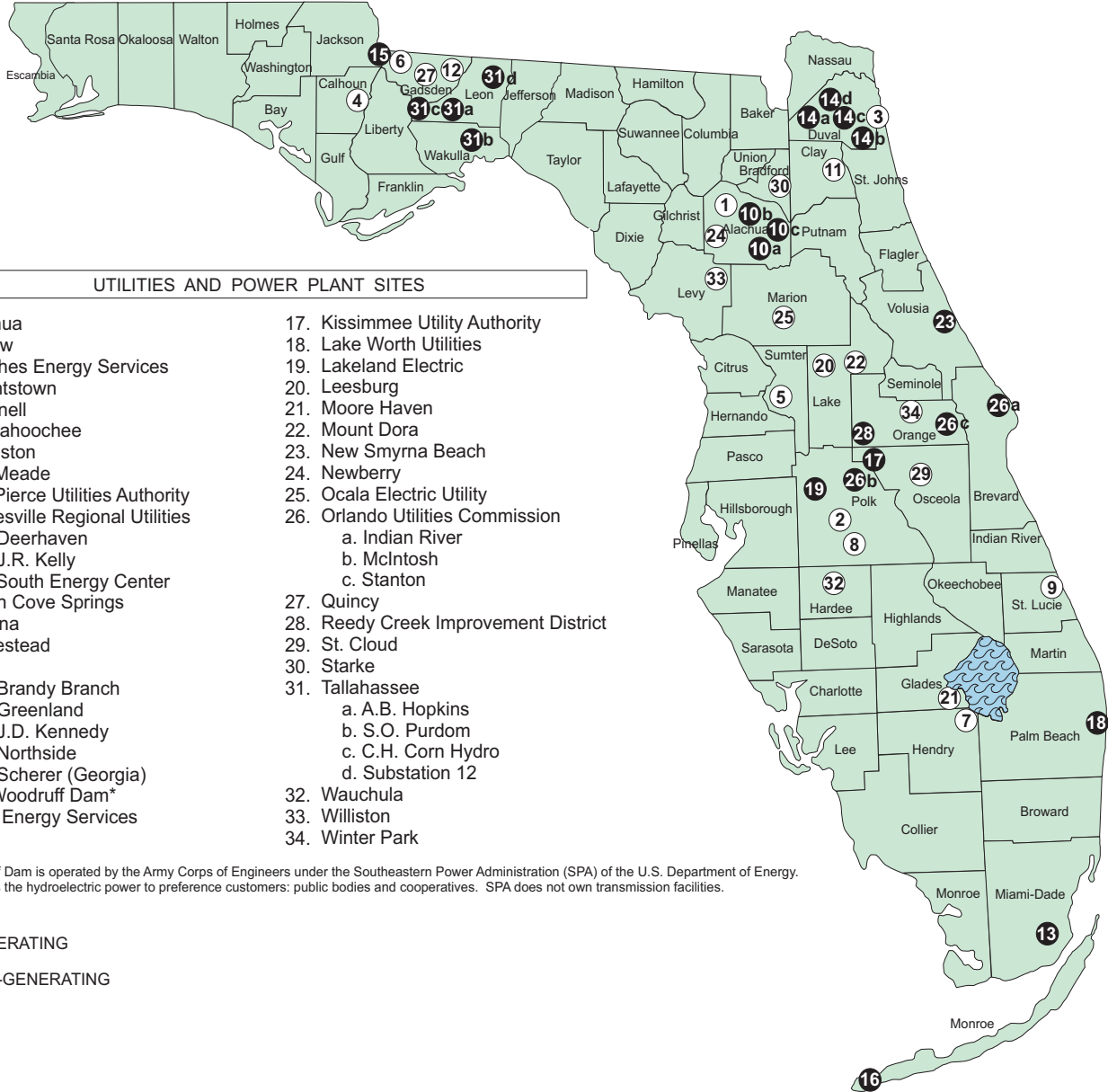
Additional information about Florida's solar electric utilities is available from:

FPSC's *Statistics of the Florida Electric Utility Industry*, October 2021

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

Municipal Electric Utilities

Approximate Utility Locations



UTILITIES AND POWER PLANT SITES

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

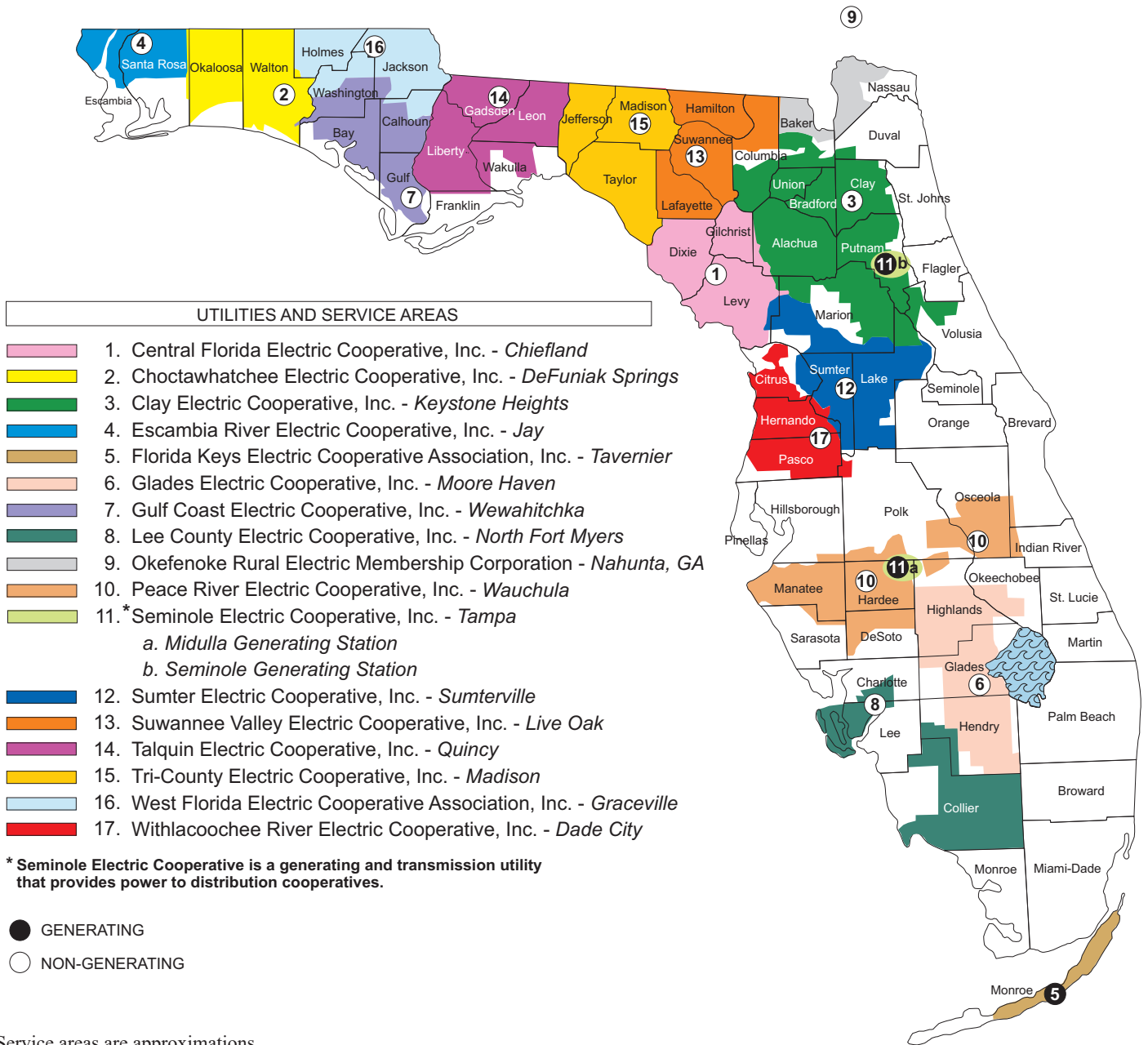
Florida Public Service Commission Map

Additional information about Florida's investor-owned electric utilities is available from FPSC's *Statistics of the Florida Electric Utility Industry*, October 2021

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2020.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 2021
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2020.pdf>

Regulatory Authority

Pursuant to Chapter 366, F.S., in 2021, the FPSC has regulatory authority over:

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

Pursuant to Chapter 368, F.S., in 2020, the FPSC is authorized to inspect intrastate natural gas systems for compliance with the rules and regulations governing safety standards.

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.

Source:
U.S. Energy Information Administration
https://www.eia.gov/naturalgas/archive/analysis_publications/ngpipeline/usage.html

Number of Customers

Number of Customers for Investor-Owned Utilities By Customer Type December 31, 2021					
Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	107,099	5,232	3,026	0	115,357
Florida Division of Chesapeake Utilities***	0	0	19,520	0	19,520
Florida Public Utilities Company	58,893	3,284	2,462	50	65,341
Florida Public Utilities Company - Ft. Meade Division	554	42	0	0	596
Florida Public Utilities Company - Indiantown Division***	0	0	699	0	699
Peoples Gas System	377,871	12,399	26,002	65	416,335
Sebring Gas System***	0	0	711	0	711
St. Joe Natural Gas Company	2,513	180	1	1	2,695

* 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, 2020 Annual Reports filed by Natural Gas Utilities

Typical Natural Gas Bill Comparisons

Residential, Commercial, and Industrial Service Provided by Investor-Owned Utilities December 31, 2021						
	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	\$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	\$46.59	\$25 - \$35	\$166.00	\$35 - \$50	\$1,016.00
Sebring Gas System *	\$9 - \$35	\$30.79	\$12 - \$35	\$120.00	\$35 - \$150	\$462.00
St. Joe Natural Gas Company	\$13 - \$20	\$58.44	\$20 - \$70	\$173.00	\$70.00	\$886.00

December 2021 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,%202021.pdf>

Annual Therm Sales

Annual Therm Sales for Investor-Owned Utilities December 31, 2021

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	16,564,867	20,808,913	98,206,755	0	135,580,535
Florida Division of Chesapeake Utilities	0	0	323,502,109	0	323,502,109
Florida Public Utilities	15,142,956	14,606,950	36,489,501	10,156,526	76,395,933
Florida Public Utilities - Ft. Meade Division	69,666	195,664	0	0	265,330
Florida Public Utilities - Indiantown Division	0	0	205,654	0	205,654
Peoples Gas System	80,813,502	31,144,187	484,948,551	1,369,591,917	1,964,760,921
Sebring Gas System***	0	0	1,266,844	0	1,266,844
St. Joe Natural Gas Company	390,800	298,991	100,793	8,593	799,177

* Firm Transportation Service

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

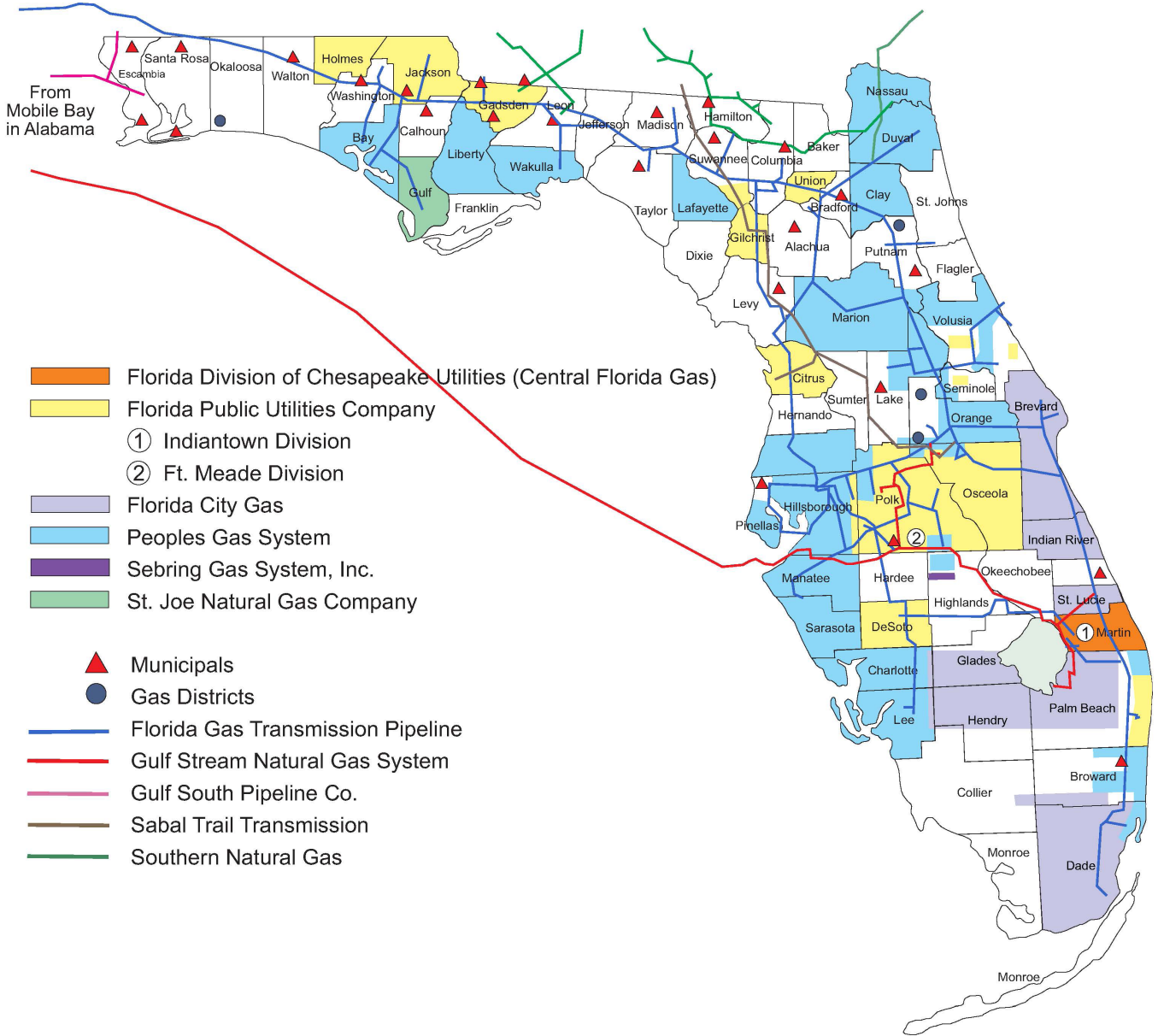
*** Exited the merchant function. All sales are firm transportation customers.

Source:

FPSC, 2020 Annual Reports filed by Natural Gas Utilities

Natural Gas Companies in Florida

(Approximate Service Areas and Approximate Location of Interstate Transmission Systems)



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 2021, the FPSC has regulatory authority over:

- **10 incumbent local exchange companies (ILECs)**
- **249 competitive local exchange companies (CLECs)**
- **27 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, 77 percent of households had fixed broadband connections at download speeds of at least 25 megabits per second (Mbps) in June 2019.
- Mobile broadband accounted for almost 21.7 million connections while cable modem accounted for roughly five million of non-mobile broadband connections in Florida.

VoIP

- As of December 2020, there were an estimated 2.3 million interconnected residential VoIP subscribers in Florida. This data indicates a decrease of nearly 200,000 residential VoIP subscriptions in 2020.
- Alternatively, the business VoIP market in Florida continues to expand with an estimated 1.9 million subscribers in 2019.

Wireless

- There were over 22.1 million wireless voice subscriptions in Florida in 2019. This is an increase of approximately 3.1 percent from 2018.
- The Centers for Disease Control (CDC) reported that nationally the percent of wireless only households rose from 59.2 percent in June 2019 to 62.5 percent one year later.

Source:

FCC, Internet Access Services: States as of June 30, 2019; figures 32 & 34. <http://www.fcc.gov/internet-access-services-reports>

FPSC's Report on the Status of Competition in the Telecommunications Industry, as of December 31, 2020.

<http://www.psc.state.fl.us/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2021.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 2021				
	Residential*	Business*	Total*	Change since 2019
AT&T Florida	220	276	496	-16%
CenturyLink FL	184	151	335	-14%
Frontier FL	49	119	168	-9%
Rural ILECs	76	30	106	-1%
CLECs	3	279	282	-18%
Total	532	855	1,387	-14%

* In thousands, rounded to the nearest thousand.

Source:
 FPSC’s *Report on the Status of Competition in the Telecommunications Industry*, As of December 31, 2020.
<http://www.psc.state.fl.us/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2021.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 2021, 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 filed with 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 \$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 \$4.46 billion for funding year 2022. The new cap represents a 4.2% 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 \$638 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 is scheduled to completely phase out by December 1, 2022. An exception is made for service providers that are the only Lifeline provider in a census block and unable to meet the federal broadband requirements. In those census blocks, support for voice-only Lifeline service will remain \$5.25 after the December 1, 2022 phase out. The FCC will evaluate whether market circumstances warrant continuing to offer support for voice-only Lifeline service after the phase out date.
- ▲ **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 1,229GB 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

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

2020

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$41,420	\$289,718	(\$248,298)
Low-Income	\$39,875	\$48,853	(\$8,978)
Schools & Libraries	\$85,951	\$117,876	(\$31,925)
Rural Health Care	\$4,795	\$17,050	(\$12,255)
Administrative Expense		\$11,649	(\$11,649)
Total	\$172,041	\$485,146	(\$313,105)

2019

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$48,288	\$297,898	(\$249,610)
Low-Income	\$59,326	\$56,840	\$2,486
Schools & Libraries	\$76,227	\$113,956	(\$37,729)
Rural Health Care	\$4,853	\$14,558	(\$9,705)
Administrative Expense		\$11,233	(\$11,223)
Total	\$188,694	\$494,485	(\$305,791)

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)

Source:

FCC's *Universal Service Monitoring Reports*

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

Universal Service Support Mechanisms by State (2020)

State	Payments from USAC (in Thousands)	Estimated Contributions to USAC (in Thousands)	Estimated Net Dollar Flow
Alabama	\$146,569	\$101,445	\$45,124
Alaska	\$284,648	\$20,189	\$264,459
American Samoa	\$3,842	\$623	\$3,219
Arizona	\$181,955	\$169,465	\$12,491
Arkansas	\$158,635	\$68,203	\$90,432
California	\$565,232	\$1,008,798	(\$443,566)
Colorado	\$108,954	\$165,336	(\$56,381)
Connecticut	\$23,455	\$111,609	(\$88,155)
Delaware	\$5,073	\$32,352	(\$27,280)
District of Columbia	\$10,797	\$54,949	(\$44,152)
Florida	\$172,042	\$485,145	(\$313,102)
Georgia	\$217,403	\$238,291	(\$20,888)
Guam	\$13,444	\$4,189	\$9,255
Hawaii	\$13,583	\$37,822	(\$24,240)
Idaho	\$77,468	\$42,374	\$35,094
Illinois	\$231,889	\$344,902	(\$113,013)
Indiana	\$191,584	\$160,747	\$30,837
Iowa	\$254,762	\$83,135	\$171,627
Kansas	\$209,050	\$67,744	\$141,305
Kentucky	\$215,526	\$97,373	\$118,152
Louisiana	\$135,135	\$99,149	\$35,986
Maine	\$49,151	\$35,800	\$13,350
Maryland	\$44,465	\$200,396	(\$155,931)
Massachusetts	\$41,225	\$217,266	(\$176,041)
Michigan	\$194,251	\$225,843	(\$31,592)
Minnesota	\$282,312	\$164,755	\$117,557
Mississippi	\$194,817	\$52,579	\$142,238
Missouri	\$273,808	\$155,337	\$118,471
Montana	\$144,712	\$28,542	\$116,170
Nebraska	\$136,046	\$52,019	\$84,026
Nevada	\$39,242	\$73,672	(\$34,430)
New Hampshire	\$15,282	\$42,955	(\$27,673)
New Jersey	\$60,342	\$294,138	(\$233,795)
New Mexico	\$148,587	\$49,468	\$99,119
New York	\$250,563	\$575,828	(\$325,265)
North Carolina	\$174,628	\$237,729	(\$63,100)
North Dakota	\$184,965	\$22,818	\$162,147
N. Mariana Islands	\$3,643	\$1,005	\$2,638
Ohio	\$188,824	\$286,402	(\$97,578)
Oklahoma	\$264,063	\$81,774	\$182,289
Oregon	\$110,946	\$104,948	\$5,998
Pennsylvania	\$147,884	\$371,062	(\$223,178)
Puerto Rico	\$220,123	\$72,055	\$148,067
Rhode Island	\$7,290	\$26,241	(\$18,951)
South Carolina	\$166,091	\$112,818	\$53,272
South Dakota	\$136,054	\$22,995	\$113,059
Tennessee	\$184,089	\$152,235	\$31,854
Texas	\$584,791	\$642,994	(\$58,203)
Utah	\$64,263	\$73,708	(\$9,445)
Vermont	\$26,849	\$22,654	\$4,195
Virgin Islands	\$17,684	\$3,640	\$14,044
Virginia	\$133,780	\$254,940	(\$121,161)
Washington	\$147,461	\$196,248	(\$48,786)
West Virginia	\$86,263	\$56,009	\$30,253
Wisconsin	\$279,551	\$155,623	\$123,928
Wyoming	\$48,832	\$17,142	\$31,691
Total	\$8,273,920	\$8,477,479	(\$203,558)

Source:

Federal Communications Commission's 2021 *USF Monitoring Report*, Table 1.9

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

Estimated contributions include an administrative cost of approximately \$203 million.

Telephone Subscribership

Percentage of Households with Telephone in Unit

	2016	2017	2018	2019	2020
Florida	95.3%	94.4%	92.7%	93.0%	94.1%

Lifeline Subscribership

Lifeline Assistance Subscribers in Florida

Date	Lifeline Enrollment	Eligible Households	Participation Rate
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%
6/2021	273,641	1,882,842	14.53%

Sources:

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

<https://www.floridapsc.com/files/PDF/publications/reports/telecommunication/telecommunicationsindustry/2021.pdf>

United States Department of Agriculture Supplemental Nutrition Assistance Program: Number of Households Participating June 2021

FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2021

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2021.pdf>

Lifeline Subscribership

Lifeline Subscribership by Eligible Telecommunications Carriers As of June 2021	
Company	Access Lines Subscribed to Lifeline Service
Access Wireless**	7,566
Assurance**	155,848
AT&T	58
CenturyLink	2,652
Consolidated Communications	255
Cox Telecom*	0
Frontier Florida	1,478
Frontier of the South	19
Global Connection*	0
ITS Fiber	37
NEFCOM	169
Phone Club*	138
Safelink**	100,463
Smart City	3
T-Mobile**	3,523
TeleCircuit*	0
TDS Telecom	88
Windstream	1,289
WOW*	55
Total	273,641

* 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 2021
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2021.pdf>

Regulatory Authority

Pursuant to Chapter 367, F.S., in 2021, the FPSC has jurisdiction over 124 investor-owned water and/or wastewater utilities in 38 of Florida's 67 counties.

Use of Reclaimed Water Data for 2020

- Approximately 884 mgd* of reclaimed water from these facilities was reused for beneficial purposes and represents approximately 51% of the total domestic water flow in the state.
- The 1,834 mgd of reuse capacity represents approximately 70% of the total domestic wastewater treatment capacity in the state.

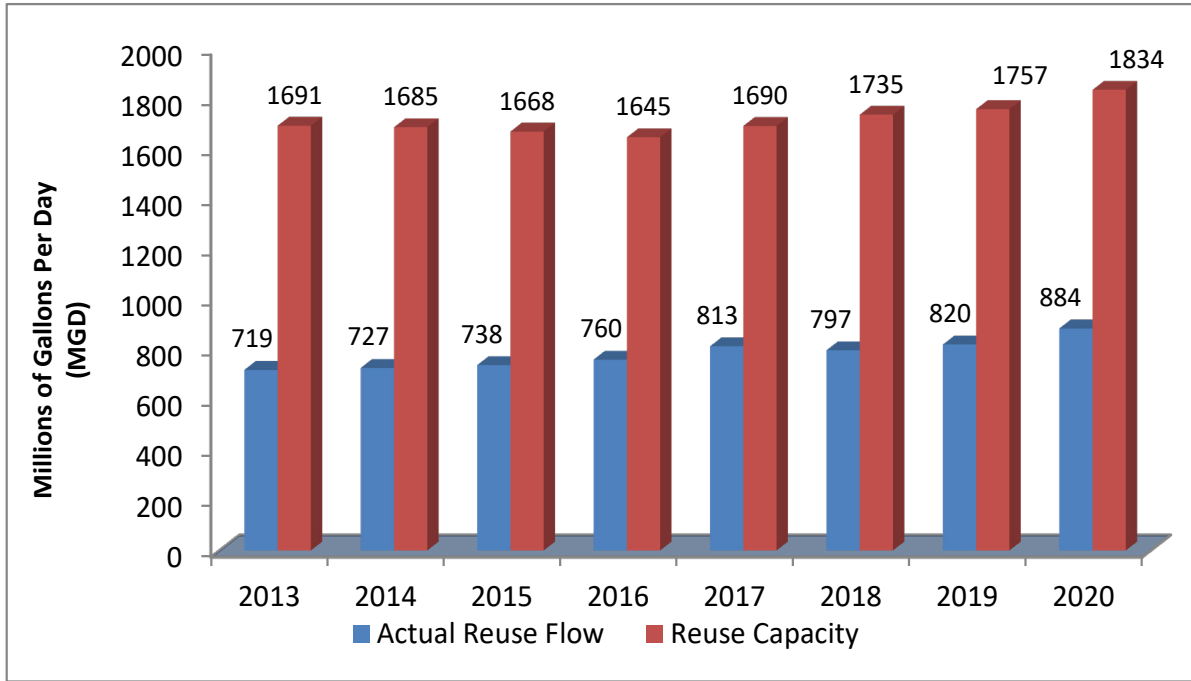
* Million gallons per day

Source:

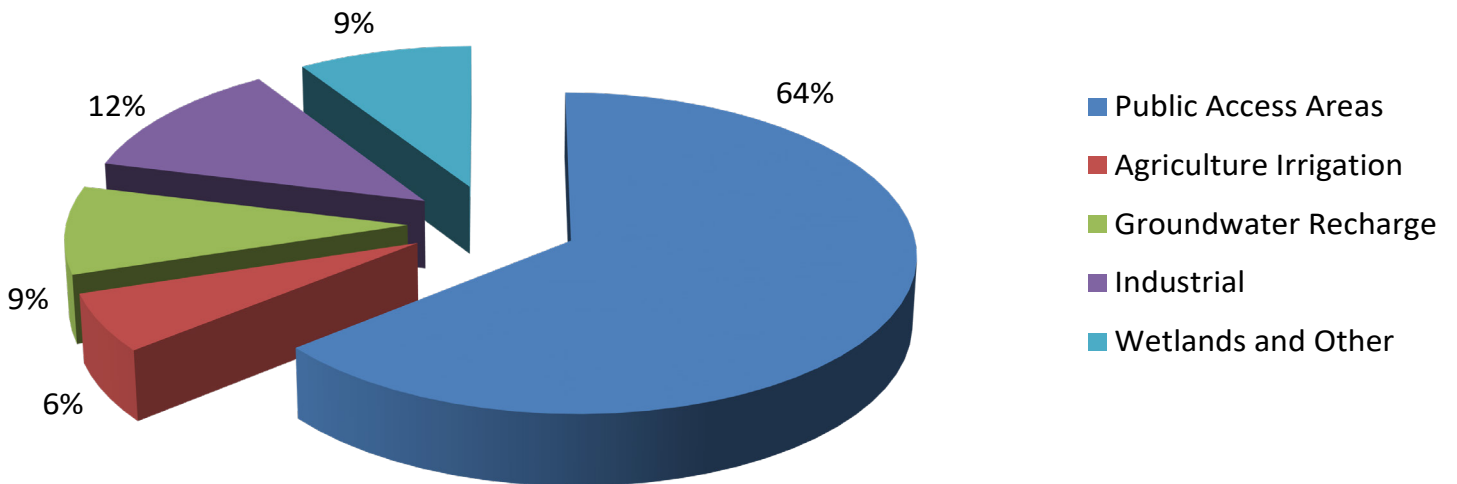
Florida Department of Environmental Protection's *2020 Reuse Inventory Report*, March 2021
https://www.floridadep.gov/sites/default/files/2020_reuse_inventory_report.pdf

Florida's Reuse Growth

Millions of Gallons Per Day (mgd)



Reclaimed Water Utilization (2020)



Source:

Florida Department of Environmental Protection's *2020 Reuse Inventory Report*, March 2021
https://www.floridadep.gov/sites/default/files/2020_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

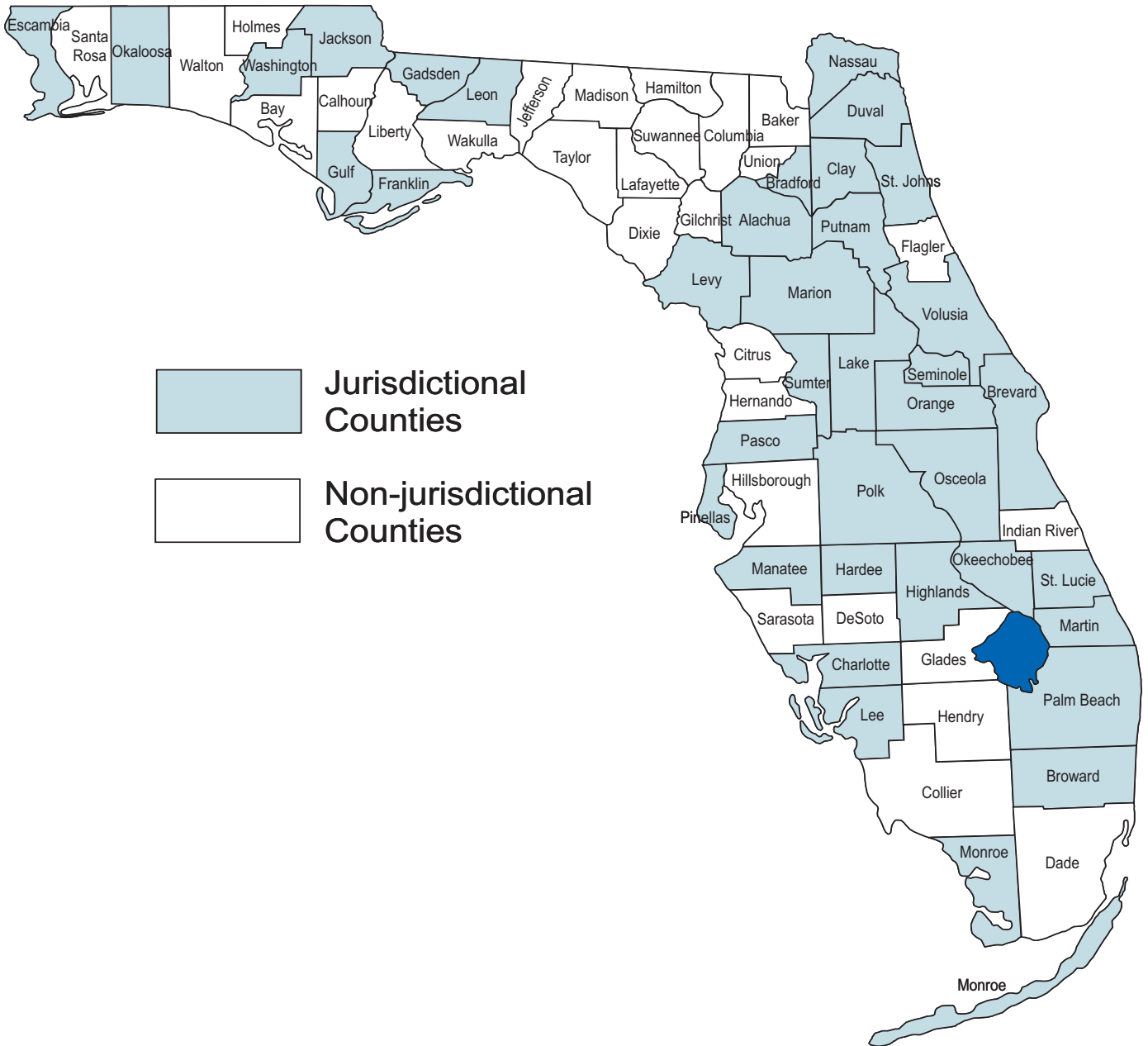
- The rates charged by all water and wastewater utilities under the Commission's jurisdiction are shown in alphabetical order by county in the FPSC's *Comparative Rate Statistics Report*, available online at <http://www.floridapsc.com/Publications/Reports#>.

Source:
FPSC Staff

Water & Wastewater Jurisdictional Counties (38)

WATER & WASTEWATER

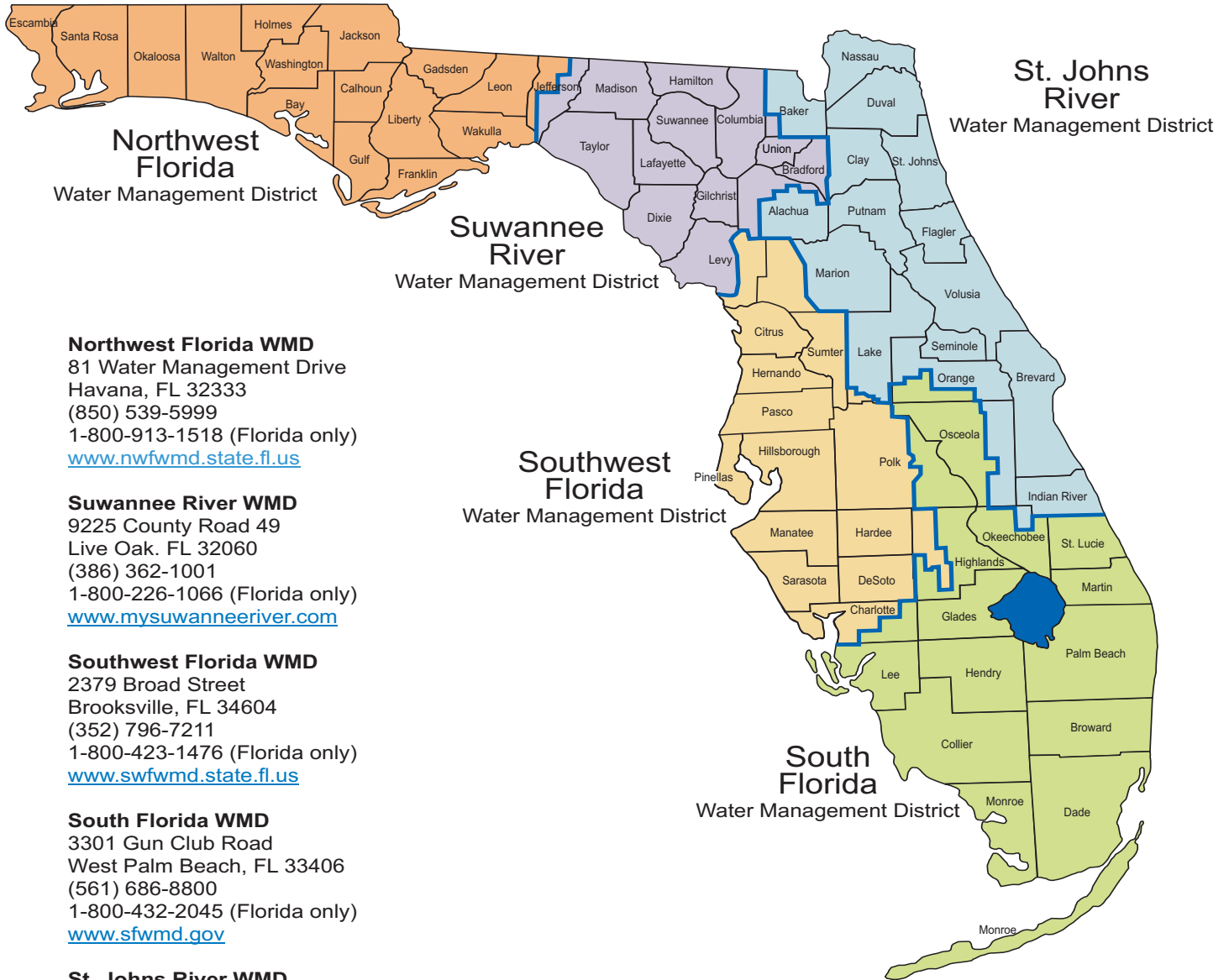
38 Jurisdictional Counties



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

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

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

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

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

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