FLORIDA
PUBLIC
SERVICE
COMMISSION

2019

FACTS & FIGURES
OF THE
FLORIDA UTILITY INDUSTRY

This publication is a reference manual for anyone needing quick information about the electric, natural gas, telecommunications, and water and wastewater industries in Florida. The facts have been gathered from in-house materials, outside publications, and websites. Every effort has been made to accurately reference the source of the information used. Though most of the data refers specifically to Florida, some data from other states and national averages are included for comparison purposes. If you have questions about this publication, please contact:

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Florida Public Service Commission
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ELECTRIC

NATURAL GAS

TELECOMMUNICATIONS

WATER & WASTEWATER

Regulatory Authority

Pursuant to Chapter 366, Florida Statutes (F.S.), as of December 2018, the Florida Public Service Commission (FPSC) has regulatory authority over:

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

Generating Capacity
(Utility and Non-Utility)
As of December 31, 2017

- Summer: 58,505 Megawatts (MW)
- Winter: 62,894 MW*

Transmission Capability for Peninsular Florida

- Import: Summer: 3,400 MW
  Winter: 3,300 MW
- Export: Summer: 1,000 MW
  Winter: 300 MW**

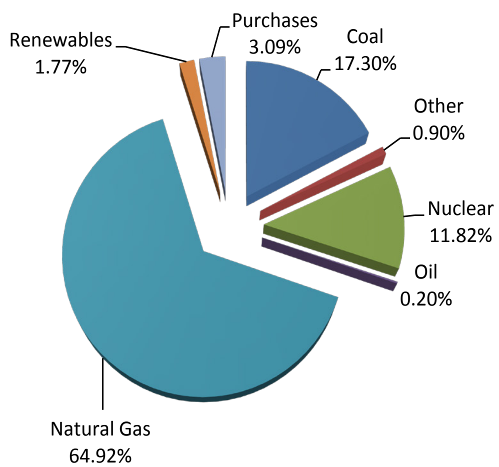
* Generating capacity is higher in winter due to thermodynamics/cooling water.
** Export transmission capacity varies due to thermal ratings of lines and seasonal load patterns.

Sources:
Statistics of the Florida Electric Utility Industry, October 2018
http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2017.pdf

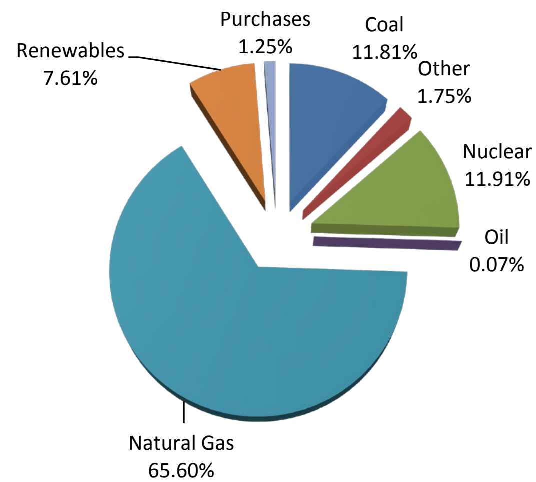
2018 Ten-Year Site Plan Workshop FRCC Studies and Reports

Florida Energy Generation by Fuel Type

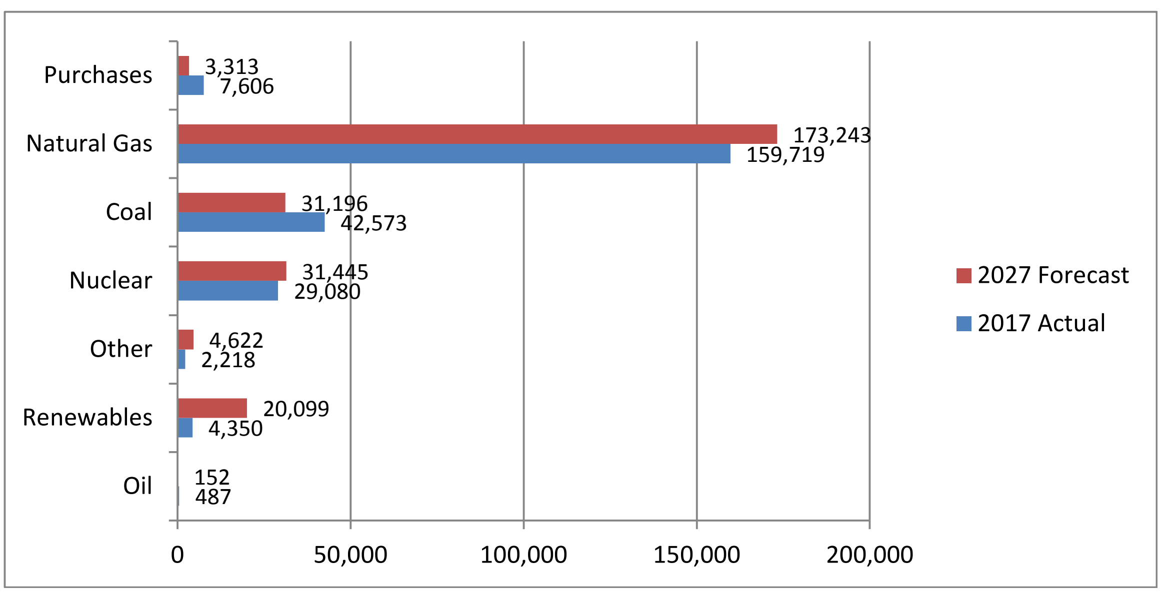
2017
(Actual %)



2027
(Forecast %)

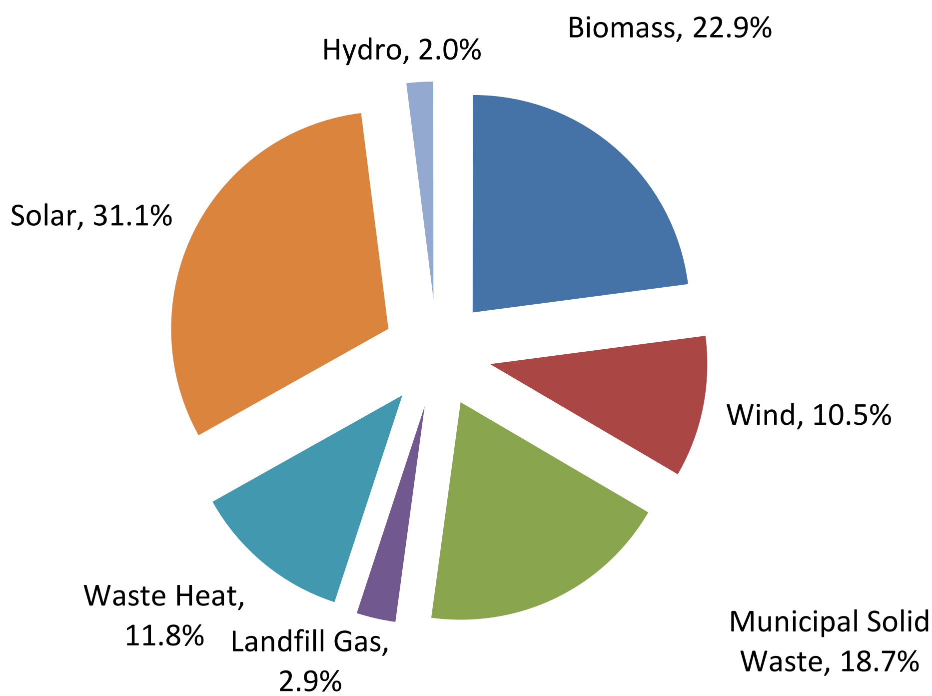


Energy Sources (GWH)



Source:
FRCC 2018 Regional Load & Resource Plan, July 2018
http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2018/FRCC.pdf

Florida's Renewable Capacity in MW(2017)
(Total: 2,583 MW)



Total Florida Renewable Capacity: 2,583 MW
Total Florida Electric Generation Capacity: 58,505 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 2018 Ten-Year Site Plans for Florida's Electric Utilities*, November 2018
http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2018/Review.pdf

Average Number of Customers

Average Number of Customers for Investor-Owned Utilities By Class of Service 2018

Utility	Residential	Commercial	Industrial	Other	Total
Florida Power & Light Co.	4,338,224	547,908	11,654	4,085	4,901,871
Florida Public Utilities Company	24,575	4,409	2	3,006	31,992
Gulf Power Company	404,273	56,700	255	578	461,806
Duke Energy Florida	1,677,197	179,206	2,135	27,029	1,885,567
Tampa Electric Company	659,393	74,992	1,608	8,698	744,691
Total	**7,103,662**	**863,215**	**15,654**	**43,396**	**8,025,927**

Source:
Statistics of the Florida Electric Utility, October 2018, Table 33
http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2017.pdf

Typical Electric Bill Comparisons

Residential Service Provided by Investor-Owned Utilities
December 31, 2018

Utility	Minimum Bill or Customer Charge	1,000 Kilowatt Hours*
Florida Power & Light Company	$7.98	$96.14
Duke Energy Florida	$8.82	$124.70
Tampa Electric Company	$16.62	$105.16
Gulf Power Company	$19.20	$128.00
Florida Public Utilities Company		
Northwest	$15.12	$130.51
Northeast	$15.12	$130.51

Commercial/Industrial Service Provided by Investor-Owned Utilities
December 31, 2018

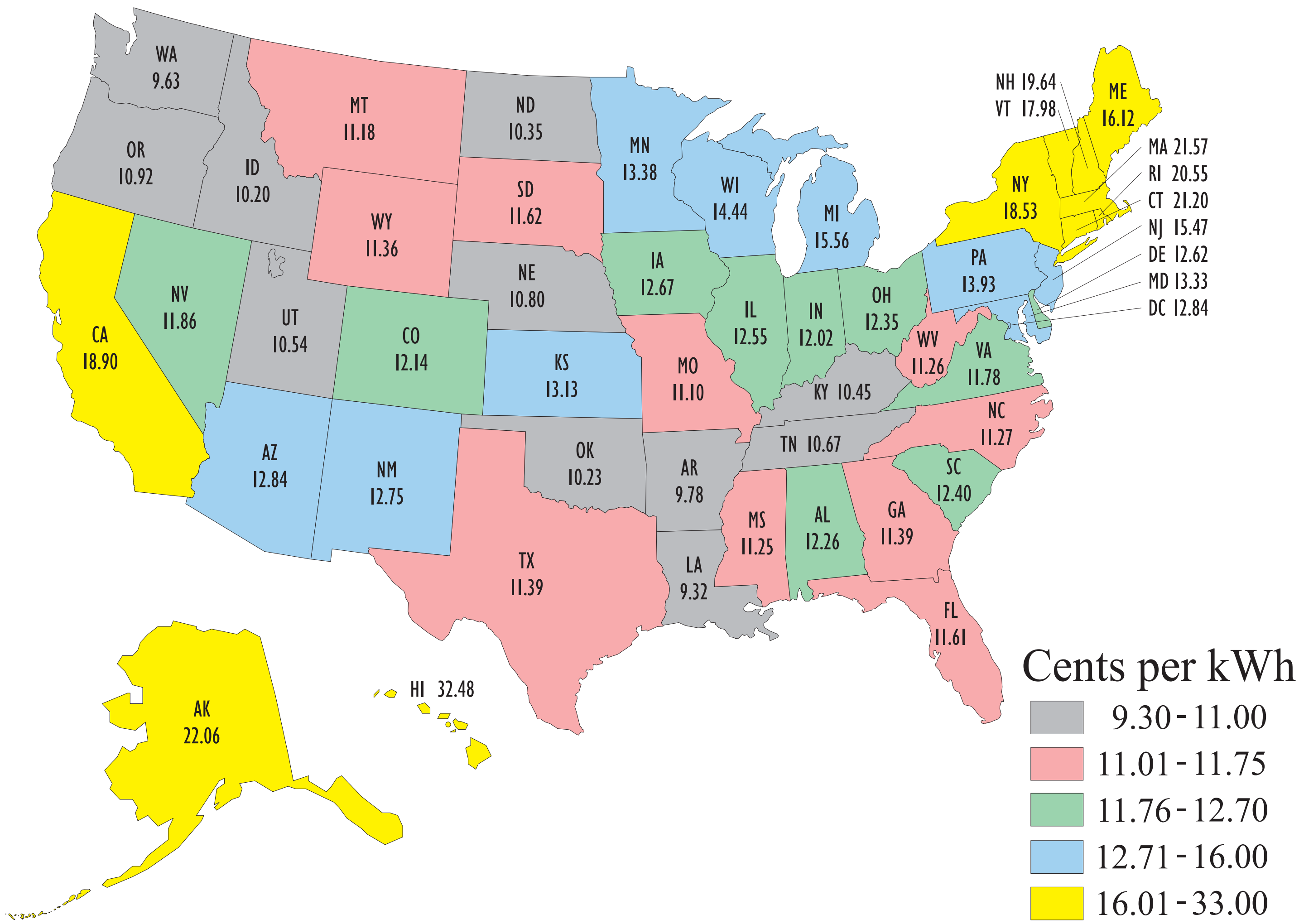
Utility	400,000 Kilowatt Hours 1,000 KW Demand*
Florida Power & Light Company	$31,106
Duke Energy Florida	$33,706
Tampa Electric Company	$31,902
Gulf Power Company	$34,406
Florida Public Utilities Company	
Northwest	$42,248
Northeast	$42,248

* Excludes local taxes, franchise fees, and gross receipts taxes that are billed as a separate line item. Includes cost recovery clause factors effective December 2018.

Note: Typical electric bill comparisons for municipally and cooperatively owned electric utilities are available in the *Comparative Rate Statistics* report available at: http://www.floridapsc.com/Publications/Reports#

Average Residential Price of Electricity by State (2018)

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



Source:
Energy Information Administration's Electric Power Monthly, Table 5.6.B.
https://www.eia.gov/electricity/monthly/archive/february2018.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, 2018

Reactor	Utility	Metric Tons in Spent Fuel Pool	Metric Tons in Dry Cask Storage	NRC License Expires
St. Lucie 1	FPL	612	223	2036
St Lucie 2	FPL	482	212	2043
Turkey Point 3	FPL	514	204	2032
Turkey Point 4	FPL	498	204	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

Operating Nuclear Reactors

Alabama
Browns Ferry
Units 1, 2, and 3

Joseph M. Farley
Units 1 and 2

Arizona
Palo Verde
Units 1, 2, and 3

Arkansas
Arkansas Nuclear One
Units 1 and 2

California
Diablo Canyon
Units 1 and 2

Connecticut
Millstone
Units 2 and 3

Florida
St. Lucie
Units 1 and 2

Turkey Point
Units 3 and 4

Georgia
Edwin I. Hatch
Units 1 and 2

Vogtle
Units 1 and 2

Illinois
Braidwood
Units 1 and 2

Byron
Units 1 and 2

Clinton

Dresden
Units 2 and 3

La Salle County
Units 1 and 2

Illinois (Continued)
Quad Cities
Units 1 and 2

Iowa
Duane Arnold

Kansas
Wolf Creek
Unit 1

Louisiana
River Bend
Unit 1

Waterford
Unit 3

Maryland
Calvert Cliffs
Units 1 and 2

Massachusetts
Pilgrim
Unit 1

Michigan
D. C. Cook
Units 1 and 2

Fermi
Unit 2

Palisades

Minnesota
Monticello

Prairie Island
Units 1 and 2

Mississippi
Grand Gulf
Unit 1

Missouri
Callaway

Nebraska
Cooper

New Hampshire
Seabrook
Unit 1

New Jersey
Hope Creek
Unit 1

Salem
Units 1 and 2

New York
James A. Fitzpatrick

Ginna

Indian Point
Units 2 and 3

Nine Mile Point
Units 1 and 2

North Carolina
Brunswick
Units 1 and 2

McGuire
Units 1 and 2

Shearon Harris
Unit 1

Ohio
Davis-Besse

Perry
Unit 1

Pennsylvania
Beaver Valley
Units 1 and 2

Limerick
Units 1 and 2

Peach Bottom
Units 2 and 3

Susquehanna
Units 1 and 2

Pennsylvania (Continued)
Three Mile Island
Unit 1

South Carolina
Catawba
Units 1 and 2

Oconee
Units 1, 2, and 3

H. B. Robinson
Unit 1

Summer

Tennessee
Sequoyah
Units 1 and 2

Watts Bar
Units 1 and 2

Texas
Comanche Peak
Units 1 and 2

South Texas Project
Units 1 and 2

Virginia
North Anna
Units 1 and 2

Surry
Units 1 and 2

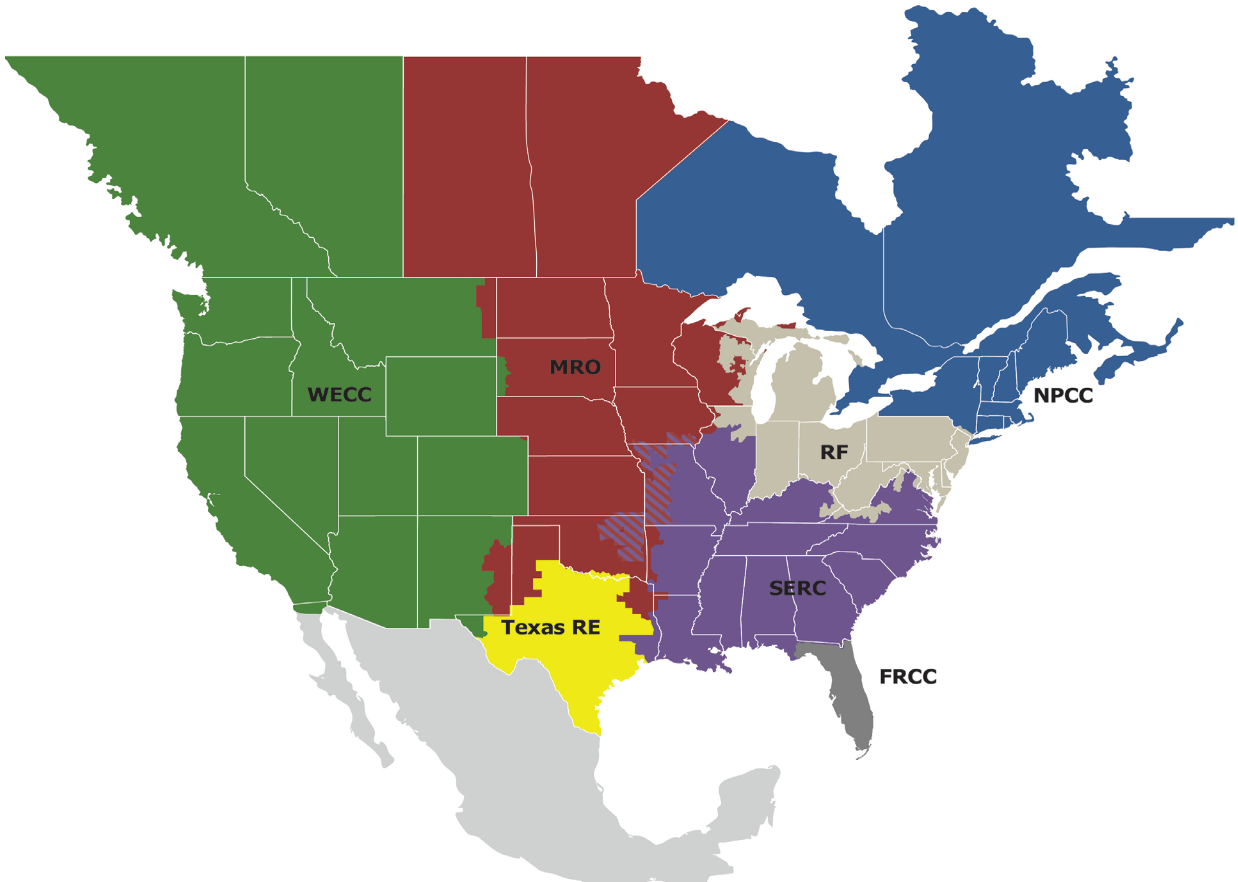
Washington
Columbia
Generating Station

Wisconsin
Point Beach
Units 1 and 2

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

Reliability Councils

NERC REGIONS



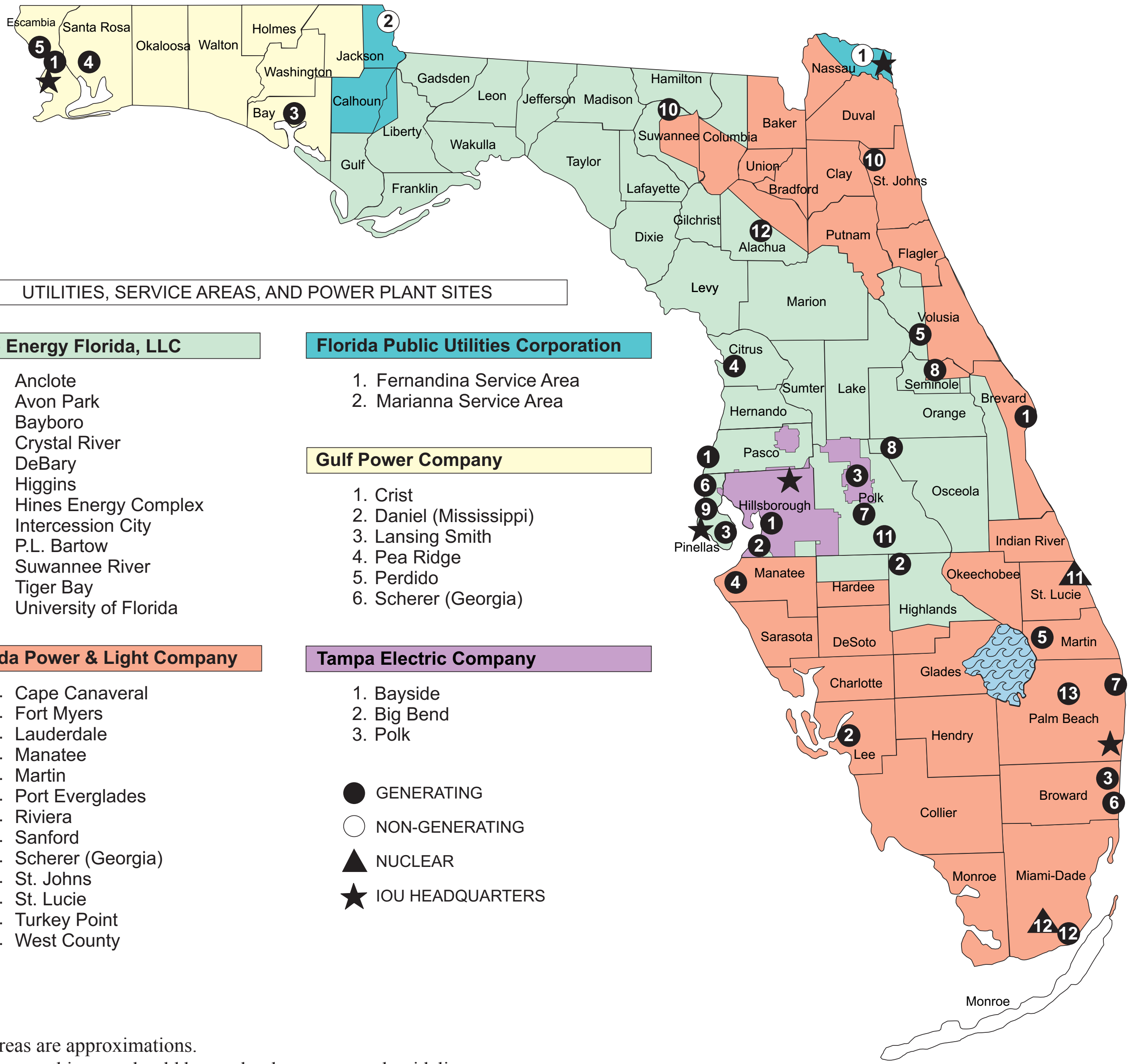
FRCC*	Florida Reliability Coordinating Council
MRO	Midwest Reliability Organization
NPCC	Northeast Power Coordinating Council
RF	ReliabilityFirst
SERC	SERC Reliability Corporation
Texas RE	Texas Reliability Entity
WECC	Western Electricity Coordinating Council

* FRCC is being absorbed by SERC effective July 1, 2019

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

Investor-Owned Electric Utilities

Approximate Company Service Areas



UTILITIES, SERVICE AREAS, AND POWER PLANT SITES

Duke Energy Florida, LLC

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

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

Florida Public Utilities Corporation

1. Fernandina Service Area
2. Marianna Service Area

Gulf Power Company

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

Tampa Electric Company

1. Bayside
2. Big Bend
3. Polk

GENERATING

NON-GENERATING

NUCLEAR

IOU HEADQUARTERS

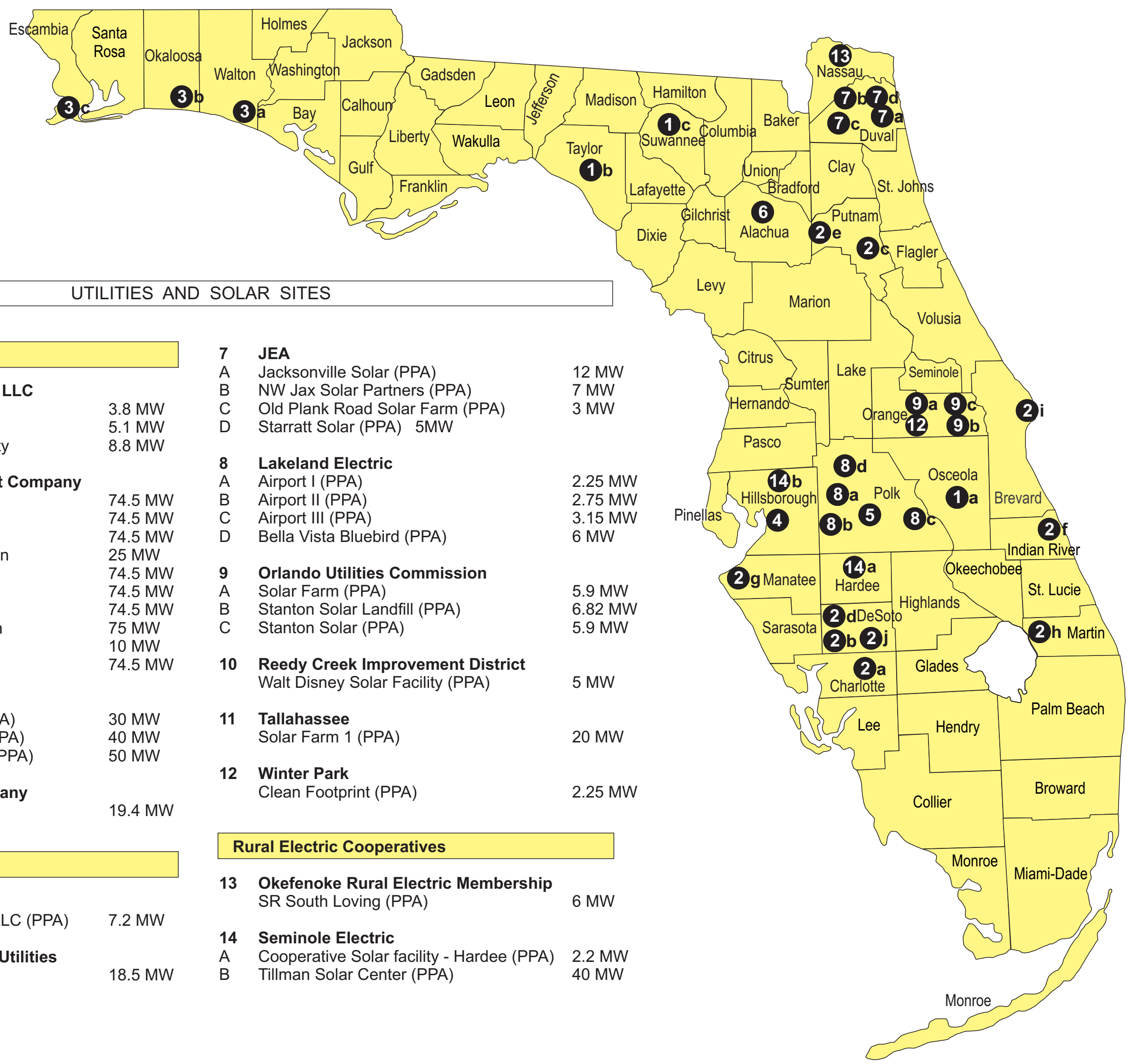
Service areas are approximations.
Information on this map should be used only as a general guideline.
For more detailed information, contact individual utilities.

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 2018
http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2017.pdf

Florida Solar Electric Utilities

Approximate Company Service Areas



UTILITIES AND SOLAR SITES

Invester-Owned Electric

1	**Duke Energy Florida, LLC**	
A	Osceola	3.8 MW
B	Perry	5.1 MW
C	Suwannee Solar Facility	8.8 MW
2	**Florida Power & Light Company**	
A	Babcock Ranch	74.5 MW
B	Citrus Solar	74.5 MW
C	Coral Farms	74.5 MW
D	Desoto Next Generation	25 MW
E	Horizon	74.5 MW
F	Indian River	74.5 MW
G	Manatee	74.5 MW
H	Martin Next Generation	75 MW
I	Space Coast	10 MW
J	Wildflower	74.5 MW
3	**Gulf Power**	
A	Eglin Solar Project (PPA)	30 MW
B	Holley Solar Project (PPA)	40 MW
C	Saufley Solar Project (PPA)	50 MW
4	**Tampa Electric Company**	
	Big Bend	19.4 MW

Municipal Electric

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

Rural Electric Cooperatives

13	**Okefenoke Rural Electric Membership**	
	SR South Loving (PPA)	6 MW
14	**Seminole Electric**	
A	Cooperative Solar facility - Hardee (PPA)	2.2 MW
B	Tillman Solar Center (PPA)	40 MW

* *2 MW Threshold.*

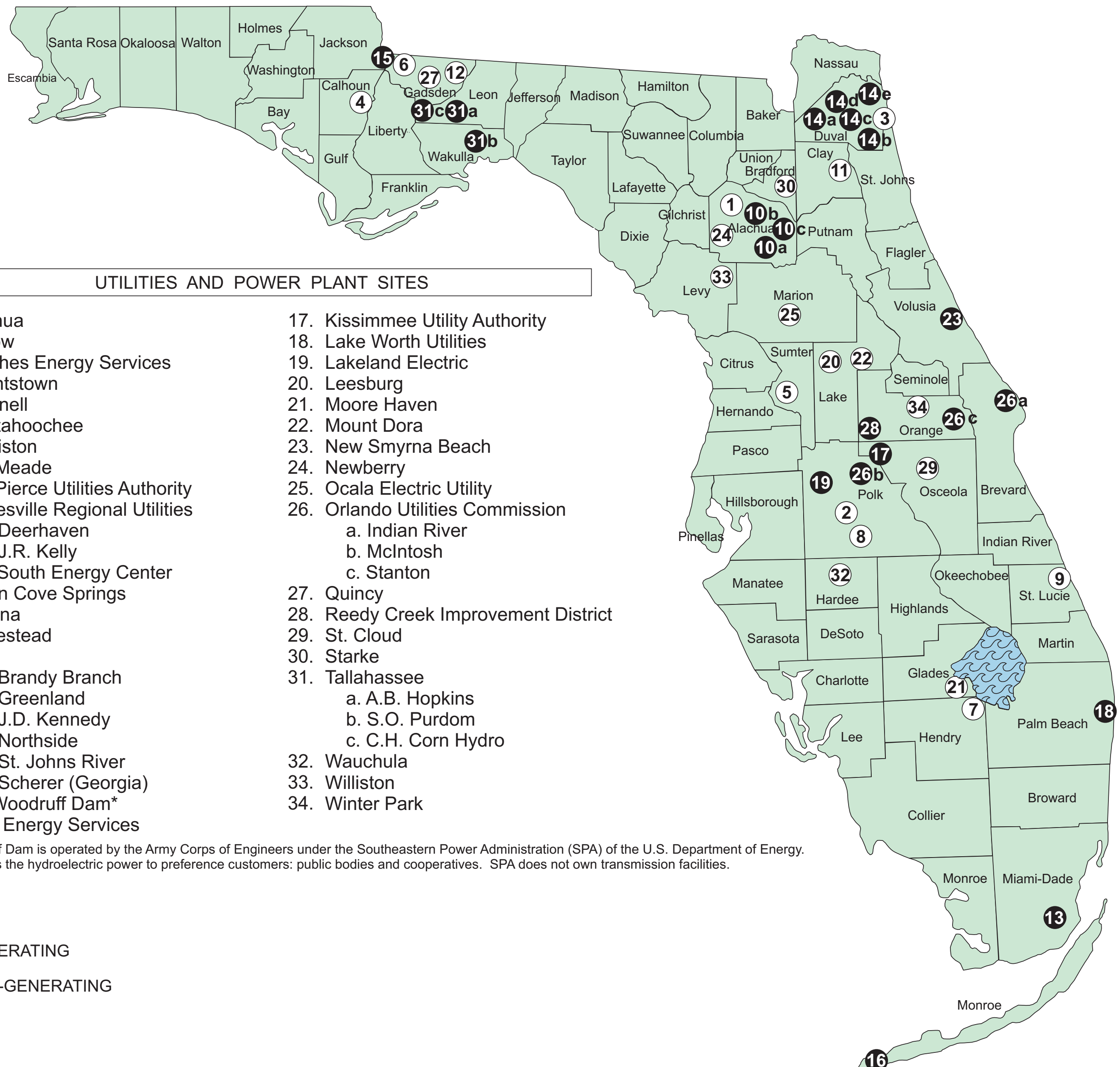
Service areas are approximations.
Information on this map should be used only as a general guideline.
For more detailed information, contact individual utilities.

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 2018
http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2017.pdf

Municipal Electric Utilities

Approximate Utility Locations



UTILITIES AND POWER PLANT SITES

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
    a. Deerhaven
    b. J.R. Kelly
    c. South Energy Center
11. Green Cove Springs
12. Havana
13. Homestead
14. JEA
    a. Brandy Branch
    b. Greenland
    c. J.D. Kennedy
    d. Northside
    e. St. Johns River
    f. Scherer (Georgia)
15. Jim Woodruff Dam*
16. Keys Energy Services
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
    a. Indian River
    b. McIntosh
    c. Stanton
27. Quincy
28. Reedy Creek Improvement District
29. St. Cloud
30. Starke
31. Tallahassee
    a. A.B. Hopkins
    b. S.O. Purdom
    c. C.H. Corn Hydro
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 2018
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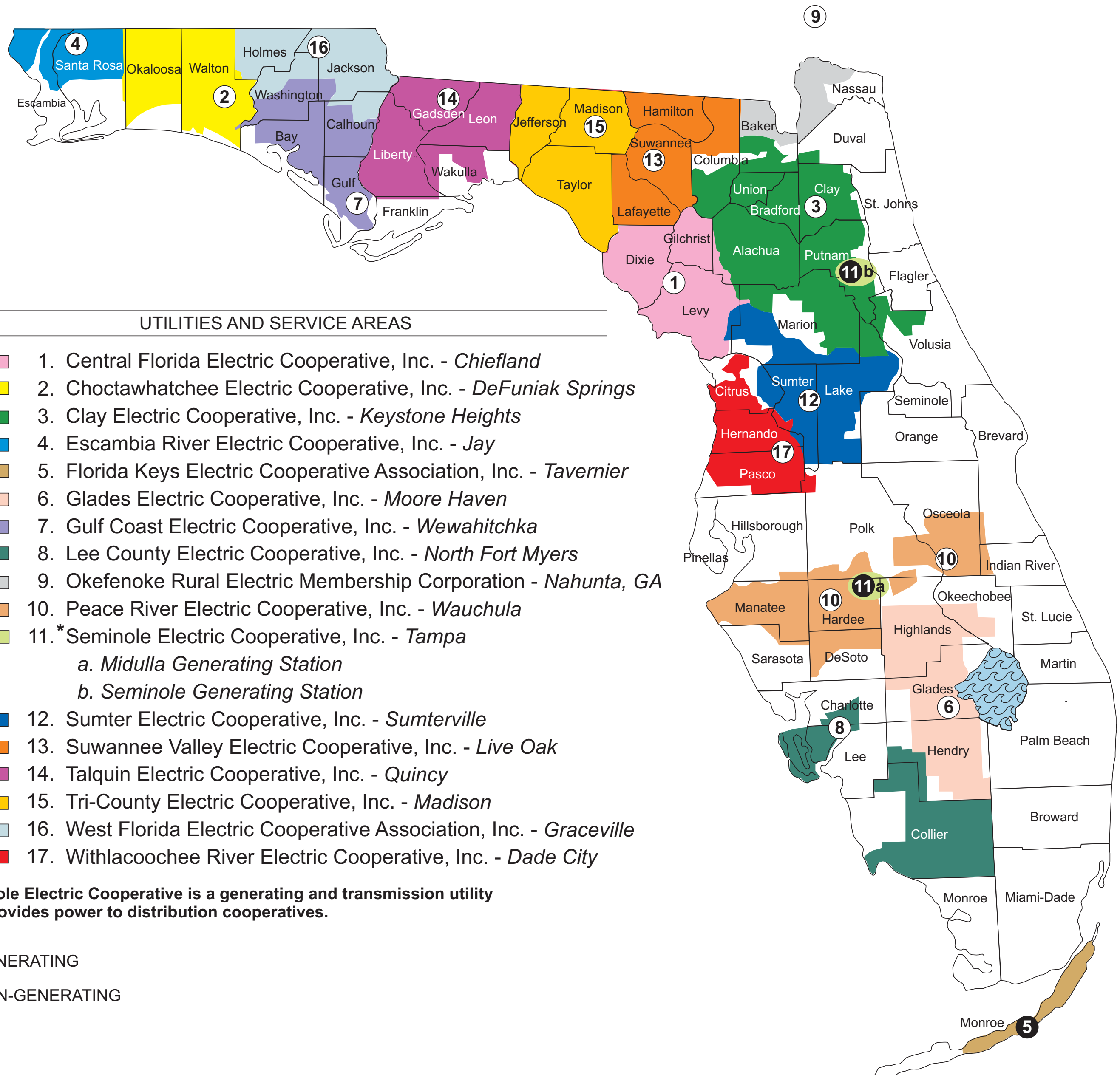
Rural Electric Cooperatives

Approximate Company Service Areas



UTILITIES AND SERVICE AREAS

1. Central Florida Electric Cooperative, Inc. - *Chiefland*
2. Choctawhatchee Electric Cooperative, Inc. - *DeFuniak Springs*
3. Clay Electric Cooperative, Inc. - *Keystone Heights*
4. Escambia River Electric Cooperative, Inc. - *Jay*
5. Florida Keys Electric Cooperative Association, Inc. - *Tavernier*
6. Glades Electric Cooperative, Inc. - *Moore Haven*
7. Gulf Coast Electric Cooperative, Inc. - *Wewahitchka*
8. Lee County Electric Cooperative, Inc. - *North Fort Myers*
9. Okefenoke Rural Electric Membership Corporation - *Nahunta, GA*
10. Peace River Electric Cooperative, Inc. - *Wauchula*
11. *Seminole Electric Cooperative, Inc. - *Tampa*
    - *a. Midulla Generating Station*
    - *b. Seminole Generating Station*
12. Sumter Electric Cooperative, Inc. - *Sumterville*
13. Suwannee Valley Electric Cooperative, Inc. - *Live Oak*
14. Talquin Electric Cooperative, Inc. - *Quincy*
15. Tri-County Electric Cooperative, Inc. - *Madison*
16. West Florida Electric Cooperative Association, Inc. - *Graceville*
17. Withlacoochee River Electric Cooperative, Inc. - *Dade City*

*** Seminole Electric Cooperative is a generating and transmission utility that provides power to distribution cooperatives.**

● 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 2018
http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2017.pdf

Regulatory Authority

Pusuant to Chapter 366, F.S., as of December 31, 2018, the FPSC has regulatory authority over:

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

Transmission

- Natural gas is transported to Florida customers through two major and two small interstate pipelines:

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

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

- FGT's pipeline capacity is nearly 3 million cubic feet per day.
- Gulfstream's pipeline capacity is 1.3 billion cubic feet per day.
- Sabal Trail's pipeline capacity is 1 billion cubic feet per day.

Sources:
Florida Gas Transmission Company
http://fgttransfer.energytransfer.com/ipost/FGT

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

Number of Customers

Number of Customers for Investor-Owned Utilites By Customer Type
December 31, 2017

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	100,766	4,950	2,784	0	108,500
Florida Division of Chesapeake Utilities***	0	0	17,296	0	17,296
Florida Public Utilities Company	53,148	3,973	2,039	74	59,234
Florida Public Utilities Company - Ft. Meade Division	588	26	0	0	614
Florida Public Utilities Company - Indiantown Division***	0	0	699	0	699
Peoples Gas System	337,398	11,719	24,425	64	373,606
Sebring Gas System***	0	0	608	0	608
St. Joe Natural Gas Company	2,788	207	1	1	2,997

* 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, 2017 Annual Reports filed by Natural Gas Utilities

Typical Natural Gas Bill Comparisons

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

December 31, 2018

	Residential		Commercial		Industrial	
Utility	Minimum Bill or Customer Charge	Therms Sold (20)	Minimum Bill or Customer Charge	Therms Sold (90)	Minimum Bill or Customer Charge	Therms Sold (700)
Chesapeake Utilities Corporation*	$19 - $40	$34.14	$19 - $108	$87.00	$108 - $210	$427.00
Florida City Gas	$12-$20	$40.61	$25.00	$131.00	$25-$2,000	$826.00
Florida Public Utilities Company	$11.00	$47.83	$20.00	$166.00	$20 - $90	$1,140.00
Florida Public Utilities Company - Ft. Meade Division	$8.50	$43.26	$17.50	$166.00	$17.50 - $175.00	$1,063.00
Florida Public Utilities Company - Indiantown Division *	$9 - $25	$18.97	$9 - $25	$54.00	$25.00	$358.00
Peoples Gas System	$15 - $20	$44.38	$25 - $35	$158.00	$35 - $50	$991.00
Sebring Gas System *	$9 - $35	$23.55	$12 - $35	$81.00	$35 - $150	$396.00
St. Joe Natural Gas Company	$13 - $20	$60.57	$20 - $70	$194.00	$70.00	$1,185.00

December 2018 gas costs are included for those companies participating in purchased gas adjustment clause: (Florida City Gas, Florida Public Utilities Company, Florida Public Utilites 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,%202018.pdf

Annual Therm Sales

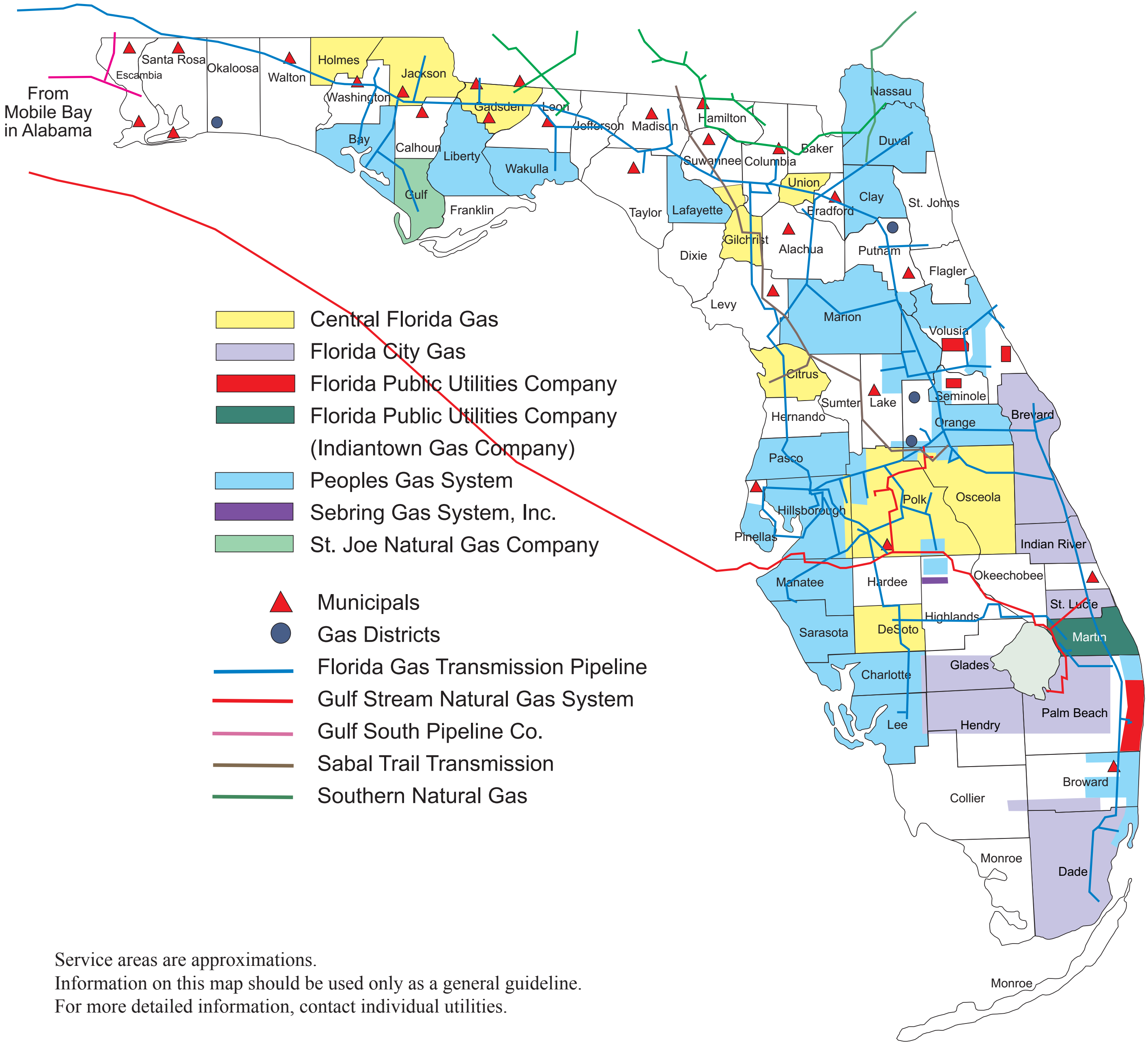
Annual Therm Sales for Investor-Owned Utilities
December 31, 2017

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	15,544,165	24,173,984	91,653,069	0	131,371,218
Florida Division of Chesapeake Utilities	0	0	170,125,420	0	170,125,420
Florida Public Utilities	13,324,437	18,239,076	36,008,142	9,047,682	76,619,337
Florida Public Utilities - Ft. Meade Division	71,114	60,706	0	0	131,820
Florida Public Utilities - Indiantown Division	0	0	758,772	0	758,772
Peoples Gas System	66,861,627	31,656,385	463,159,861	1,281,808,969	1,843,486,842
Sebring Gas System***	0	0	1,221,476	0	1,221,476
St. Joe Natural Gas Company	470,513	386,544	347,322	9,903	1,214,282

* 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, 2017 Annual Reports filed by Natural Gas Utilities

Natural Gas Companies in Florida



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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., as of November 2018, the FPSC has regulatory authority over:

- **10 incumbent local exchange companies (ILECs)**
- **275 competitive local exchange companies (CLECs)**
- **44 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 certificated telecommunications entity which provides pay telephone service.

Sources:
Forida Public Service Commission Records

FPSC's *Telecommunications Terms and Definitions*
http://www.psc.state.fl.us/publications/telecomterminology

Broadband, VoIP, and Wireless

Broadband is a term describing evolving digital technologies offering consumers integrated access to voice, high-speed data services, video on demand services, and interactive information delivery services. Voice over Internet Protocol (VoIP) and wireless services compete with traditional wireline service and represent a significant portion of today's communications market in Florida. VoIP is not the same as the Internet. It is a technology that allows you to make voice calls using a broadband internet connection instead of a regular telephone line. Broadband service also provides the basis for some VoIP services. These three services are not subject to FPSC jurisdiction.

Broadband

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

VoIP

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

Wireless

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

Source:
FPSC's *Report on the Status of Competition in the Telecommunications Industry*, as of December 31, 2017. Figures 4-3 & 4-4
http://www.psc.state.fl.us/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2018.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 2016

	Residential*	Business*	Total*	Change since 2016
AT&T Florida	330	511	841	-17%
CenturyLink FL	402	226	628	-20%
Frontier FL	104	203	307	-15%
Rural ILECs	76	36	112	-8%
CLECs	8	591	599	-14%
Total	**920**	**1,567**	**2,487**	**-17%**

* In thousands, rounded to the nearest thousand.

Source:
FPSC's *Report on the Status of Competition in the Telecommunications Industry*, As of December 31, 2017, Figures 4-3 & 4-4
http://www.psc.state.fl.us/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2018.pdf

Universal Service Programs

The Federal Communications Commission (FCC) and Congress recognize that telephone service provides a vital link to emergency services, government services, and surrounding communities. To help promote telecommunications service nationwide, the FCC, as directed by Congress, developed the Federal Universal Service Fund (USF). The USF is administered by the Universal Service Administrative Company (USAC). The USF includes the High-Cost, Low-Income, Schools and Libraries, and Rural Health Care Programs.

1 **High-Cost Program.** The federal universal service high-cost program (also known as the Connect America Fund) is designed to ensure that consumers in rural, insular, and high-cost areas have access to modern communications networks capable of providing voice and broadband service, both fixed and mobile, at rates that are reasonably comparable to those in urban areas. The program fulfills this universal service goal by allowing eligible carriers who serve these areas to recover some of their costs from the federal Universal Service Fund.

2 **Low-Income Program.** Provides telephone service discounts to qualifying low-income consumers. It offers benefits through the Lifeline Assistance program:

- ▲ **The Lifeline Assistance Program:** Provides a monthly credit of $9.25 on basic monthly service or the option of receiving a free Lifeline cell phone and monthly minutes at the primary residence for qualified telephone subscribers. The telephone subscriber may receive a credit less than $9.25 if the subscriber's bill for basic local telephone service is less than that amount.

- ▲ **Tribal Benefits:** Residents living on federally recognized tribal lands may receive a one-time discount of up to $100.00 in Link-Up support and enhanced Lifeline support (up to an additional $25.00 in support beyond current levels). Link-Up helps income-eligible consumers on tribal lands with initial installation or activation of a wireline or wireless telephone for the primary residence.

- ▲ **Monthly Lifeline Credit:** Under the FCC's rules, monthly federal Lifeline support consists of a $9.25 monthly credit on basic monthly service or the option of receiving a free Lifeline cell phone and monthly minutes. Eligible subscribers living on tribal lands can receive a monthly discount of up to $34.25 ($9.25 plus an additional $25).

Low-Income Program (continued)

▲ **Customer Eligibility:** Customers with annual incomes up to 135 percent of the federal poverty guidelines may be eligible to participate in the Lifeline program. In addition, eligibility is determined by customer enrollment in any one of the following programs:

- 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*

Beginning December 2, 2016, Lifeline assistance is available for voice (home phone or cell phone), broadband (Internet) or a bundle of the two services. Prior to this, only voice services were eligible for Lifeline discount. While many companies will now be offering Lifeline Assistance for broadband, consumers will need to check with their local company for its offerings. There is still only one Lifeline discount per household that can be used for phone service and/or broadband.

3 **Schools and Libraries (or E-Rate) Program.** Helps to ensure that the nation’s classrooms and libraries receive access to the vast array of educational resources that are accessible through the telecommunications network. While funding for the program is capped, the FCC has included an index for inflation to preserve the purchasing power of the program. The FCC increased the annual cap by 1.8 percent to $3.99 billion. The E-Rate program offers the following benefits:

▲ Eligible schools and libraries receive discounts on telephone service, Internet access, and internal connections (i.e., network wiring) within school and library buildings.

▲ The discounts range from 20 percent to 90 percent, depending on the school’s eligibility for the National School Lunch program (or a federally approved alternative mechanism) and whether or not the school or library is located in an urban or rural area.

* 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.

4 **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 $400 million annually in reduced rates for broadband and telecom services. There are two subprograms in the Rural Health Care Program: the Healthcare Connect Fund Program and the Telecommunications Program.

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

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

Universal Service Program Developments in Florida

Low-Income Program

▲ **Coordinated Enrollment Process** In 2006, FPSC and the Department of Children and Families (DCF) staff developed a process whereby potential Lifeline customers, once certified through a DCF program, could receive Lifeline discounts. From the perspective of the client, the coordinated enrollment process established by the FPSC and DCF is seamless, from filling out the DCF web application to receiving Lifeline discounts.

The coordinated enrollment process entails the DCF client checking a "yes" or "no" box. DCF then forwards the names of the clients who have chosen and been approved for Lifeline, along with their relevant enrollment information, to the FPSC. The FPSC electronically sorts the information by eligible telecommunications carrier (ETC) and places the names on a secure website for retrieval and enrollment by the appropriate ETC.

▲ **Lifeline Annual Recertification** All ETCs are now required to perform an annual recertification of their Lifeline subscribers to verify their ongoing eligibility. Subscribers failing to respond to recertification efforts must be de-enrolled from Lifeline. ETCs may contact and receive recertification responses from subscribers in writing, by phone, by text message, by e-mail, by Interactive Voice Response, or otherwise through the internet using an electronic signature. If an ETC is unable to recertify a subscriber because the subscriber did not respond to the recertification request, the ETC must de-enroll the subscriber. If an ETC receives a response that the subscriber is no longer eligible, the subscriber must be de-enrolled within five business days, and offered transitional Lifeline benefits for up to 12 months.

▲ **National Lifeline Accountability Database (NLAD)** The FCC directed the Universal Service Administrative Company (USAC) to establish a database to both eliminate existing duplicative support and prevent duplicative support in the future. To prevent waste in the Universal Service Fund, the FCC created and mandated the use by ETCs of a National Lifeline Accountability Database to ensure that multiple ETCs do not seek and receive reimbursement for the same Lifeline subscriber. The NLAD conducts a nationwide real-time check to determine if the consumer, or another person at the address of the consumer, is already receiving a Lifeline-supported service. In 2016, the FCC directed USAC to establish a national Lifeline eligibility verifier to confirm the eligibility of consumers. Currently, ETCs verify the eligibility of consumers. The FCC has established a three year phase in schedule that concludes by December 2019.

Source:
FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2018
http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2018.pdf

Low-Income Program (continued)

▲ **Eligible Telecommunications Carriers (ETC)** A carrier that is granted ETC status is eligible to receive federal universal service support pursuant to FCC rules. To qualify as an ETC, a common carrier must offer services that are supported by federal universal service support mechanisms either using its own facilities or using a combination of its own facilities and another carrier's resold service. Additionally, the carrier must advertise the availability of such services and charges using media of general distribution. As of June 2018, Florida had 19 ETCs, comprised of 10 incumbent local exchange companies, 5 competitive local exchange companies, and 4 wireless companies. FCC rules allow state commissions, upon their own motion or upon request, to designate a common carrier that meets certain requirements as a landline ETC. As of July 2012, the Federal Communications Commission approves wireless providers applying for ETC designation in Florida. As of August 2018 there were 35 Florida ETC wireless petitions pending at the FCC.

Universal Service Support Mechanisms by Program for Florida

2017
(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	$57,775	$283,321	($225,546)
Low-Income	$78,777	$77,849	$928
Schools & Libraries	$132,689	$160,305	($27,616)
Rural Health Care	$3,633	$15,822	($12,189)
Administrative Expense		$12,258	($12,258)
Total	**$272,874**	**$549,555**	**($276,681)**

2016
(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	$60,719	$272,713	($211,994)
Low-Income	$97,382	$93,378	$4,004
Schools & Libraries	$96,709	$144,966	($48,257)
Rural Health Care	$4,466	$18,105	($13,639)
Administrative Expense		$10,426	($10,426)
Total	**$259,276**	**$539,589**	**($280,312)**

2015
(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	$64,604	$277,602	($212,998)
Low-Income	$86,593	$93,380	($6,787)
Schools & Libraries	$68,089	$128,359	($60,265)
Rural Health Care	$896	$17,211	($16,315)
Administrative Expense		$8,858	($8,858)
Total	**$220,182**	**$525,405**	**($305,224)**

Source:
FCC's *Universal Service Monitoring Reports*
https://www.fcc.gov/general/federal-state-joint-board0monitoring-reports

Universal Service Support Mechanisms by State (2016)

State	Payments from USAC (in Thousands)	Estimated Contributions to USAC (in Thousands)	Estimated Net Dollar Flow
Alabama	$157,536	$124,423	$33,112
Alaska	$347,112	$23,348	$323,764
American Samoa	$29,908	$775	$29,133
Arizona	$119,347	$186,198	($66,851)
Arkansas	$189,929	$76,573	$113,356
California	$729,236	$1,011,952	($282,716)
Colorado	$109,375	$171,802	($62,427)
Connecticut	$34,313	$120,434	($86,122)
Delaware	$10,423	$35,560	($25,137)
Dist. of Columbia	$10,776	$53,031	($42,255)
Florida	**$272,874**	**$549,555**	**($276,681)**
Georgia	$257,982	$282,336	($24,354)
Guam	$11,246	$4,319	$6,927
Hawaii	$15,263	$40,116	($24,853)
Idaho	$70,303	$43,359	$26,945
Illinois	$168,621	$361,741	($193,120)
Indiana	$266,450	$169,364	$97,087
Iowa	$265,296	$90,359	$174,937
Kansas	$199,276	$76,681	$122,595
Kentucky	$209,493	$122,243	$87,249
Louisiana	$171,640	$117,100	$54,541
Maine	$77,402	$40,393	$37,009
Maryland	$44,276	$215,460	($171,184)
Massachusetts	$33,541	$209,226	($175,685)
Michigan	$205,341	$243,657	($38,316)
Minnesota	$250,935	$167,778	$83,158
Mississippi	$240,810	$68,061	$172,749
Missouri	$193,466	$169,727	$23,739
Montana	$144,747	$32,271	$112,476
Nebraska	$121,645	$60,971	$60,675
Nevada	$126,296	$79,260	$47,036
New Hampshire	$20,228	$44,328	($24,099)
New Jersey	$36,846	$315,212	($278,365)
New Mexico	$104,860	$58,159	$46,700
New York	$214,341	$594,382	($380,041)
North Carolina	$138,187	$276,409	($138,222)
North Dakota	$137,275	$23,104	$114,171
Northern Mariana	$97,380	$889	$96,491
Ohio	$226,964	$312,052	($85,088)
Oklahoma	$268,173	$91,799	$176,374
Oregon	$118,261	$108,633	$9,628
Pennsylvania	$206,201	$397,960	($191,759)
Puerto Rico	$267,021	$93,369	$173,652
Rhode Island	$10,136	$29,520	($19,384)
South Carolina	$164,839	$133,004	$31,835
South Dakota	$106,412	$25,399	$81,013
Tennessee	$225,317	$173,821	$51,496
Texas	$605,391	$650,235	($44,844)
Utah	$62,307	$73,154	($10,847)
Vermont	$70,216	$23,729	$46,486
Virgin Islands	$28,174	$7,002	$21,172
Virginia	$113,551	$267,098	($153,546)
Washington	$139,515	$195,265	($55,751)
West Virginia	$113,634	$59,910	$53,724
Wisconsin	$263,507	$162,892	$100,614
Wyoming	$57,291	$18,093	$32,411
Total	$8,880,887	$9,083,490	($202,603)

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

Source:
Federal Communications Commission's *2018 USF Monitoring Report*, Table 1.9
https://www.fcc.gov/general/federal-state-joint-board-monitoring-reports

Telephone Subscribership

Percentage of Households with Telephone in Unit

	2013	2014	2015	2016	2017
Florida	93.5%	94.1%	94.8%	95.3%	94.4%

Lifeline Subscribership

Lifeline Assistance Subscribers in Florida

Date	Lifeline Enrollment	Eligible Households	Participation Rate
6/2011	943,854	1,690,512	55.8%
6/2012	1,035,858	1,864,183	55.6%
6/2013	918,245	1,952,890	47.0%
6/2014	957,792	1,930,106	49.6%
6/2015	833,612	2,011,166	41.4%
6/2016	852,255	1,712,005	49.8%
6/2017	685,864	1,662,374	41.3%
6/2018	694,647	1,628,111	42.7%

Sources:
FCC's *Universal Service Monitoring Report*
https://www.fcc.gov/general/federal-state-joint-board-monitoring-reports

United States Department of Agriculture Supplemental Nutrition Assistance Program: Number of Households Participating June 2018

FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2018
http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2018.pdf

FPSC's *Report on the Status of Competition in the Telecommunications Industry*
https://www.floridapsc.com/files/PDF/publications/reports/telecommunication/telecommunicationsindustry/2018.pdf

Lifeline Subscribership

Lifeline Subscribership by Eligible Telecommunications Carriers
As of June 2018

Company	Access Lines Subscribed to Lifeline Service
SafeLink**	232,088
Assurance**	418,874
i-wireless/Access**	31,874
CenturyLink	5,251
AT&T	123
Frontier Florida	2,113
Windstream	1,546
Cox Telecom*	556
T-Mobile**	1,023
Consolidated Communications (Fairpoint)	397
NEFCOM	247
TeleCircuit*	201
Phone Club*	120
TDS Telecom	112
Global Connection*	7
ITS Telecom	46
WOW*	46
Frontier of the South	20
Smart City	3
Total	**694,647**

* Competivie Local Exchange Carrier
** Wireless Carrier

Source:
FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2018
http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2018.pdf

Regulatory Authority

Pursuant to Chapter 367, F.S., as of December 2018, the FPSC has jurisdiction over 150 investor-owned water and/or wastewater utilities in 38 of Florida's 67 counties.

Use of Reclaimed Water Data for 2017

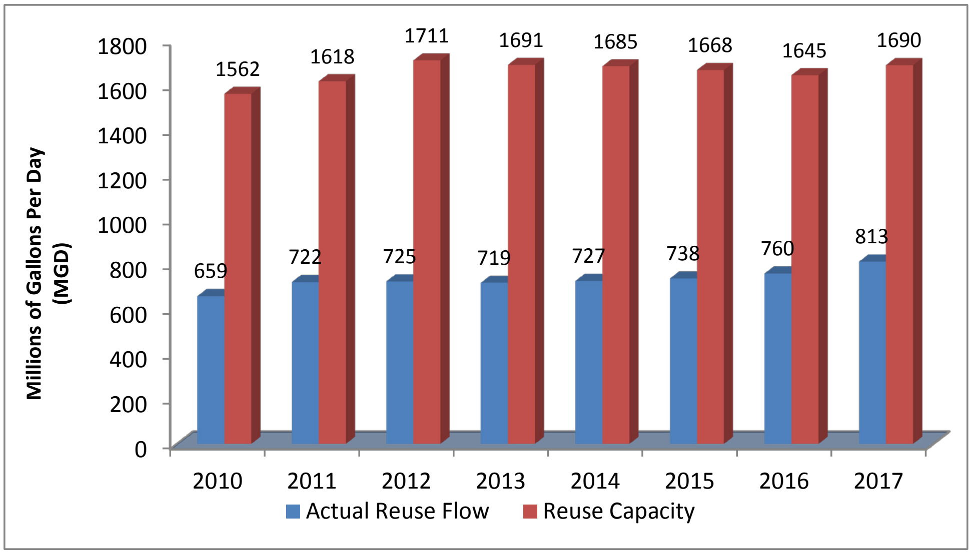
- Approximately 813 mgd* of reclaimed water from these facilities was reused for beneficial purposes and represents approximately 48% of the total domestic water flow in the state.
- The 1,690 mgd of reuse capacity represents approximately 66% of the total domestic wastewater treatment capacity in the state.

* Million gallons per day

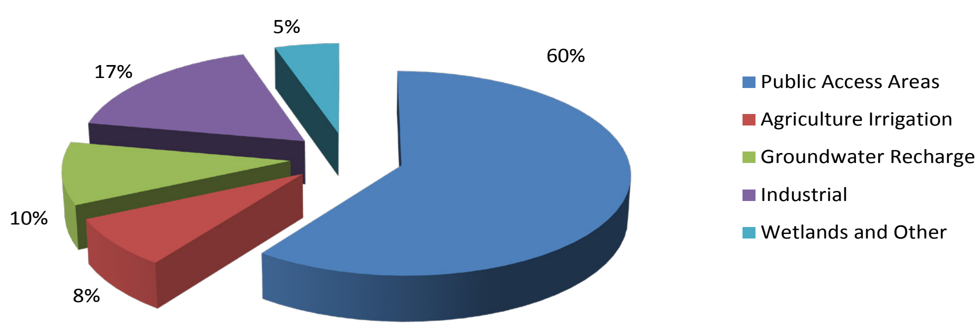
Source:
Florida Department of Environmental Protection's *2017 Reuse Inventory Report*, January 2019
https://www.floridadep.gov/sites/default/files/2017_reuse-report_0.pdf

Florida's Reuse Growth

Millions of Gallons Per Day (mgd)



Reclaimed Water Utilization (2017)



Source:
Florida Department of Environmental Protection's *2017 Reuse Inventory Report*, January 2019
https://www.floridadep.gov/sites/default/files/2017_reuse-report_0.pdf

Utility Classifications

The National Association of Regulatory Utility Commissioners uses three classes to define the size of water and wastewater utilities:

Class A	Utilities having annual water or wastewater revenues of $1,000,000 or more
Class B	Utilities having annual water or wastewater revenues of $200,000 or more but less than $1,000,000
Class C	Utilities having annual water or wastewater revenues of less than $200,000

• A Class C utility may serve as few as 50 customers, while a Class A utility serves thousands.

• The number of customers served may be obtained from each utility's annual report filed at the FPSC and available online at http://www.floridapsc.com/UtilityRegulation/CompaniesRegulatedByPSC.

Rate Structure

• The base facility charge and gallonage charge rate structure is the most common rate structure used by FPSC-regulated water and wastewater utilities.

• The base facility charge is a flat charge that recovers the fixed costs of utility service that remain the same each month regardless of consumption.

• The gallonage charge recovers the variable costs associated with the utility service such as electricity, chemicals, and labor.

• The gallonage charge is assessed for each 1,000 gallons of water that is registered on the customer's meter.

• Inclining block rate structures are used to encourage water conservation. (The inclining block is similar to the base facility charge and gallonage charge rate structure, but includes additional gallonage charges for higher levels or blocks of usage.)

Residential Wastewater Gallonage Cap

• A maximum (or cap) is set on the number of gallons of water consumption a customer is billed for wastewater service.

• The monthly cap is normally between 6,000 and 10,000 gallons. (Any water consumption over that amount is generally considered to be used for purposes such as irrigation or washing cars.)

Water & Wastewater Utility Rates

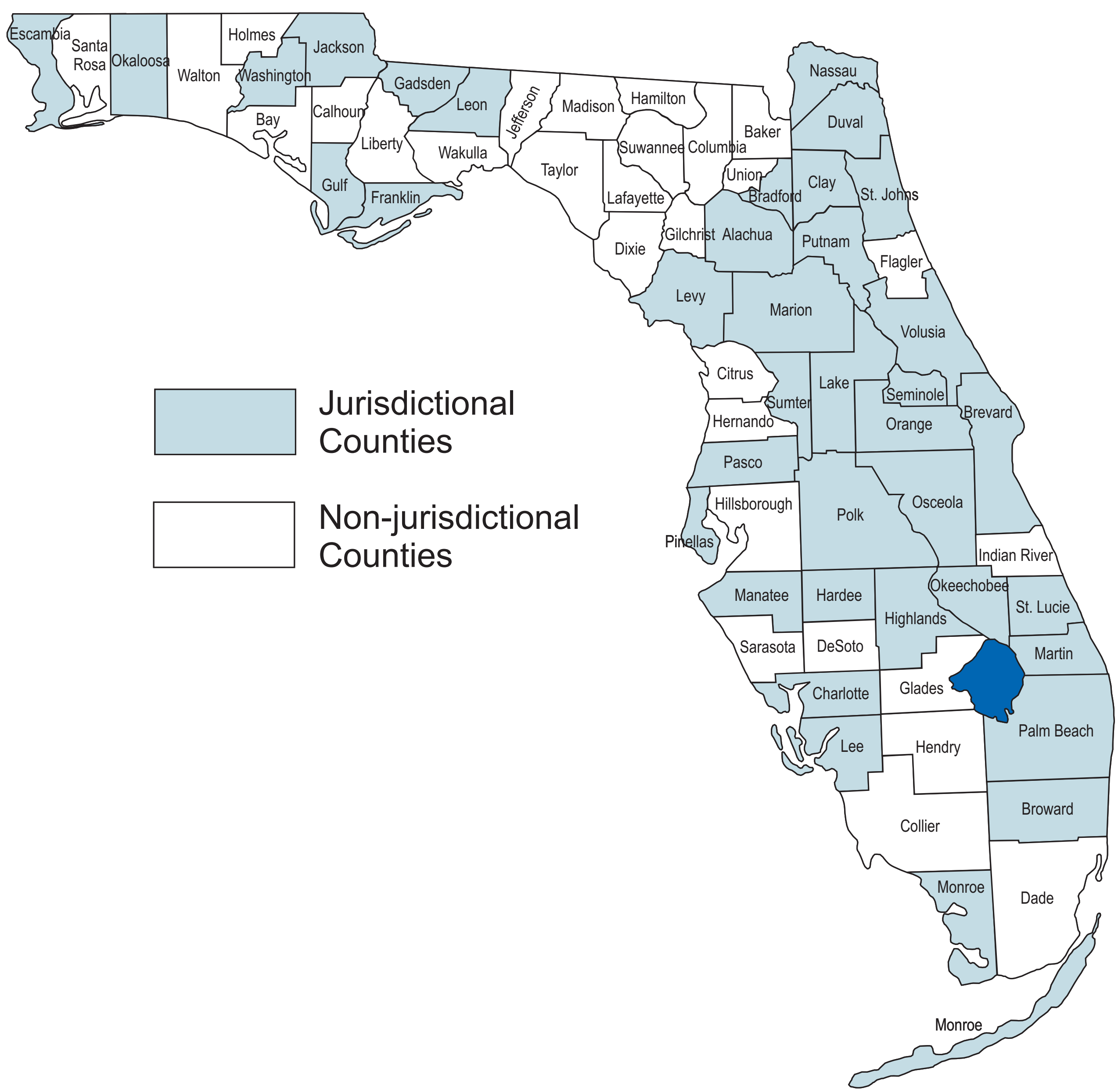
• The rates charged by all water and wastewater utilities under the Commission's jurisdiction are shown in alphabetical order by county in the FPSC's *Comparative Rate Statistics Report*, available online at http://www.floridapsc.com/Publications/Reports#.

Source:
FPSC Staff

Water & Wastewater Jurisdictional Counties (38)

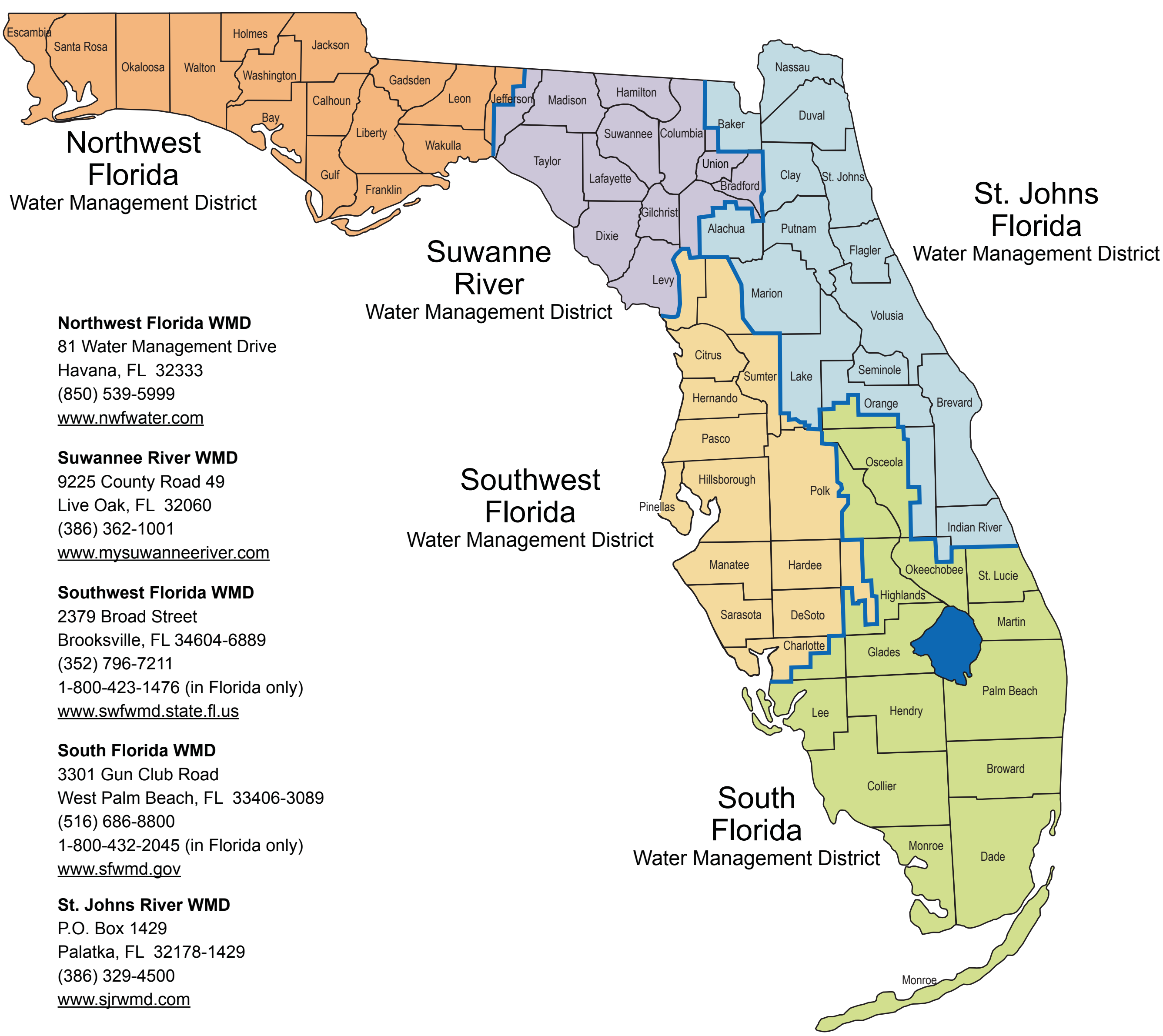
WATER & WASTEWATER

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)



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