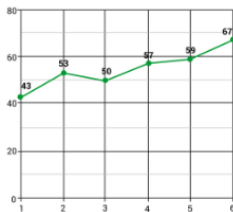
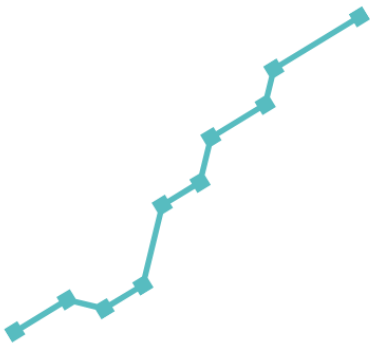
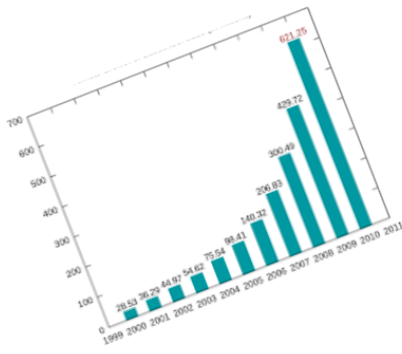
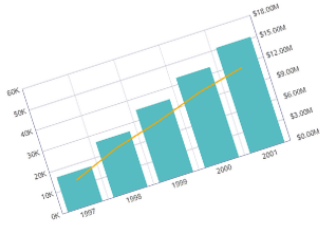
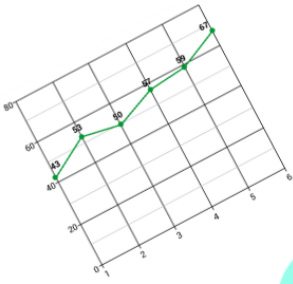




Facts and Figures of the Florida Utility Industry

2024



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**

Table of Contents

ELECTRIC

Quick Facts

Regulatory Authority	1
Generating Capacity	1
Transmission Capability for Peninsular Florida	1
Florida Energy Generation by Fuel Type	2
Energy Sources	2
Florida’s Renewable Capacity	3

Customers

Average Number of Customers	4
-----------------------------------	---

Rates

Typical Electric Bill Comparisons	5
Average Residential Price of Electricity by State	6

Nuclear Power

Nuclear Waste Policy	7
----------------------------	---

Maps

Reliability Councils	8
Investor-Owned Electric Utilities	9
Florida’s Solar Electric Facilities	10
Municipal Electric Facilities	12
Rural Electric Cooperatives	13

NATURAL GAS

Quick Facts

Regulatory Authority 14

Transmission 14

Customers

Number of Customers 15

Rates

Typical Natural Gas Bill Comparisons 16

Sales

Annual Therm Sales 17

Map

Natural Gas Pipelines in Florida 18

TELECOMMUNICATIONS

Quick Facts

Regulatory Authority 19

Definitions 19

Broadband, VoIP, and Wireless 20

Customers

Access Lines 21

Universal Service Programs 22

Universal Service Support Mechanisms by Program for Florida 25

Universal Service Support Mechanisms by State 26

Telephone Subscribership 27

Lifeline Assistance Subscribership 28

WATER & WASTE WATER

Quick Facts

Regulatory Authority 29

Reuse of Reclaimed Water Data 29

Florida’s Reuse Growth 30

Reclaimed Water Utilization 30

Customers & Rates

Utility Classifications 31

Rate Structure 31

Residential Wastewater Gallonage Cap 31

Water & Wastewater Utility Rates 31

Maps

Water & Wastewater Jurisdictional Counties 32

Florida’s Water Management Districts 33

Florida Electric Industry

Regulatory Authority

Pursuant to Chapter 366, Florida Statutes (F.S.), in 2023, the Florida Public Service Commission (FPSC) has regulatory authority over:

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

Generating Capacity
(Utility and Non-Utility)
As of December 31, 2022

- Summer: 58,900 Megawatts (MW)
- Winter: 59,478 MW*

Transmission Capability
for Peninsular Florida

- Import: Summer 2024: 3,300 MW
Winter 2024/25: 4,100 MW
- Export: Summer 2024: 1,700 MW
Winter 2024/25: 0 MW**

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

** Due to generation changes and transmission reconfigurations.

Sources:

Review of the 2023 Ten Year Site Plans of Florida's Electric Utilities, November 2023

<https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/Electricgas/TenYearSitePlans//2023/Review.pdf>

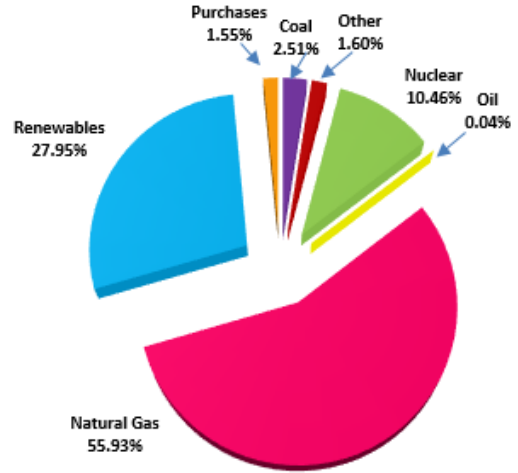
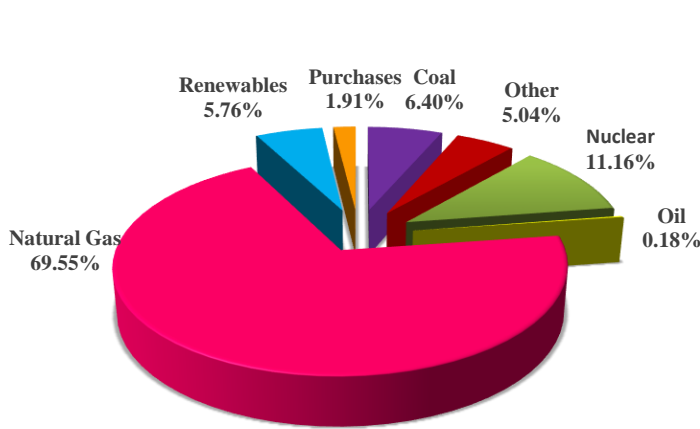
FPSC Annual Report 2023

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/AnnualReports/2023.pdf>

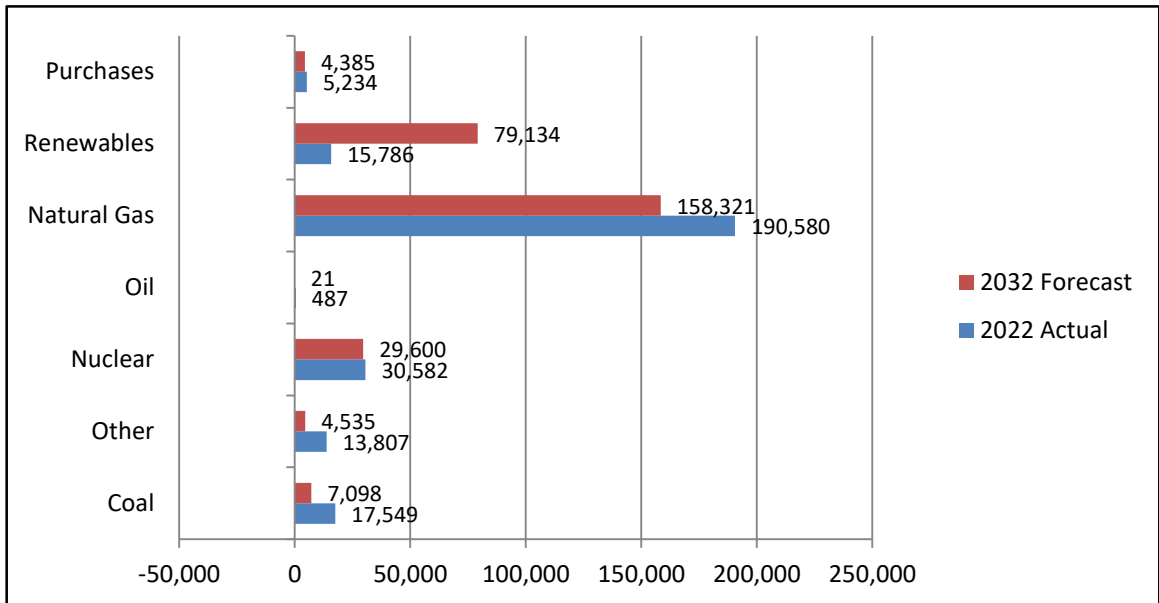
Florida Energy Generation by Fuel Type

2022
(Actual %)

2032
(Forecast %)



Energy Sources (GWH)

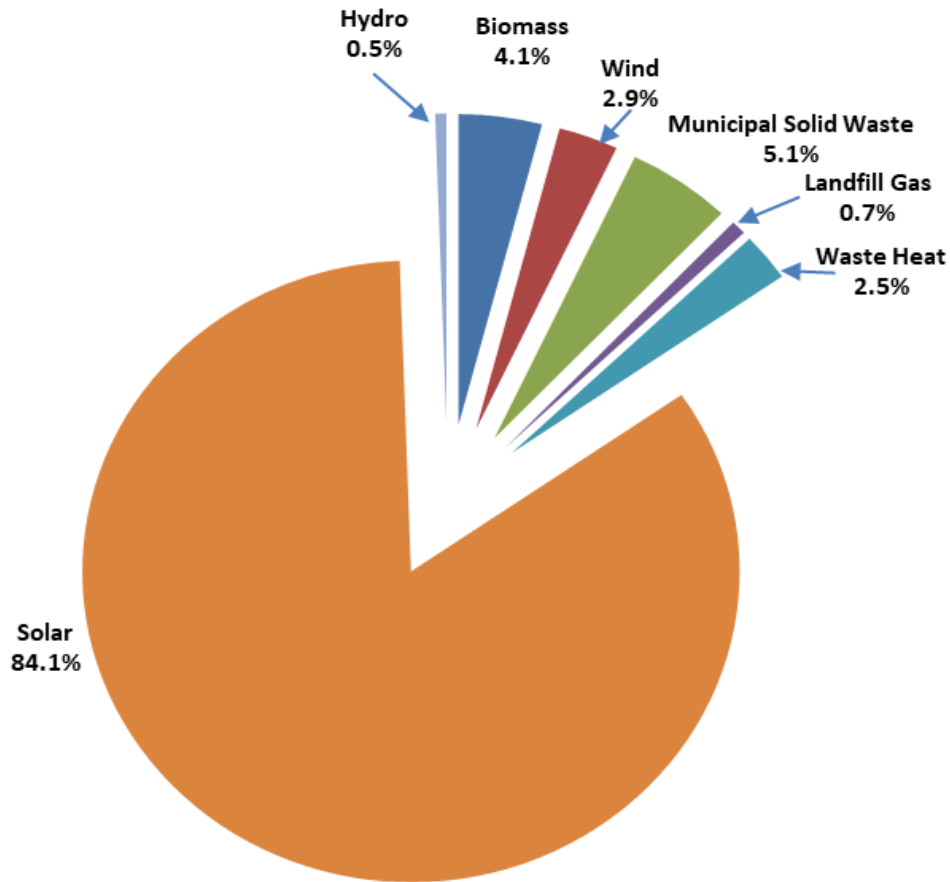


Source:

FRCC 2023 *Regional Load & Resource Plan*, August 2023

https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/Electricgas/TenYearSitePlans//2023/FRCC_RLRP.pdf#page=88

Florida's Renewable Capacity in MW(2023)
(Total: 9,274 MW)



Total Florida Renewable Capacity: 9,274 MW

Total Florida Electric Generation Capacity: 58,900 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:

Review of the 2023 Ten Year Site Plans of Florida's Electric Utilities, November 2023

<https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/Electricgas/TenYearSitePlans//2023/Review.pdf>

Average Number of Customers

**Average Number of Customers for Investor-Owned Utilities
By Class of Service
2022**

Utility	Residential	Commercial	Industrial	Other	Total
Duke Energy Florida, LLC	1,719,905	184,453	1,868	26,827	1,933,053
Florida Power & Light Co.	5,140,402	642,045	14,630	6,773	5,803,850
Florida Public Utilities Company	25,516	4,441	2	2,907	32,866
Tampa Electric Company	729,334	79,610	1,356	9,466	819,766
Total	7,615,157	910,549	17,856	45,973	8,589,535

Source:

Statistics of the Florida Electric Utility, October 2023, Table 33
<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2022.pdf>

Typical Electric Bill Comparisons

Residential Service Provided by Investor-Owned Utilities December 31, 2023

Utility	Minimum Bill or Customer Charge	1,000 Kilowatt Hours*
Florida Power & Light Company	\$9.48	\$132.50
FPL - NW Division	\$9.48	\$150.93
Duke Energy Florida, LLC**	\$12.51	\$178.29
Tampa Electric Company	\$21.30	\$157.10
Florida Public Utilities Company	\$16.95	\$171.07

Commercial/Industrial Service Provided by Investor-Owned Utilities December 31, 2023

Utility	400,000 Kilowatt Hours 1,000 KW Demand*
Florida Power & Light Company	\$39,226
FPL - NW Division	\$45,656
Duke Energy Florida, LLC**	\$50,952
Tampa Electric Company	\$39,913
Florida Public Utilities Company	\$57,066

*Excludes local taxes, franchise fees, and gross receipts taxes that are billed as a separate line item. Includes cost recovery clause factors effective December 2023.

** Duke's 2023 base rates for December - February is \$89.39; for the March - November bill is \$78.82.

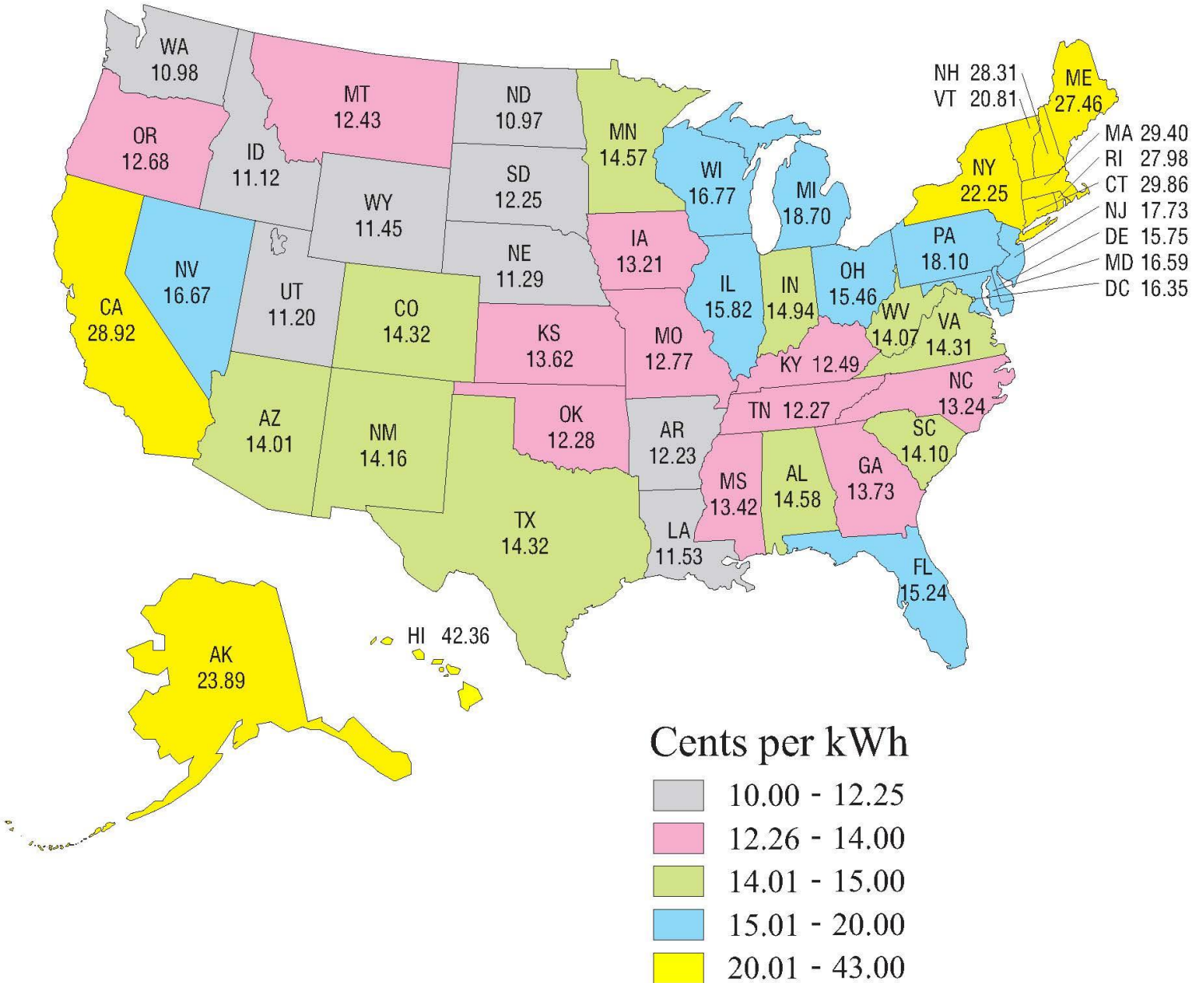
Source:

FPSC Comparative Rate Statistics

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/Comparative/December%2031,%202023.pdf>

Average Residential Price of Electricity by State (2023)

(U.S. Residential Average Price per kWh = 16.72 cents)



Source:

Energy Information Administration's Electric Power Monthly, Table 5.6.B
https://www.eia.gov/electricity/monthly/epm_table_grapher.php?t=epmt_5_06_b

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, 2023

Reactor	Utility	Metric Tons in Spent Fuel Pool	Metric Tons in Dry Cask Storage	NRC License Expires
St. Lucie 1	FPL	550	385	2036
St. Lucie 2	FPL	426	362	2043
Turkey Point 3	FPL	530	277	2052
Turkey Point 4	FPL	541	277	2053

Proposed Nuclear Power Reactor

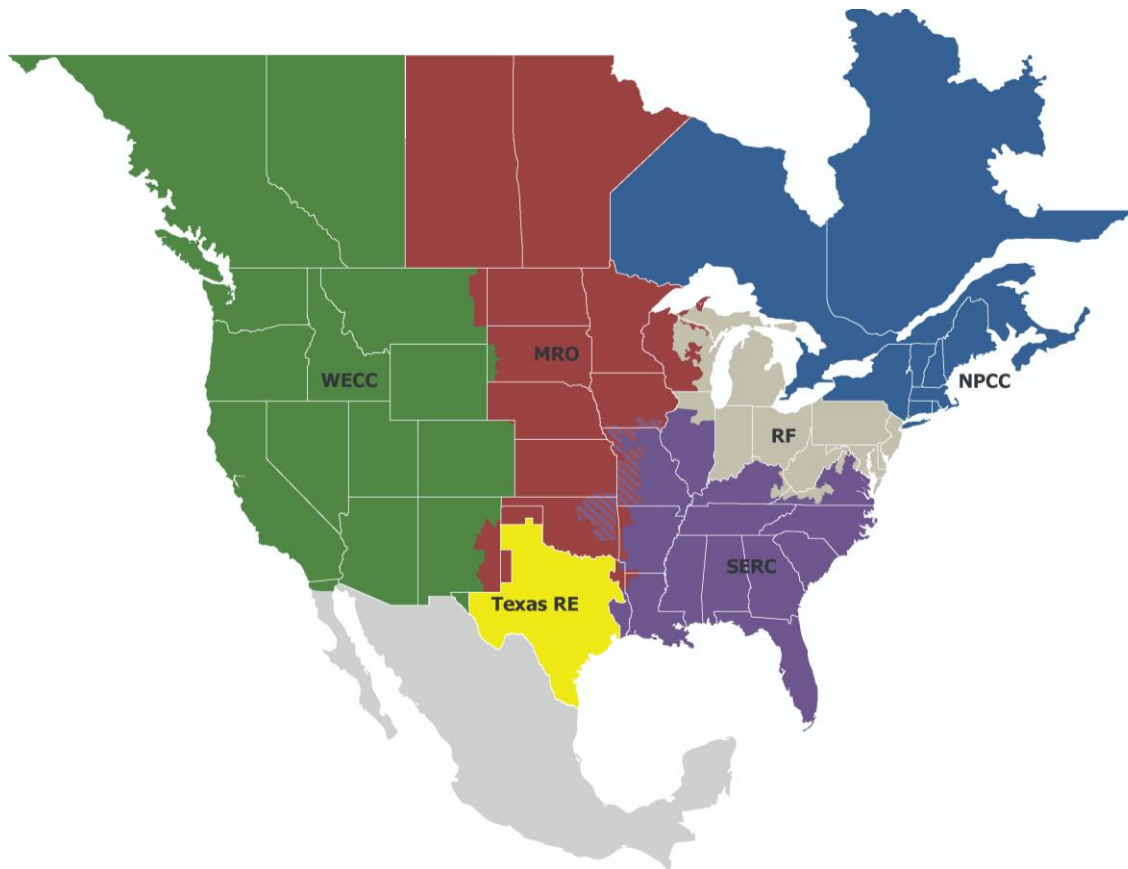
Reactor	Utility	Estimated In-Service Date
Turkey Point 6	FPL	2031
Turkey Point 7	FPL	2032

Source:

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

Reliability Councils

NERC REGIONS



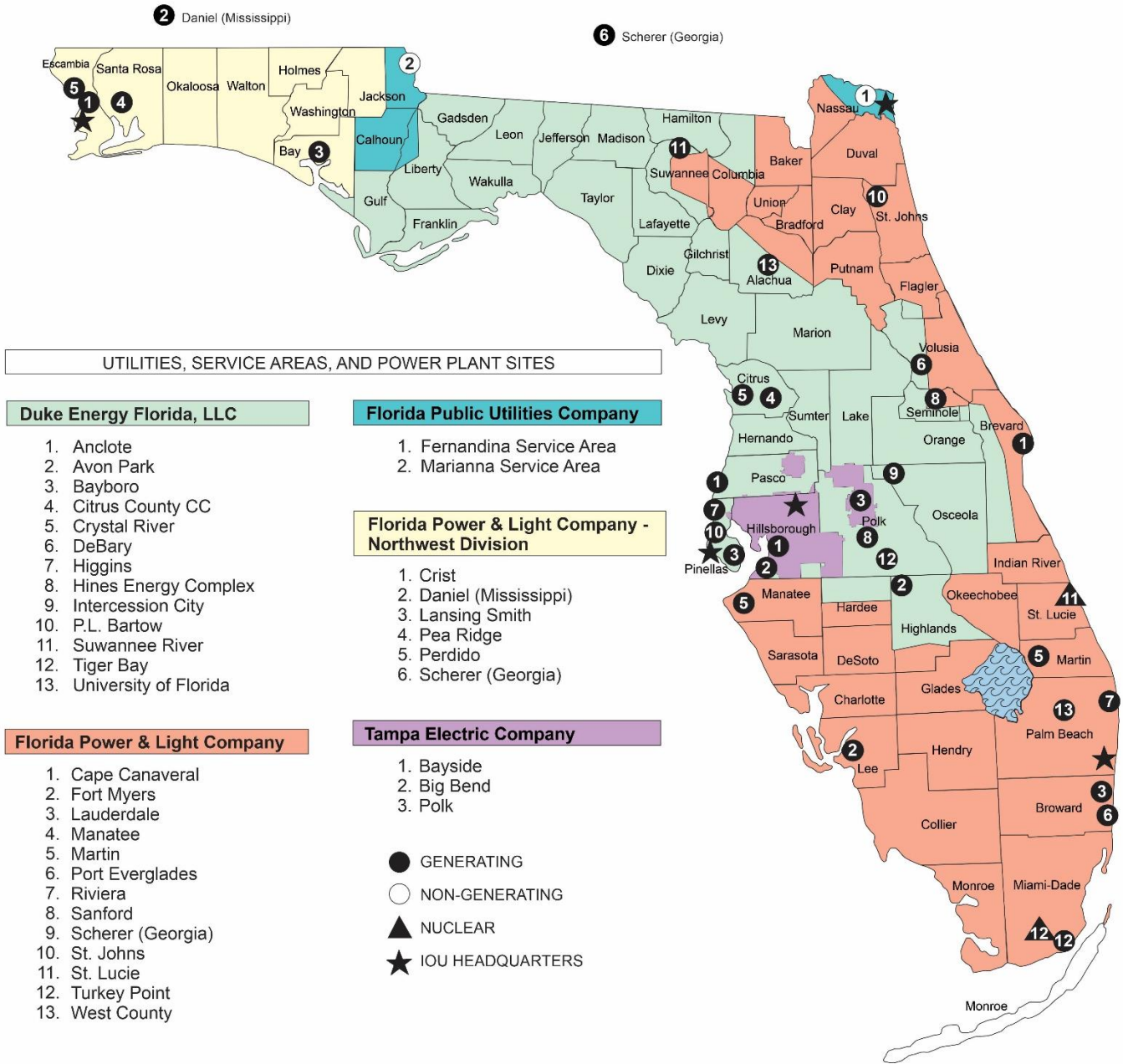
MRO	Midwest Reliability Organization
NPCC	Northeast Power Coordinating Council
RF	ReliabilityFirst
SERC	SERC Reliability Corporation
Texas RE	Texas Reliability Entity
WECC	Western Electricity Coordinating Council

Source:

North American Electric Reliability Council <https://www.nerc.com/AboutNERC/keyplayers/PublishingImages/Regions%20Map.jpg>

Investor-Owned Electric Utilities

Approximate Company Service Areas



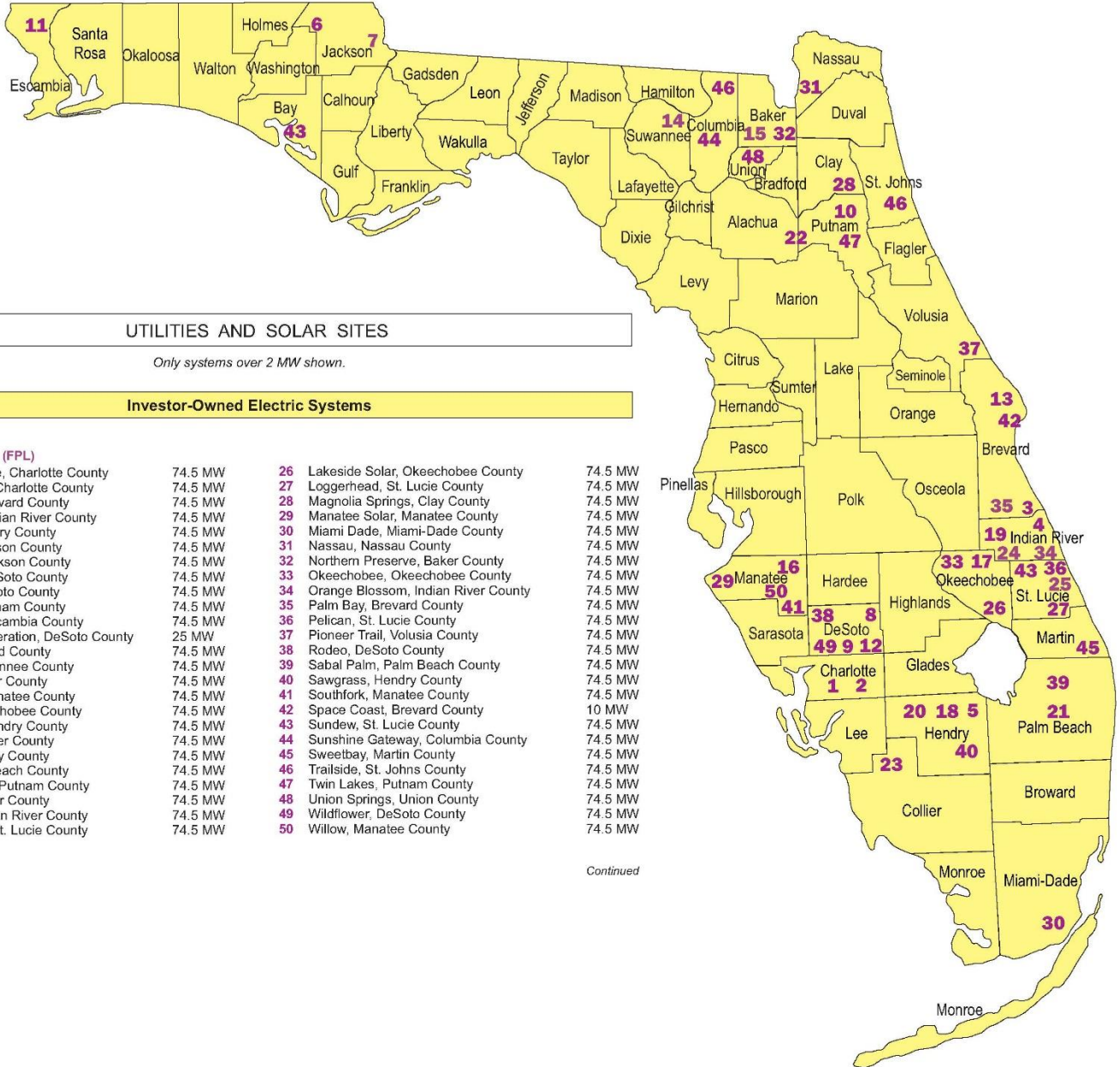
Service areas are approximations. Information on this map should be used only as a general guideline. For more detailed information, contact individual utilities.

Source:

Florida Public Service Commission Map
 FPSC's *Statistics of the Florida Electric Utility Industry*, October 2023
<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2022.pdf>

Florida Utility Solar Electric Facilities

Approximate Company Service Areas



Continued

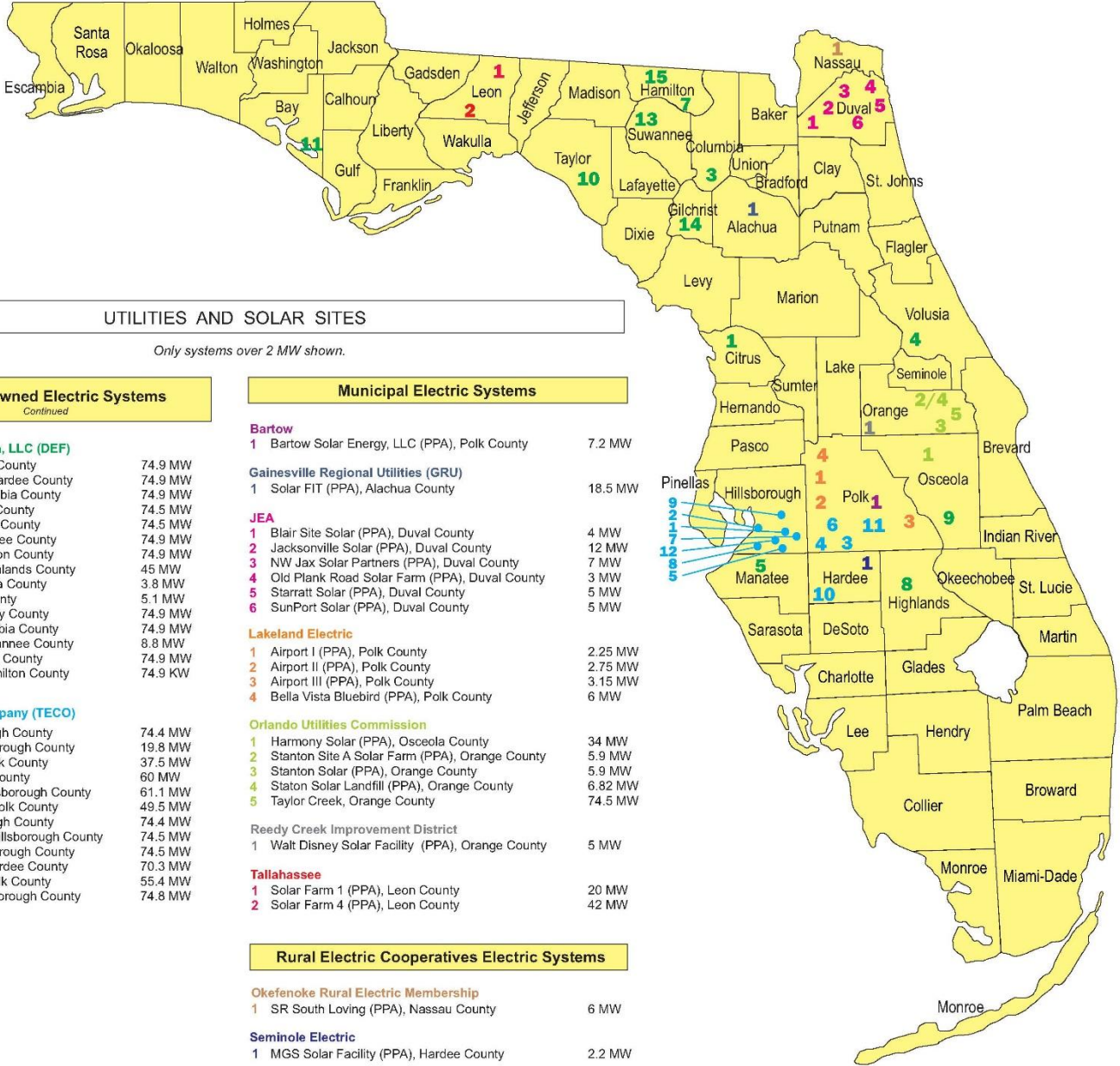
Service areas are approximations. Information on this map should be used only as a general guideline. For more detailed information, contact individual utilities.

Source:

Florida Public Service Commission Map
 FPSC's *Statistics of the Florida Electric Utility Industry*, October 2023
<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2022.pdf>

Florida Utility Solar Electric Facilities

Approximate Company Service Areas



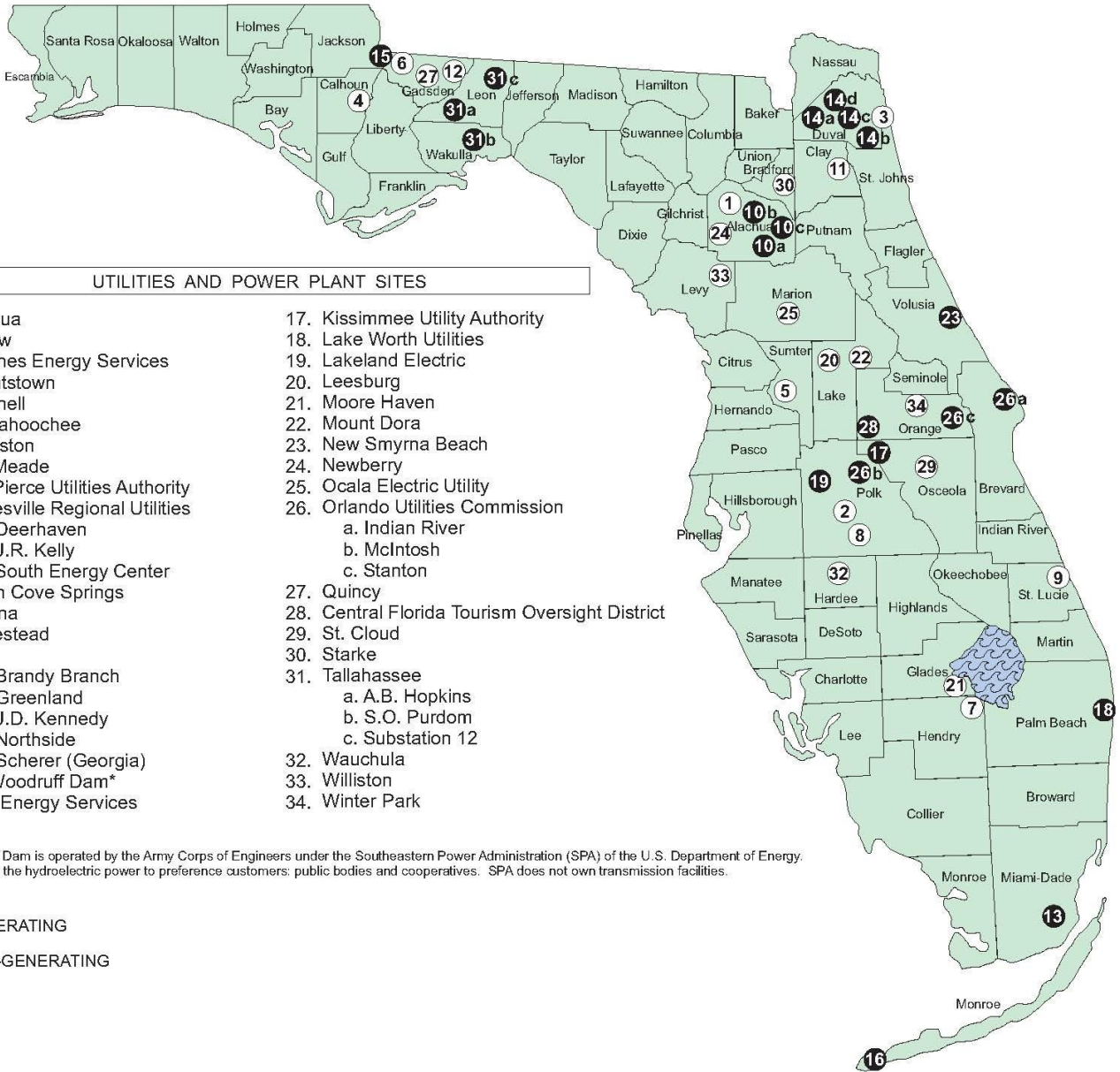
Service areas are approximations. Information on this map should be used only as a general guideline. For more detailed information, contact individual utilities.

Source:

Florida Public Service Commission Map
 FPSC's *Statistics of the Florida Electric Utility Industry*, October 2023
<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2022.pdf>

Municipal Electric Utilities

Approximate Utility Locations



UTILITIES AND POWER PLANT SITES

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol 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 <ol 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 <ol 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 | <ol 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 <ol style="list-style-type: none"> a. Indian River b. McIntosh c. Stanton 27. Quincy 28. Central Florida Tourism Oversight District 29. St. Cloud 30. Starke 31. Tallahassee <ol style="list-style-type: none"> a. A.B. Hopkins b. S.O. Purdom c. 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

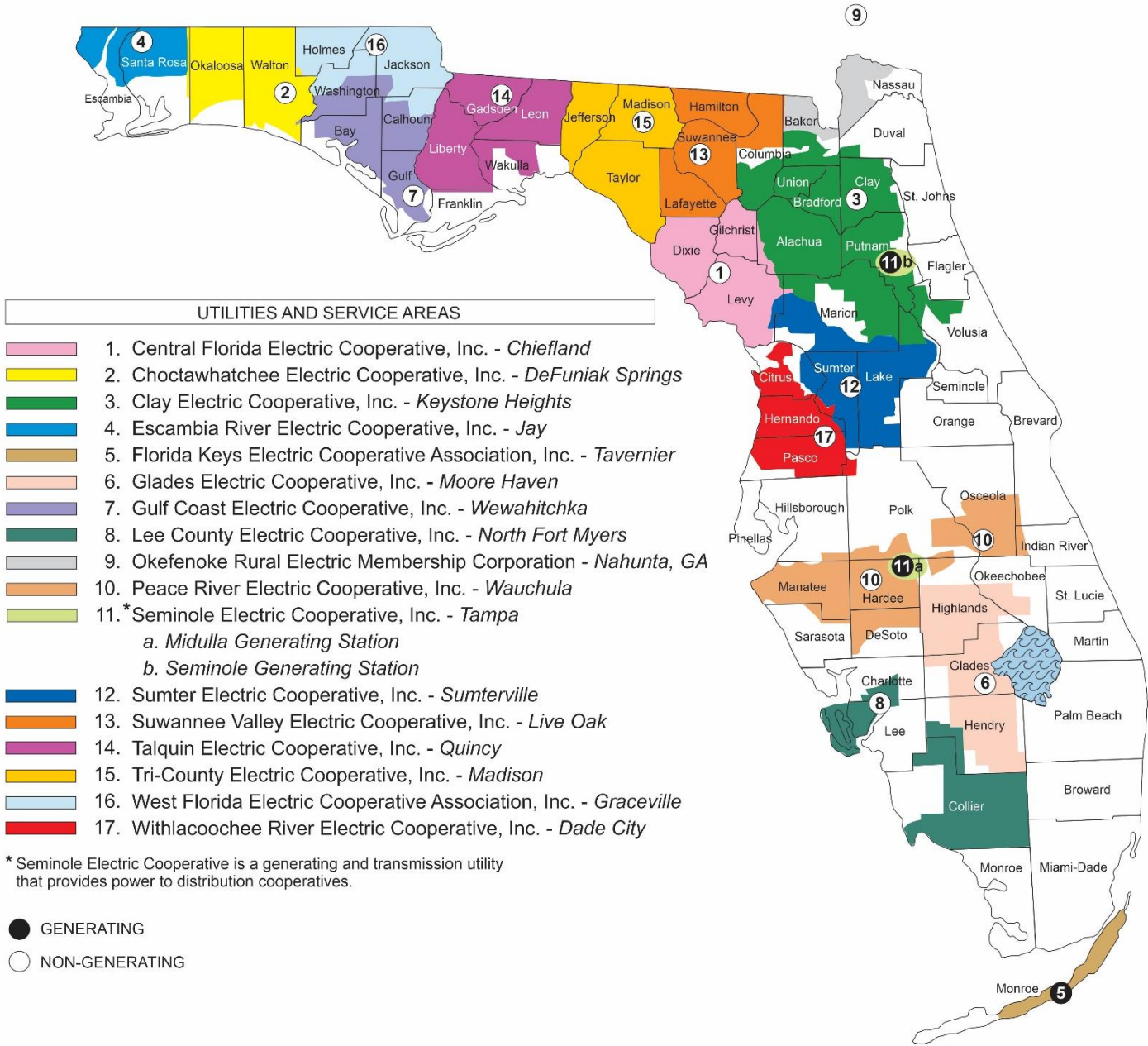
Service areas are approximations. Information on this map should be used only as a general guideline. For more detailed information, contact individual utilities.

Source:

Florida Public Service Commission Map
 FPSC's *Statistics of the Florida Electric Utility Industry*, October 2023
<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2022.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
 FPSC's *Statistics of the Florida Electric Utility Industry*, October 2023
<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2022.pdf>

Florida Natural Gas Industry

Regulatory Authority

Pursuant to Chapter 366, F.S., in 2023, the FPSC has regulatory authority over:

- **5 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 2023, 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 1.4 billion cubic feet per day.
- Sabal Trail’s pipeline capacity is 1.1 billion cubic feet per day.

Source:

FPSC Annual Report <https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/AnnualReports/2023.pdf>

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, 2023					
Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	109,332	5,439	2,981	0	117,752
Florida Division of Chesapeake Utilities***	0	0	19,520	0	19,520
Florida Public Utilities Company	64,769	3,345	2,549	47	71,366
Florida Public Utilities Company - Ft. Meade Division	536	44	0	0	580
Florida Public Utilities Company - Indiantown Division***	0	0	694	0	694
Peoples Gas System	397,500	12,813	26,180	60	457,339
Sebring Gas System***	0	0	735	0	735
St. Joe Natural Gas Company	2,691	185	1	1	2,878

* 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, 2022 Annual Reports filed by Natural Gas Utilities
<https://www.psc.state.fl.us/sortable-utility-annual-reports?industry=Natural%20Gas>

Typical Natural Gas Bill Comparisons

Residential, Commercial, and Industrial Service Provided by Investor-Owned Utilities December 31, 2023

Utility	Residential		Commercial		Industrial	
	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*	\$19.50-\$26.50	\$37.00	\$40.00-\$70.00	\$149.00	\$70.00-\$275.00	\$693.00
Florida City Gas	\$19.00-\$25.00	\$69.00	\$31.00-\$44.00	\$243.00	\$25.00-\$2000	\$1,616.00
Florida Public Utilities Company	\$19.50-\$26.50	\$62.00	\$40.00-\$70.00	\$262.00	\$70.00-\$225.00	\$1,575.00
Florida Public Utilities Company - Ft. Meade Division	\$12.50-\$16.50	\$56.00	\$25.00-\$50.00	\$235.00	\$50.00-\$225.00	\$1,524.00
Florida Public Utilities Company - Indiantown Division *	\$12.50-\$16.50	\$27.00	\$25.00-\$35.00	\$62.00	\$35.00-\$55.00	\$238.00
Peoples Gas System	\$18.10-\$24.60	\$56.00	\$30.60-\$45.00	\$207.00	\$45.00-\$82.00	\$1,340.00
Sebring Gas System *	\$12.00-\$70.00	\$31.00	\$20.00-\$70.00	\$132.00	\$70.00-\$225.00	\$468.00
St. Joe Natural Gas Company	\$13.00-\$20.00	\$67.00	\$20.00-\$70.00	\$223.00	\$70.00	\$1,450.00

December 2023 gas costs are included for those companies participating in purchased gas adjustment clause (Florida City Gas, FPUC, FPUC-Fort Meade, Peoples Gas, and St. Joe).

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

Source:

FPSC, Comparative Rate Statistics
<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/Comparative/December%2031,%202023.pdf>

Annual Therm Sales

Annual Therm Sales for Investor-Owned Utilities December 31, 2023

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	16,828,137	25,196,515	139,125,904	0	181,150,556
Florida Division of Chesapeake Utilities	0	0	316,012,570	0	316,012,570
Florida Public Utilities Company	16,464,996	15,609,987	41,364,248	9,645,443	83,392,345
Florida Public Utilities - Ft. Meade Division	64,562	246,333	0	0	310,895
Florida Public Utilities - Indiantown Division	0	0	210,777	0	210,777
Peoples Gas System	88,541,435	36,818,660	493,692,674	1,358,115,955	1,982,427,309
Sebring Gas System***	0	0	1,462,522	0	1,462,522
St. Joe Natural Gas Company	445,632	413,761	131,401	32,601	1,023,395

* 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.

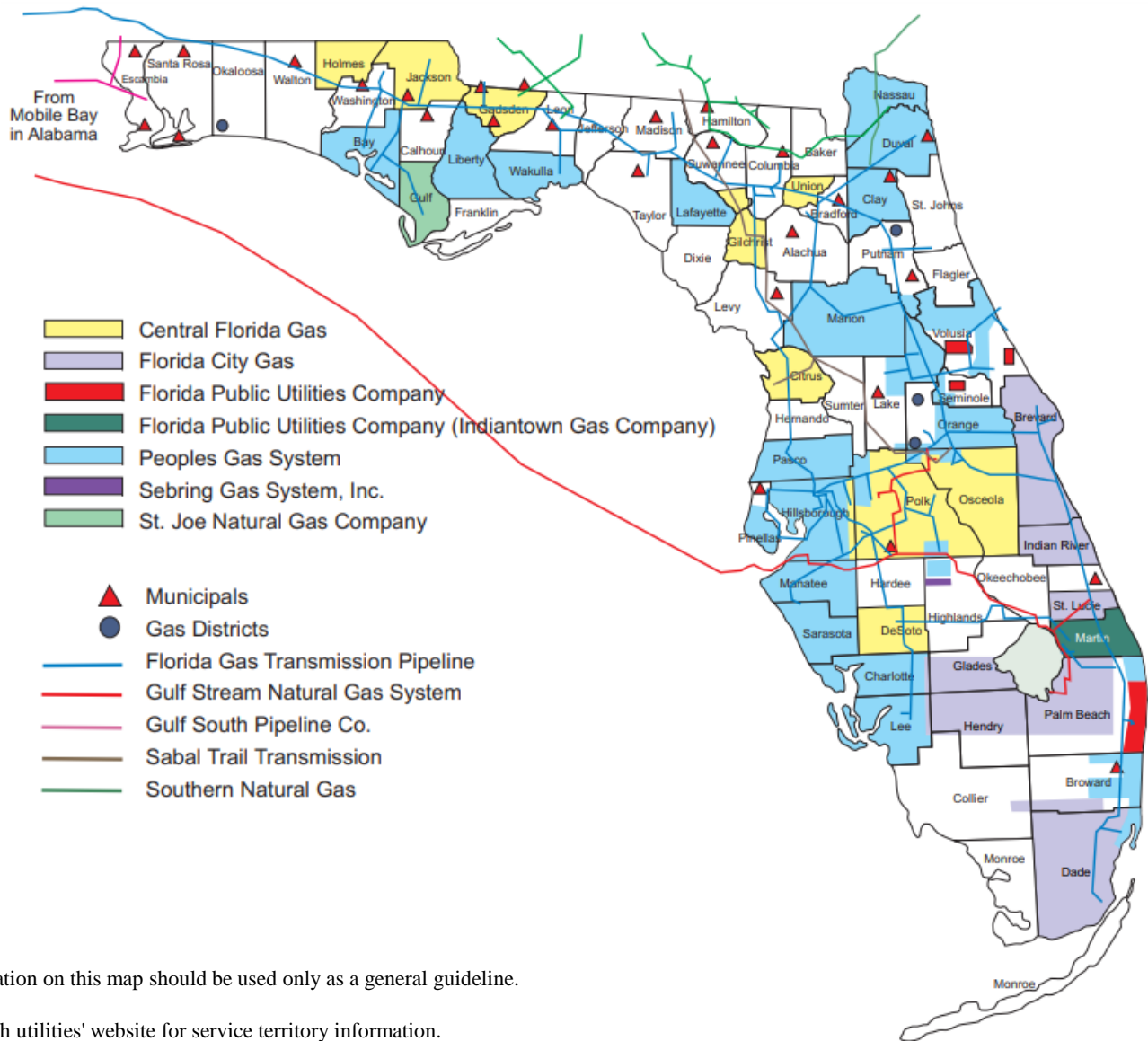
Source:

FPSC, 2022 Annual Reports filed by Natural Gas Utilities

<https://www.psc.state.fl.us/sortable-utility-annual-reports?industry=Natural%20Gas>

Natural Gas Pipelines

(Approximate Location of Interstate Transmission Systems)



* Information on this map should be used only as a general guideline.

* See each utilities' website for service territory information.

Florida City Gas

<https://www.floridacitygas.com/about-us/our-service-areas.html>

Florida Public Utilities Company {Central Florida Gas Division/ Florida Public Utilities Division/ Ft. Meade Division/ Indiantown Division}

<https://www.fpuc.com/customer-service/areas-we-serve/>

Peoples Gas System, Inc.

<https://www.peoplesgas.com/company/about/>

Sebring Gas System, Inc.

<http://sebringgas.com/index.php>

St. Joe Natural Gas Company

<https://stjoegas.com/natural-gas>

Source:

FPSC Staff

Florida Telecommunications Industry

Regulatory Authority

Pursuant to Chapter 364, F.S., in 2023, the FPSC has regulatory authority over:

- **10 incumbent local exchange companies (ILECs)**
- **257 competitive local exchange companies (CLECs)**
- **22 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.

Source:

FPSC 2023 Annual Report

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/AnnualReports/2023.pdf>

**Regulatory
Authority**

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Definitions

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- **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.

Source:

FPSC 2023 Annual Report

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/AnnualReports/2023.pdf>

VoIP and Wireless

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 a technology that allows consumers to make and receive voice calls using a broadband internet connection instead of a regular telephone line. These two services are not subject to FPSC jurisdiction.

VoIP

- As of December 2022, there were an estimated 1.8 million interconnected residential VoIP subscribers in Florida. This data indicates a decrease of over 200,000 residential VoIP subscriptions in 2022.
- Alternatively, the business VoIP market in Florida continues to expand with an estimated 2.3 million subscribers in 2021.

Wireless

- There were over 22.8 million wireless voice subscriptions in Florida in 2021. This is an increase of approximately 4.3 percent from 2020.
- By comparison, Florida's population was estimated at 22.2 million in 2022. Thus, Florida had more connected wireless
- The Centers for Disease Control (CDC) reported that nationally the percent of wireless only households rose from 68.7 percent in June 2021 to 72.6 percent one year later.

Source:

FPSC's Report on the Status of Competition in the Telecommunications Industry, December 2023

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2023.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 2023				
	Residential*	Business*	Total*	Change since 2021
AT&T Florida	147	186	333	-18%
CenturyLink FL	122	119	241	-15%
Frontier FL	29	74	103	-31%
Rural ILECs	58	25	83	-8%
CLECs	2	166	168	-25%
Total	358	570	928	-20%

* In thousands, rounded to the nearest thousand.

Source:

FPSC’s *Report on the Status of Competition in the Telecommunications Industry*, December 2023

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2023.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 2023, 17 ETCs offered service in Florida, including 13 wireline companies and 4 wireless companies. Federal law authorizes state commissions, upon their own motion or upon request, to designate a common carrier that meets certain requirements as a 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 E-Rate 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 \$4.77 billion for funding year 2023. The new cap represents a 7 percent 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 \$682 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, 2024. 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, 2024 phase out.
- **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: usage of at least 4.5GB per month
 - Fixed broadband: speed of 25/3 Mbps and usage of at least 1,28 terabytes per month

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

- **Wireless Lifeline Service:** Wireless providers offering Lifeline do not currently 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.
- **Qualification:** Customers can qualify based on either their income (135 percent or less than the federal poverty guidelines) or participation in any 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):** The National Verifier is administered by USAC. In general, it validates the eligibility of applications through available automated eligibility data sources. Applications are checked to confirm identity and participation in a qualifying program. If eligibility cannot be validated through automated sources, customers can provide supporting documentation to the National Verifier portal or mail it to the Lifeline Support Center. Those who qualify must then contact a participating Lifeline provider in their area to enroll in the program.
- **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

Source:

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

Universal Service Support Mechanisms by Program for Florida

2022

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$29,627	\$240,462	(\$215,836)
Low-Income	\$24,384	\$35,507	(\$11,123)
Schools & Libraries	\$83,714	\$120,483	(\$36,769)
Rural Health Care	\$4,979	\$28,704	(\$23,725)
Administrative Expense		\$19,127	(\$19,127)
Total	\$137,703	\$444,284	(\$306,580)

2021

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$39,811	\$290,610	(\$250,799)
Low-Income	\$28,705	\$41,014	(\$12,309)
Schools & Libraries	\$80,959	\$121,613	(\$40,654)
Rural Health Care	\$7,195	\$31,541	(\$24,346)
Administrative Expense		\$14,276	(\$14,276)
Total	\$156,670	\$499,054	(\$342,384)

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)

Source:

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

Universal Service Support Mechanisms by State (2022)

State	Payments from USAC (in Thousands)	Estimated Contributions to USAC (in Thousands)	Estimated Net Dollar Flow
Alabama	\$119,043	\$90,051	\$28,992
Alaska	514,326	\$18,506	495,820
American Samoa	4,571	\$571	3,999
Arizona	148,538	\$148,711	-173
Arkansas	137,288	\$60,744	76,544
California	420,724	\$934,013	-513,289
Colorado	74,577	\$147,339	-72,762
Connecticut	30,111	\$104,417	-74,306
Delaware	7,105	\$30,127	-23,022
Dist. of Columbia	10,001	\$48,536	-38,534
Florida	137,703	\$444,264	-306,561
Georgia	192,323	\$218,621	-26,298
Guam	13,315	\$4,008	9,307
Hawaii	10,056	\$33,449	-23,393
Idaho	65,733	\$40,108	25,625
Illinois	209,952	\$304,342	-94,391
Indiana	159,246	\$140,255	18,991
Iowa	207,619	\$72,587	135,032
Kansas	171,254	\$59,141	112,112
Kentucky	166,297	\$87,756	78,542
Louisiana	139,038	\$81,762	57,277
Maine	45,828	\$35,049	10,780
Maryland	50,372	\$173,284	-122,912
Massachusetts	43,615	\$189,868	-146,253
Michigan	174,912	\$202,843	-27,931
Minnesota	200,872	\$145,281	55,591
Mississippi	187,021	\$46,893	140,129
Missouri	187,289	\$132,634	54,655
Montana	144,428	\$26,040	118,388
Nebraska	117,228	\$52,104	65,124
Nevada	33,653	\$62,094	-28,441
New Hampshire	11,881	\$76,199	-64,319
New Jersey	67,709	\$220,096	-152,387
New Mexico	129,900	\$81,741	48,159
New York	182,929	\$499,944	-317,015
North Carolina	187,121	\$189,792	-2,670
North Dakota	190,509	\$15,053	175,455
Northern Mariana	1,122	\$10,429	-9,307
Ohio	134,297	\$259,691	-125,394
Oklahoma	255,743	\$71,161	184,582
Oregon	103,495	\$96,257	7,237
Pennsylvania	133,211	\$340,269	-207,058
Puerto Rico	174,165	\$73,853	100,312
Rhode Island	6,337	\$23,505	-17,168
South Carolina	192,129	\$104,778	87,351
South Dakota	127,225	\$20,940	106,285
Tennessee	163,127	\$135,778	27,349
Texas	466,125	\$561,167	-95,042
Utah	59,851	\$68,323	-8,472
Vermont	21,105	\$23,003	-1,897
Virgin Islands	17,844	\$3,819	14,025
Virginia	112,271	\$235,318	-123,046
Washington	123,100	\$180,770	-57,670
West Virginia	69,143	\$54,191	14,953
Wisconsin	205,862	\$135,499	70,363
Wyoming	42,951	\$14,776	28,175
Total	\$7,303,191	\$7,631,415	328,224

* Estimated contributions include an administrative cost of approximately \$328 million.

Source:

FCC's 2023 USF Monitoring Report, Table 1.9 <http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports>

Telephone Subscribership

Percentage of Households with Telephone in Unit

	2018	2019	2020	2021	2022
Florida	92.7%	93.0%	94.1%	92.2%	93.1%

Lifeline Subscribership

Lifeline Assistance Subscribers in Florida

Date	Lifeline Enrollment	Eligible Households	Participation Rate
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%
6/2022	300,285	1,590,216	18.88%
6/2023	300,229	1,658,694	18.10%

Sources:

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

<https://www.floridapsc.com/files/PDF/publications/reports/telecommunication/telecommunicationsindustry/2023.pdf>

FPSC's *Florida Lifeline Assistance Report*, December 2023

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/LifelineReport/2023.pdf>

Lifeline Subscribership

Lifeline Subscribership by Eligible Telecommunications Carriers As of June 2023

Company	Access Lines Subscribed to Lifeline Service
Access Wireless**	2,271
Assurance**	169,309
Bright House	0
Century Link	1,844
Conexon	0
Consolidated Communications	163
Frontier Florida	1,102
Frontier of the South	32
ITS Fiber	54
NEFCOM	131
Phone Club*	138
Safelink**	123,926
Smart City	6
TDS Telecom	68
Viasat	0
Windstream	1,142
WOW	43
Total	300,229

* Competitive Local Exchange Carrier

** Wireless Carrier

Source:

FPSC's Florida Lifeline Assistance Report, December 2023

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/LifelineReport/2023.pdf>

Florida Water and Wastewater Industry

Regulatory Authority

Pursuant to Chapter 367, F.S., in 2023, the FPSC has jurisdiction over 146 investor-owned water and/or wastewater utilities in 38 of Florida's 67 counties.

Use of Reclaimed Water Data for 2022

- Approximately 769 mgd* of reclaimed water from these facilities was reused for beneficial purposes and represents approximately 53 percent of the total domestic water flow in the state.
- The 2,283 mgd of reuse capacity represents approximately 89 percent of the total domestic wastewater treatment capacity in the state.

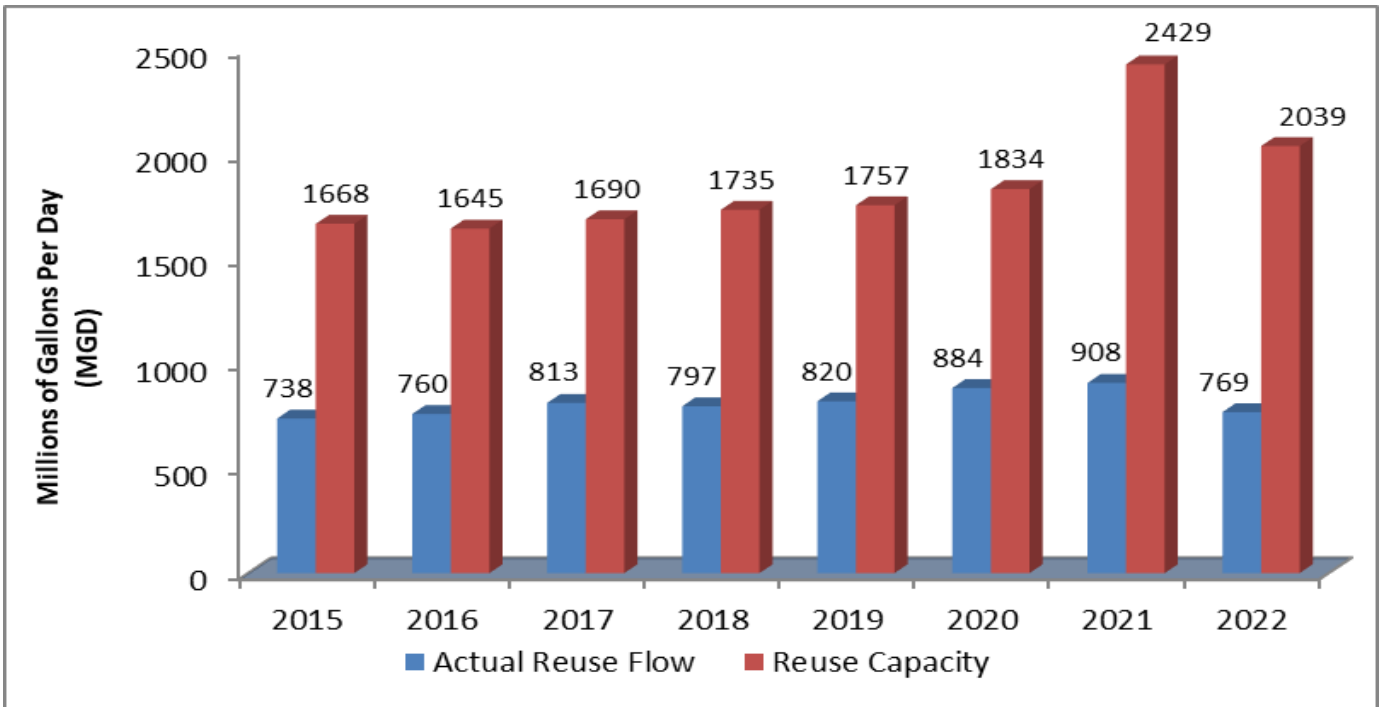
* Million gallons per day

Source:

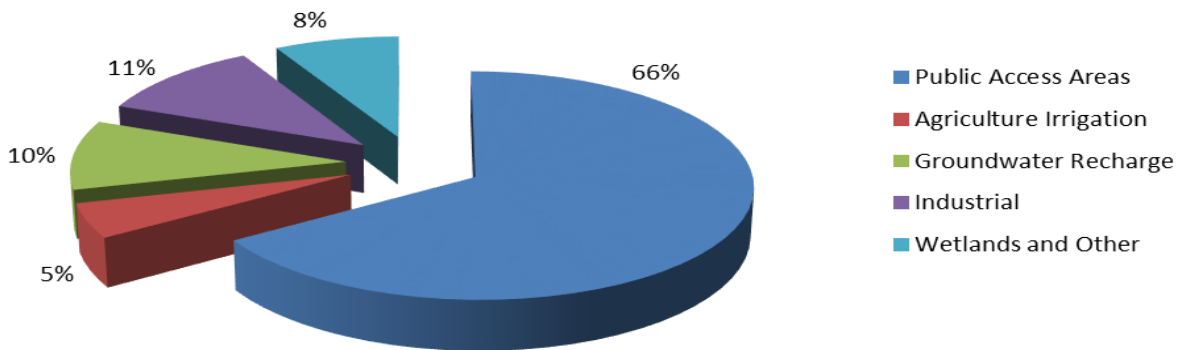
Florida Department of Environmental Protection's *2022 Reuse Inventory Report*, November 2023
<https://floridadep.gov/sites/default/files/2022%20Reuse%20Inventory.pdf>

Florida's Reuse Growth

Millions of Gallons Per Day (mgd)



Reclaimed Water Utilization (2022)



Source:

Florida Department of Environmental Protection's 2022 Reuse Inventory Report, February 2024
<https://floridadep.gov/sites/default/files/2022%20Reuse%20Inventory.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.)

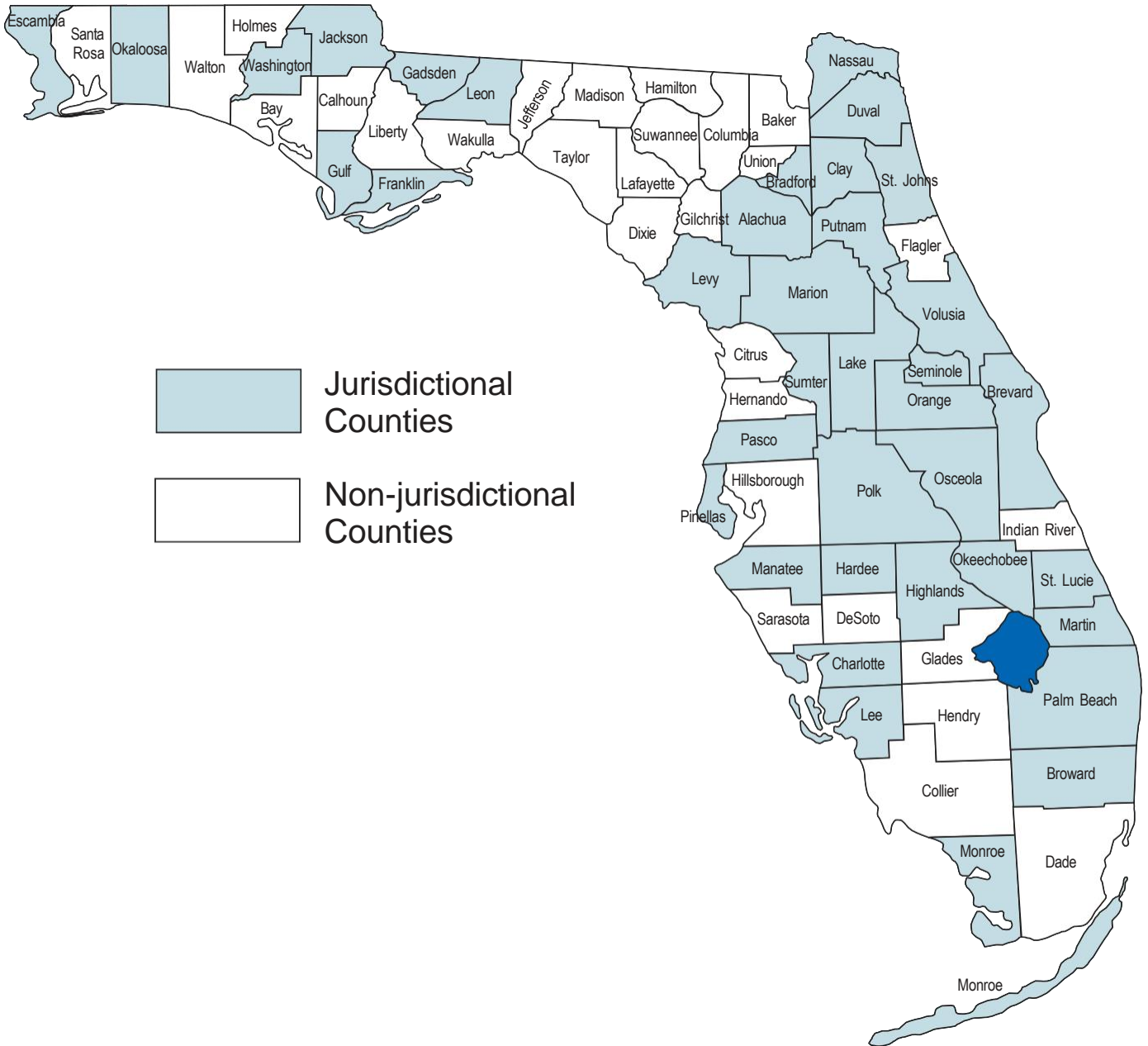
Water & Wastewater Utility Rates

- 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 <https://www.floridapsc.com/pscfiles/websitefiles/PDF/Publications/Reports/General/Comparative/December%2031,%202023.pdf>

Source:

Water & Wastewater Jurisdictional Counties (38)

WATER & WASTEWATER
38 Jurisdictional Counties

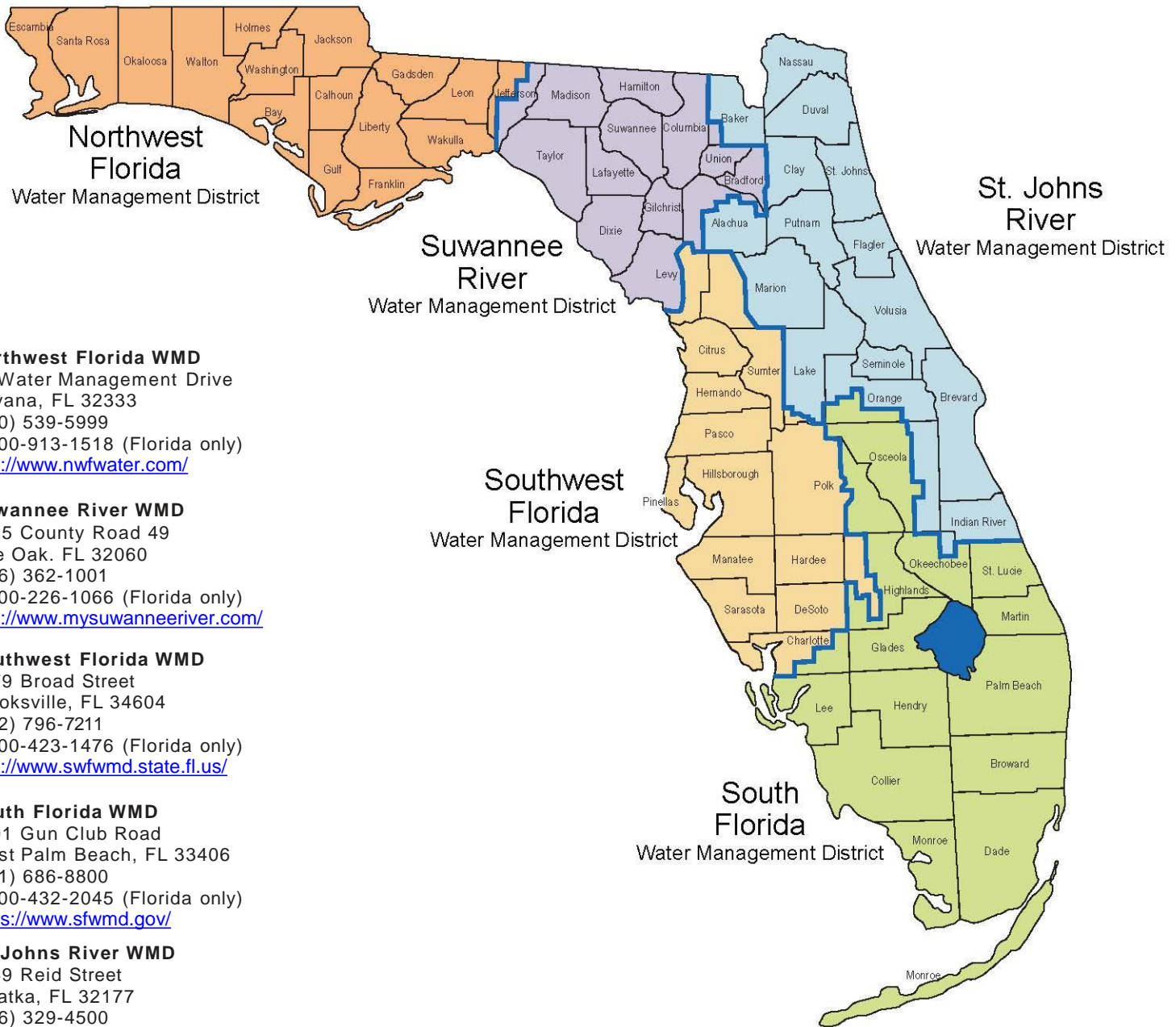


Source:

Florida Public Service Commission Map
<https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/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)
<http://www.nwfwater.com/>

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

Southwest Florida WMD
 2379 Broad Street
 Brooksville, FL 34604
 (352) 796-7211
 1-800-423-1476 (Florida only)
<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)
<https://www.sfwmd.gov/>

St. Johns River WMD
 4049 Reid Street
 Palatka, FL 32177
 (386) 329-4500
 1-800-451-7106 (Florida only)
<http://www.sjrwm.com/>

Source:

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



**If you have questions, you may call the
Florida Public Service Commission's
Office of Consumer Assistance and Outreach at**

**1-800-342-3552,
fax your questions to
1-800-511-0809,
or contact the FPSC via the
following email address:
contact@psc.state.fl.us**

Or write to the

**Florida Public Service Commission
Office of Consumer Assistance and Outreach
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850**

See our Internet home page at

www.FloridaPSC.com

