Facts and Figures
of the
Florida Utility Industry

FLORIDA
PUBLIC
SERVICE
COMMISSION

MARCH 2014

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

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Regulatory Authority

Pursuant to Chapter 366, Florida Statutes (F.S.), as of December 2013, the Florida Public Service Commission (FPSC) has regulatory authority over:

- **5 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 January 1, 2013

- Summer: 57,454 Megawatts (MW)
- Winter: 61,601 MW *

Transmission Capability for Peninsular Florida

- Import → Summer: 3,800 MW
  Winter: 3,700 MW
- Export → Summer: 1,300 MW
  Winter: 2,100 MW **

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

Sources:

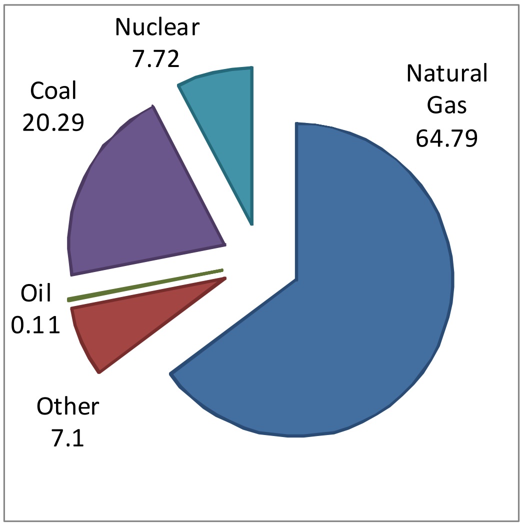
2012 Statistics of the Florida Electric Utility Industry, September 2013
http://www.floridapsc.com/utilities/electricgas/statistics/statistics-2013.pdf

Florida Reliability Coordinating Council's *2013 Regional Load & Resource Plan*, July 2013
http://www.psc.state.fl.us/utilities/electricgas/docs/FRCC_2013_Load_Resource_Plan.pdf

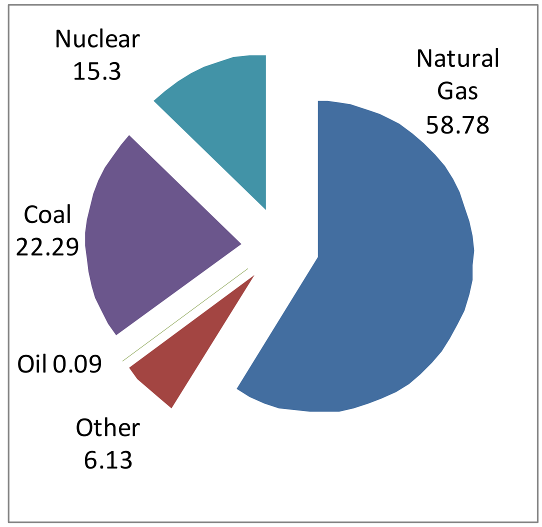
2013 Ten-Year Site Plan Workshop FRCC Studies and Reports
http://www.floridapsc.com/utilities/electricgas/10yrsiteplans.aspx

Florida Energy Generation by Fuel Type

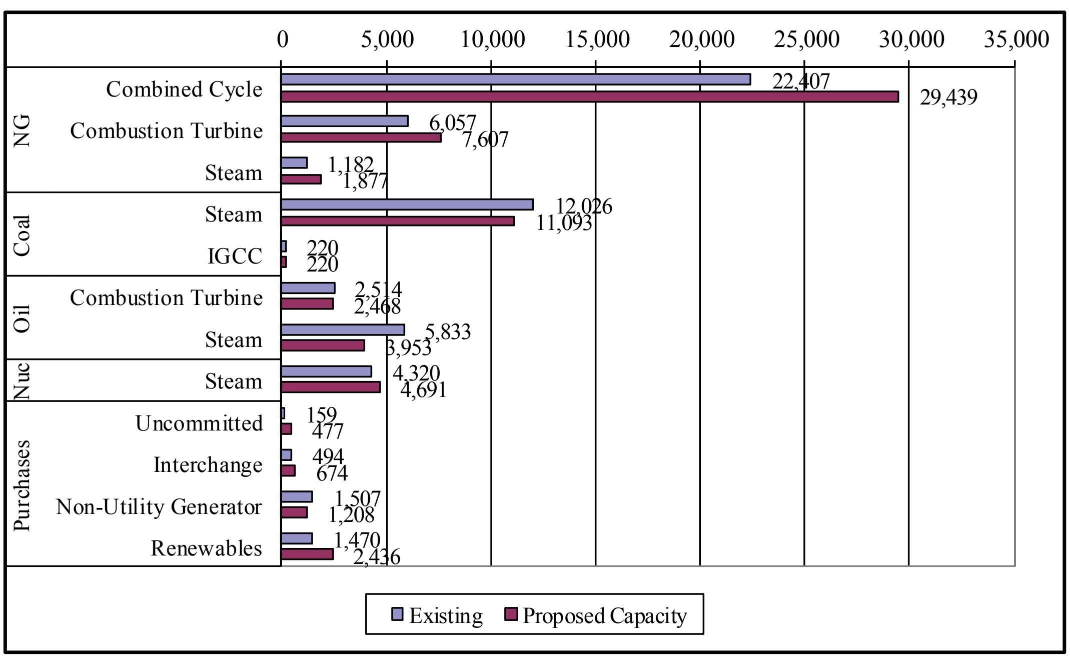
2012
(Actual)



2022
(Forecast)

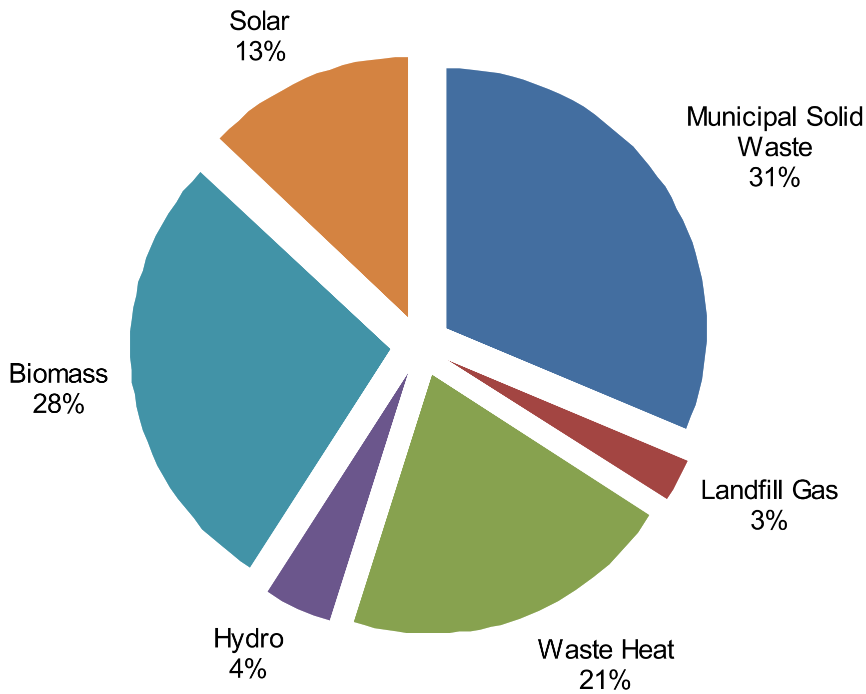


Electric Utility Summer Capacity Mix (MW)



Source:
FRCC 2013 Regional Load & Resource Plan, July 2013
http://www.floridapsc.com/utilities/electricgas/docs/FRCC_2013_Load_Resource_Plan.pdf

Florida's Renewable Capacity in MW (2013)
(Total: 1,485 MW)



Total Florida Renewable Capacity: 1,485 MW
Total Florida Electric Generation Capacity: 57,454 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 2012 Ten-Year Site Plans for Florida's Electric Utilities,* October 2013
http://www.psc.state.fl.us/publications/pdf/electricgas/TYSP2013.pdf

Average Number of Customers

Average Number of Customers for Investor-Owned Utilities
by Class of Service
2012

Utility	Residential	Commercial	Industrial	Total
Florida Power & Light Co.	4,052,174	511,859	8,743	4,572,776
Duke Energy Florida	1,454,401	162,951	2,364	1,619,716
Tampa Electric Company	603,594	71,143	1,536	676,273
Gulf Power Company	379,897	53,706	267	433,870
Florida Public Utilities Co.	23,670	4,349	2	28,021
Total	**6,513,736**	**804,008**	**12,912**	**7,330,656**

Sources:
2013 Statistics of the Florida Electric Industry September 2013
http://www.floridapsc.com/utilities/electricgas/statistics/statistics-2013.pdf

Typical Electric Bill Comparisons

Residential Service Provided by Investor-Owned Utilities
December 31, 2013

* Utility	Minimum Bill or Customer Charge*	1,000 Kilowatt Hours*
Florida Power & Light Company	$ 7.24	$ 92.73
Duke Energy Florida	$ 8.76	$ 113.16
Tampa Electric Company	$ 15.00	$ 105.55
Gulf Power Company	$ 15.00	$ 115.91
Florida Public Utilities Company		
Northwest	$ 12.00	$ 131.96
Northeast	$ 12.00	$ 130.99

Commercial/Industrial Service Provided by Investor-Owned Utilities
December 31, 2013

Utility	400,000 Kilowatt Hours 1,000 KW Demand*
Florida Power & Light Company	$ 30,265
Duke Energy Florida	$ 35,170
Tampa Electric Company	$ 34,408
Gulf Power Company	$ 35,083
Florida Public Utilities Company	
Northwest	$ 40,972
Northeast	$ 41,508

* Excludes local taxes, franchise fees, and gross receipts taxes that are billed as a separate line item. Includes cost recovery clause factors effective December 2013.

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/pdf/general/comparativerate.aspx

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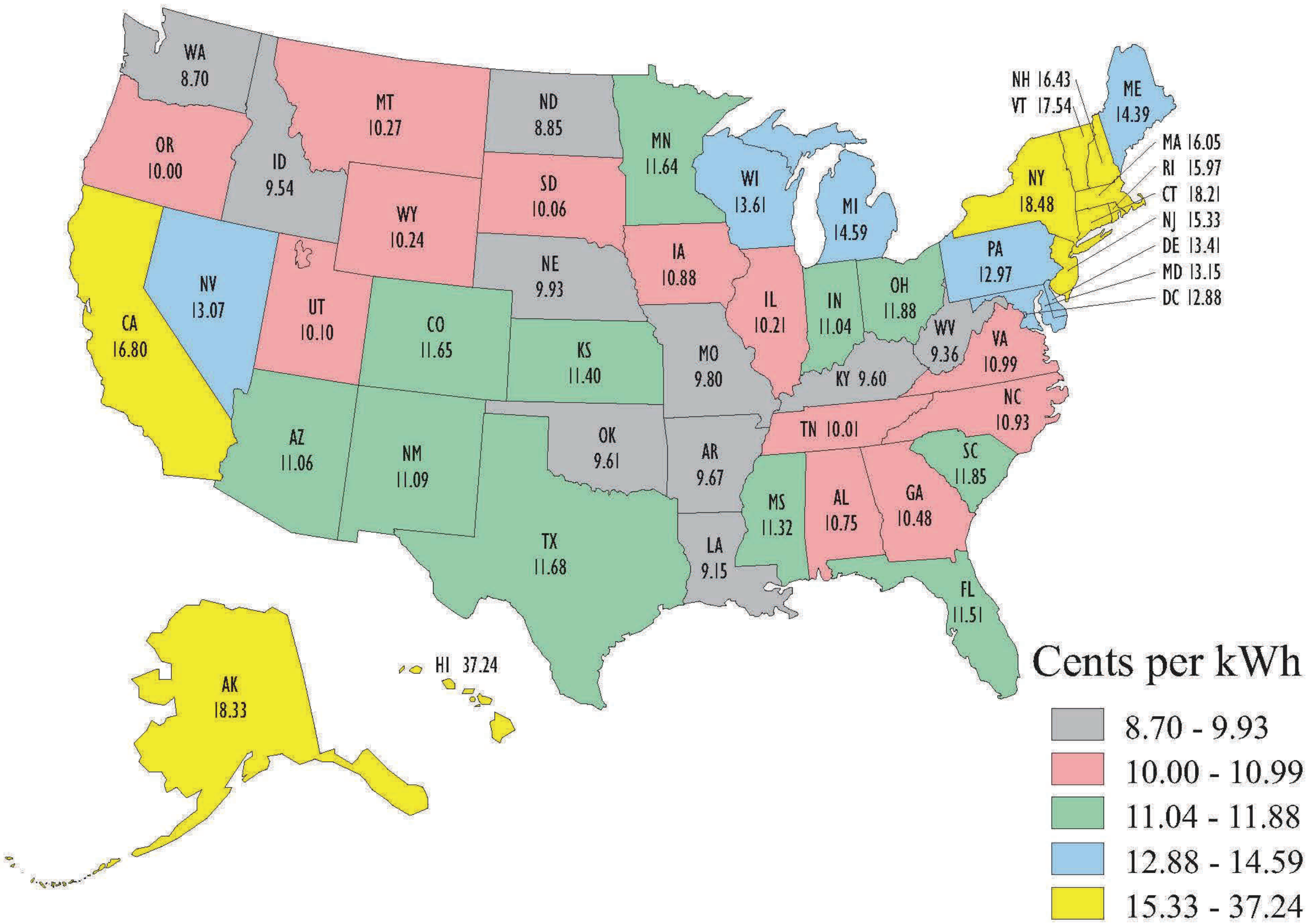
Average Residential Price of Electricity by State (2013)

(U.S. Residential Average Price per kWh = 12.09 cents)



Note: The average revenue per kilowatt-hour of electricity sold is calculated by dividing revenue by sales.

Source:
Energy Information Administration's *Electric Power Monthly*, Table 5.6.A, November 2013
http://www.eia.gov/electricity/monthly/epm_table_grapher.cfm?t=epmt_5_06_a

Nuclear Waste Policy

Florida Power & Light Company (FPL) and Duke Energy Florida (DEF) currently store over 2,500 metric tons of radioactive waste called "spent nuclear fuel" in water-filled pools inside containment structures at plant sites. As these pools become filled to capacity, some of the spent fuel will be removed and placed in steel and concrete storage containers (dry casks) on-site.

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 $842.4 million ($1.5 billion with interest) into the federal nuclear waste fund established to cover the cost of transportation, storage, and disposal of spent fuel.

Florida Nuclear Power Reactors

December 31, 2013

Reactor	Utility	Metric Tons in Spent Fuel Pool	Metric Tons in Dry Cask Storage	NRC License Expires
Crystal River 3	PEF	590	N/A	2016*
St. Lucie 1	FPL	552	186	2036
St. Lucie 2	FPL	414	137	2043
Turkey Point 3	FPL	467	131	2032
Turkey Point 4	FPL	482	131	2033

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

Proposed Nuclear Power Reactors

Reactor	Utility	Estimated In-Service Date**
Turkey Point 6	FPL	2022
Turkey Point 7	FPL	2023

** FPL has not made a final determination whether to construct Turkey Point 6 & 7.

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

Operating Nuclear Power 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
  - Units 1 and 2

California
- Diablo Canyon
  - Units 1 and 2

Connecticut
- Millstone
  - Units 1 and 2

Florida
- St. Lucie
  - Units 1 and 2
- Turkey Point
  - Units 1 and 2

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

Illinois cont'd
- La Salle County
  - Units 1 and 2
- Quad Cities
  - Units 1 and 2

Iowa
- Duane Arnold

Kansas
- Wolf Creek

Louisiana
- River Bend
- Waterford

Maryland
- Calvert Cliffs
  - Units 1 and 2

Massachusetts
- Pilgrim

Michigan
- D. C. Cook
  - Units 1 and 2
- Fermi
  - Unit 2
- Palisades

Minnesota
- Monticello
- Prairie Island
  - Units 1 and 2

Mississippi
- Grand Gulf

Missouri
- Callaway

Nebraska
- Cooper
- Fort Calhoun

New Hampshire
- Seabrook

New Jersey
- Hope Creek
- Oyster Creek
- 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

Ohio
- Davis-Besse
- Perry

Pennsylvania
- Beaver Valley
  - Units 1 and 2
- Limerick
  - Units 1 and 2
- Peach Bottom
  - Units 2 and 3
- Susquehanna
  - Units 1 and 2
- Three Mile Island

South Carolina
- Catawba
  - Units 1 and 2
- Oconee
  - Units 1, 2, and 3
- H. B. Robinson
  - Unit 2
- Summer

Tennessee
- Sequoyah
  - Units 1 and 2
- Watts Bar

Texas
- Comanche Peak
  - Units 1 and 2
- South Texas Project
  - Units 1 and 2

Vermont
- Vermont Yankee

Virginia
- North Anna
  - Units 1 and 2
- Surry
  - Units 1 and 2

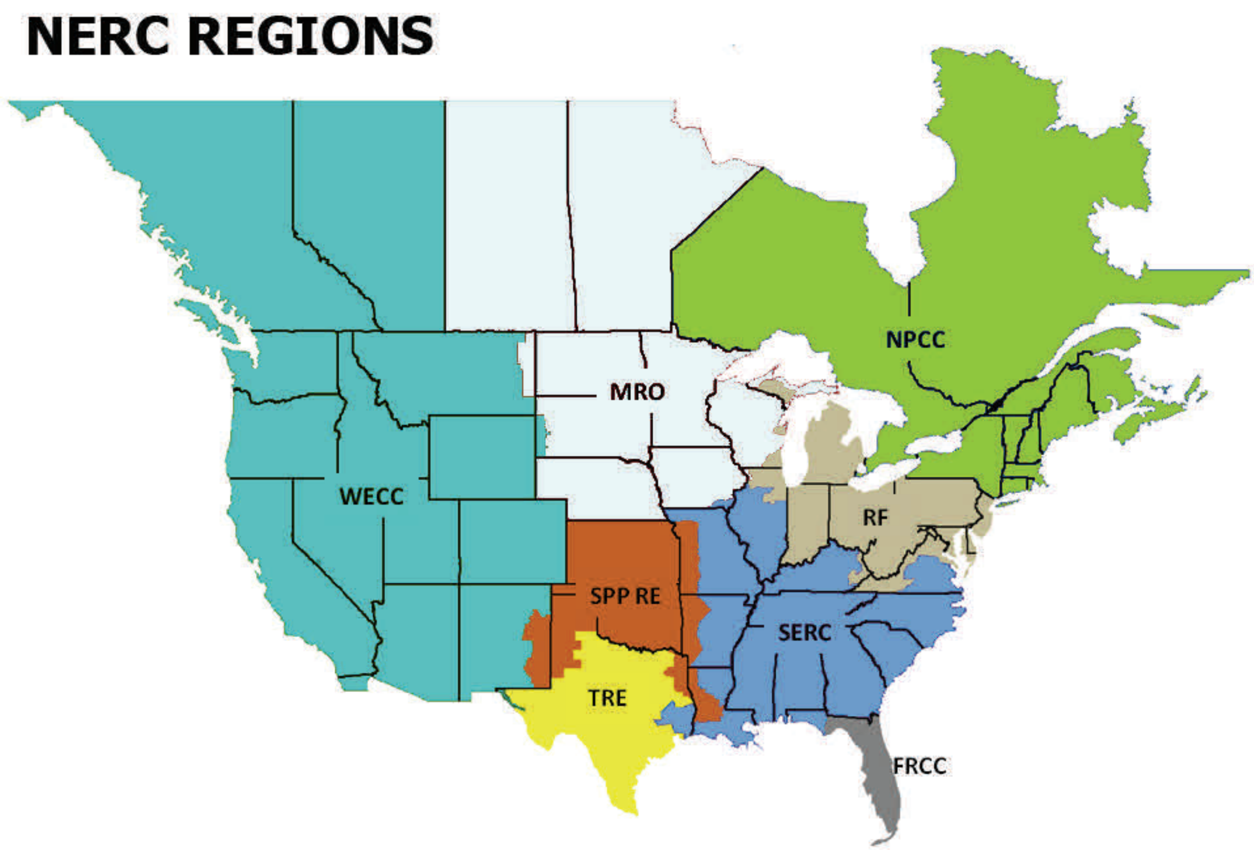
Washington
- Columbia Generating Station

Wisconsin
- Point Beach
  - Units 1 and 2

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

Reliability Councils

North American Electric Reliability Corporation (NERC) is a not-for-profit organization whose members are eight Regional Reliability Councils.

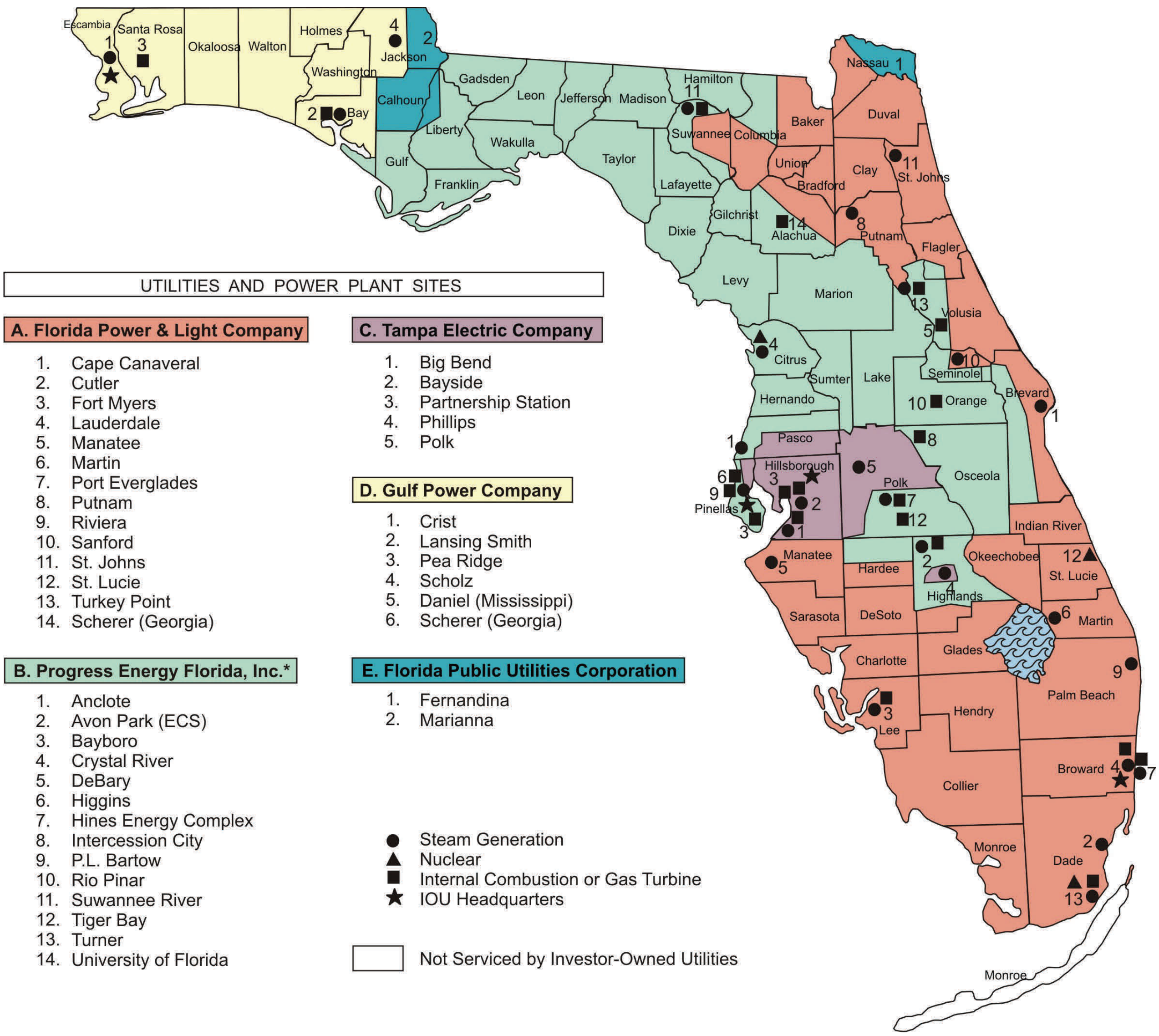


FRCC	Florida Reliability Coordinating Council
MRO	Midwest Reliability Organization
NPCC	Northeast Power Coordinating Council
RF	Reliability*First* Corporation
SERC	SERC Reliability Corporation
SPP RE	Southwest Power Pool
TRE	Texas Reliability Entity
WECC	Western Electricity Coordinating Council

Source:
North American Electric Reliability Corporation
http://www.nerc.com/AboutNERC/keyplayers/Documents/NERC_Regions_Color.jpg

Investor-Owned Electric Utilities

Approximate Company Service Areas



*Progress Energy Florida, Inc. changed its name to Duke Energy Florida, Inc. on April 29, 2013.

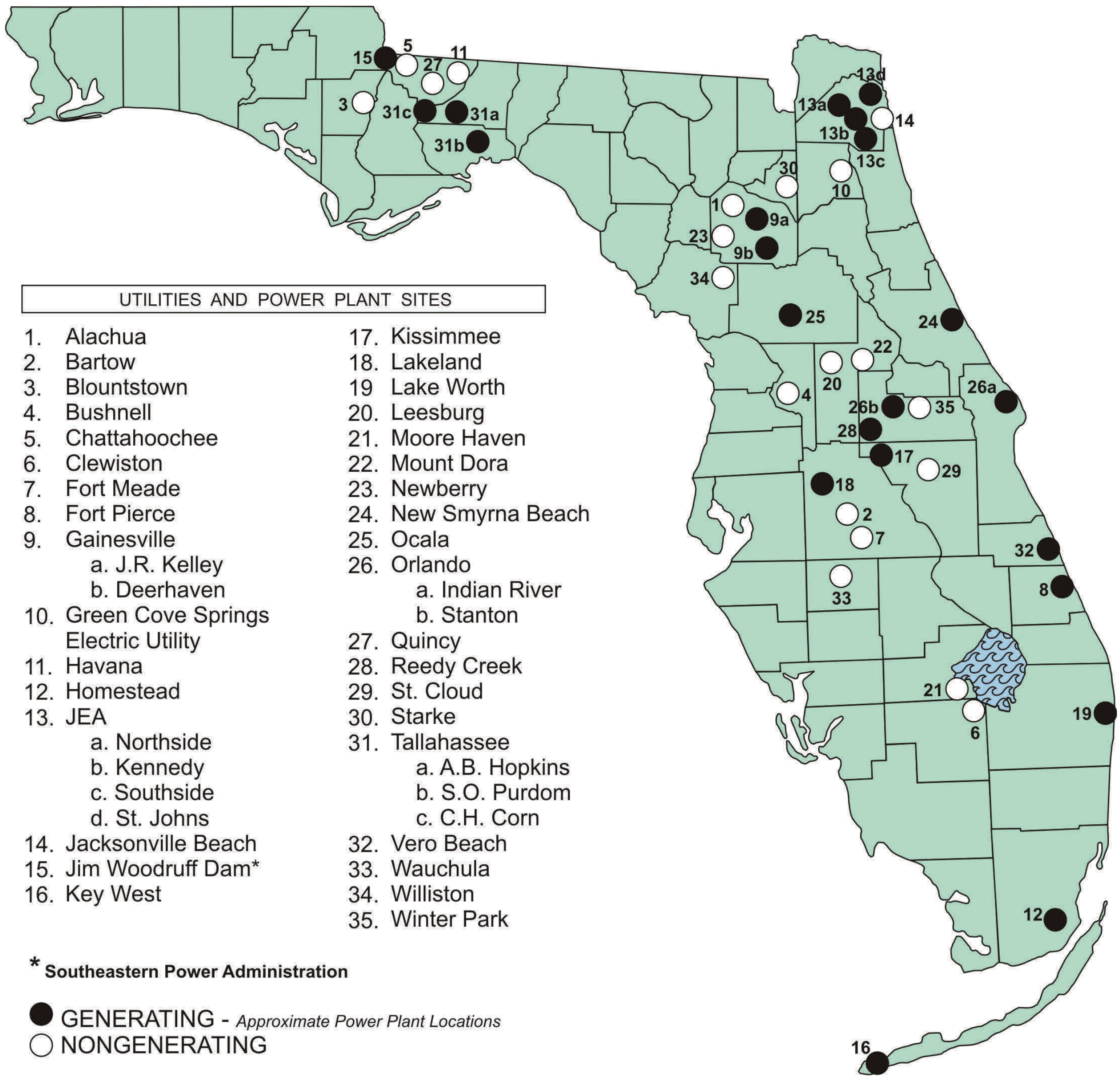
Service areas are approximations.
Information on this map should be used only as a general guideline.
For more detailed information, contact individual utilities.

Source:
Florida Public Service Commission

Additional information about Florida's investor-owned electric utilities is available from:
FPSC's *2012 Statistics of the Florida Electric Utility Industry* September 2013
http://www.floridapsc.com/utilities/electricgas/statistics/statistics-2012.pdf

Municipal Electric Utilities

Approximate Utility Locations

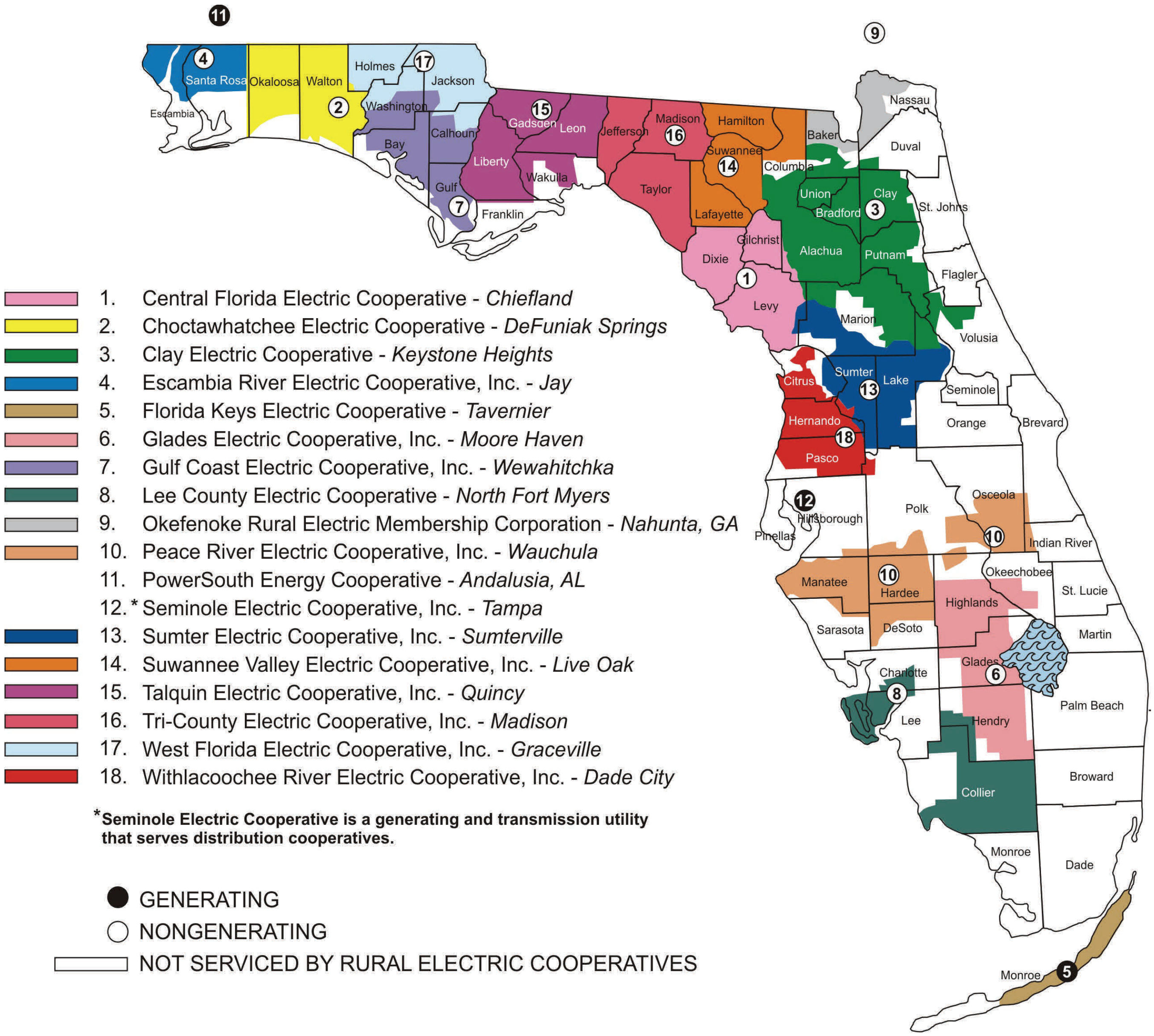


Information on this map should be used only as a general guideline.
For more detailed information, contact individual utilities.

Source:
Florida Public Service Commission

Additional information about Florida's municipal electric utilities is available from:
FPSC's *2012 Statistics of the Florida Electric Utility Industry*, September 2013
http://www.floridapsc.com/utilities/electricgas/statistics/statistics-2013.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

Additional information about Florida's rural electric cooperatives is available from:
FPSC's *2012 Statistics of the Florida Electric Utility Industry*, September 2013
http://www.floridapsc.com/utilities/electricgas/statistics/statistics-2013.pdf

Regulatory Authority

Pursuant to Chapter 366, F.S., as of December 2013, the FPSC has regulatory authority over:

- **7 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)
- Safety jurisdiction also applies to housing authorities and sales laterals off of interstate pipelines. (Interstate pipelines are subject to the direct jurisdiction of the U.S. Dept. of Transportation.)

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

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

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

Sources:

Florida Gas Transmission Company
http://www.panhandleenergy.com/comp_fld.asp

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

Number of Customers and Therm Sales

Number of Customers for Investor-Owned Utilities
By Customer Type
December 31, 2012

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Chesapeake Utilities ***	0	0	15,089	0	15,089
Florida City Gas	97,039	4,960	1,824	0	103,823
Florida Public Utilities Co.	47,922	4,458	818	57	53,255
Indiantown Gas Co. ***	0	0	710	0	710
Peoples Gas System	310,188	14,253	18,371	83	342,895
St. Joe Natural Gas	2,698	207	1	1	2,907
Sebring Gas System ***	0	0	525	0	525

Annual Therm Sales for Investor-Owned Utilities
December 31, 2012

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Chesapeake Utilities ***	0	0	126,598,852	0	122,732,433
Florida City Gas	15,533,935	24,398,022	70,807,966	0	110,739,923
Florida Public Utilities Co.	12,050,456	27,735,829	20,095,416	5,825,028	65,706,730
Indiantown Gas Co. ***	0	0	9,420,029	0	9,420,029
Peoples Gas System	62,277,637	43,763,653	382,861,096	1,374,767,658	1,863,670,044
St. Joe Natural Gas	522,511	396,381	369,369	8,897	1,297,158
Sebring Gas System ***	0	0	1,143,225	0	1,143,295

* FTS = 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 customers are firm transportation customers.

Source:
FPSC, 2012 Annual Reports filed by Natural Gas Utilities

Typical Natural Gas Bill Comparisons

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

December 31, 2013

	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 *	$19-$40	$ 30.87	$ 19.00	$ 74.40	$108.00	$ 306.97
Florida City Gas	$9.50-$15	$ 39.13	$ 11.00	$ 127.08	$ 15.00	$ 783.95
Florida Public Utilities Company	$11.00	$ 41.35	$ 20.00	$ 144.92	$ 20.00	$ 994.73
FPUC, Ft. Meade Division	$8.50	$40.17	$ 17.50	$ 56.25	$ 17.50	$1,007.06
FPUC, Indiantown Division*	$9-$25	$ 16.61	$ 9.00	$ 30.22	$ 25.00	$ 65.58
Peoples Gas System	$15-$20	$ 40.11	$ 25.00	$ 139.35	$ 35.00	$ 884.43
St. Joe Natural Gas	$13-$20	$ 44.65	$ 20.00	$ 132.80	$ 70.00	$ 815.82
Sebring Gas System *	$9-$35	$ 23.04	$ 12.00	$ 80.80	$ 35.00	$ 391.24

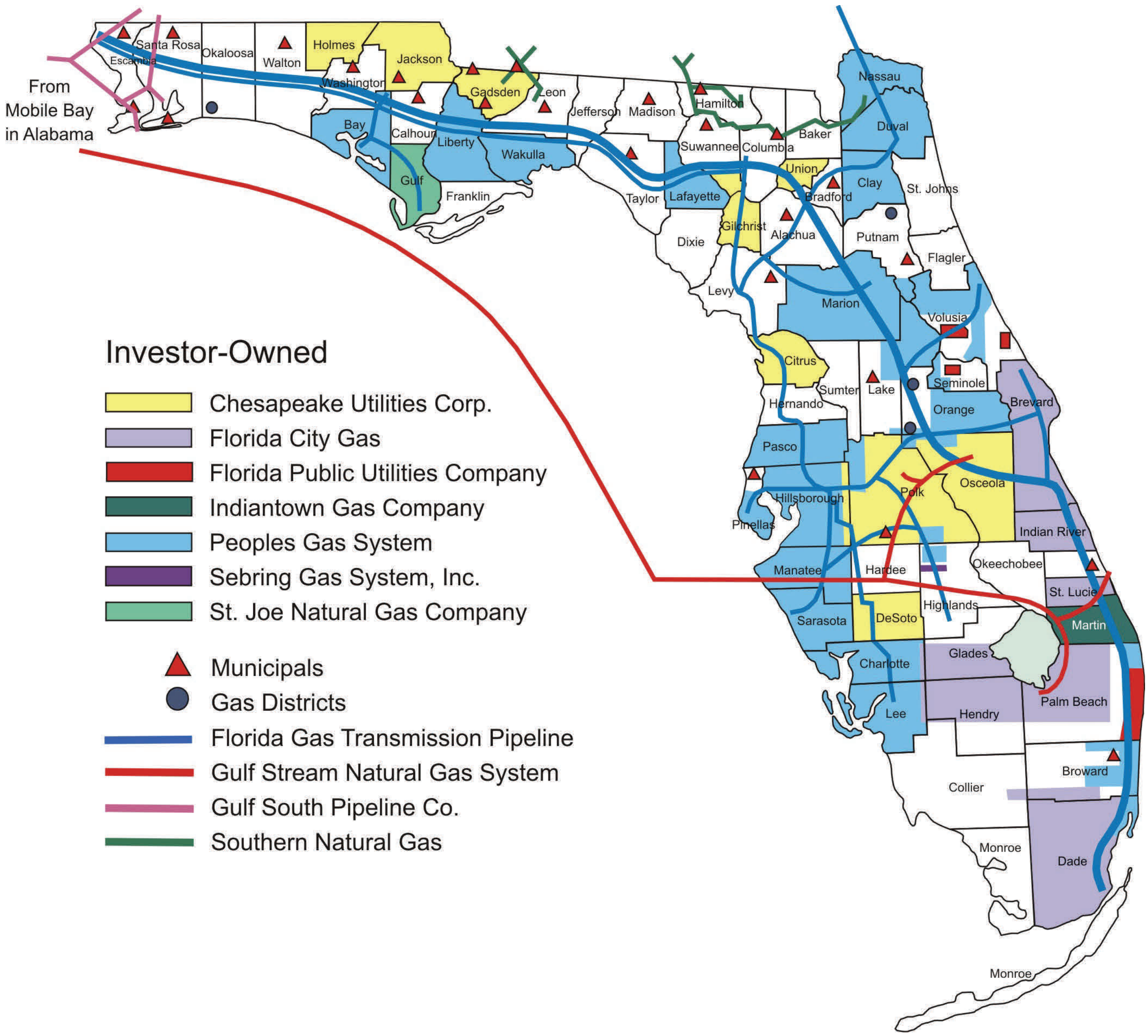
December 2013 gas costs are included for those companies participating in purchased gas adjustment clause. (Florida City, FPUC, Peoples, and St. Joe).

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

Source: Company tariffs

Natural Gas Companies in Florida

Approximate Company Service Areas



Service areas are approximations.
Information on this map should be used only as a general guideline.

Source:
FPSC Map
http://www.floridapsc.com/publications/pdf/electricgas/naturalgasutilities.pdf

Regulatory Authority

Pursuant to Chapter 364, F.S., as of December 31, 2013, the FPSC has regulatory authority over:

- **10 incumbent local exchange companies (ILECs)**
- **275 competitive local exchange companies (CLECs)**
- **73 pay telephone service companies (PATS)**

Definitions

- **Incumbent Local Exchange Telecommunications Company** (ILEC) - any company certificated by the Commission to provide local exchange telecommunications service in Florida 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 Florida on or after July 1, 1995.
- **Pay Telephone Service Company** (PATS) - any certificated telecommunications entity which provides pay telephone service.

Source:

Florida Public Service Commission 2013 Annual Report
http://www.floridapsc.com/publications/pdf/general/annualreports/2013.pdf

FPSC's *Telecommunications Terms and Definitions*
http://www.floridapsc.com/publications/telecomm/telterms.aspx

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. Broadband service also provides the basis for some VoIP services. These three services are not subject to FPSC jurisdiction.

Broadband

- Approximately 51 percent of broadband connections are at download speeds of 3 Mbps or greater; however, 74 percent of those connections are greater than or equal to 200 Mbps.

- Residential subscribership in Florida reached 73 percent, as of December 2011, which is 6 percent above the current national average.

VoIP

- As of December 2012, there were an estimated 2.7 million residential VoIP subscribers in Florida, an increase of 12 percent over the 2.4 million estimated in 2011.

- Forty-four CLECs and 4 ILECs voluntarily reported 844,721 VoIP lines to the FPSC in response to its 2012 Local Competition data request.

- The Florida Cable Telecommunications Association (FCTA) reported 2.1 million residential cable digital voice (VoIP) subscribers as of December 2012, an increase of five percent from the number reported for December 2011.

Wireless

- Wireless subscribers in Florida, as of December 2011, reached 17.9 million handsets.

- The Centers for Disease Control (CDC) estimates that nearly 38.2 percent of U.S. households are wireless-only as of December 2012.

Source:
FPSC's *Report on the Status of Competition in the Telecommunications Industry, As of December 31, 2012*
http://www.floridapsc.com/publications/pdf/telecomm/20130722MasterComp.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 2012

	Residential*	Business*	Total*	Change since 2011
AT&T Florida	1,190	1,014	2,204	-20%
CenturyLink FL	678	343	1,021	-8%
Verizon FL	366	276	642	-22%
Rural ILECs	100	42	142	-4%
CLECs	69	1,357	1,425	-18%
Total	**2,403**	**3,032**	**5,435**	**-10%**

* In thousands, rounded to the nearest thousand

Sources:
FPSC's *Report on the Status of Competition in the Telecommunications Industry, As of December 31, 2012*, Figures 3-5 & 3-6
http://www.floridapsc.com/publications/pdf/telecomm/20130722MasterComp.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 at least $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 qualify for 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 initiate new telephone service.

- **Monthly Lifeline Credit**: Under the FCC's rules, monthly federal Lifeline support consists of at least 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 $35.00

Low-Income Program (continued)

- **Customer Eligibility:** Customers with annual incomes up to 150 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:

  → Temporary Cash Assistance (TCA)*
  → Supplemental Security Income (SSI)
  → Supplemental Nutritional Assistance Program (SNAP)
  → Medicaid
  → Federal Public Housing Assistance (Section 8)
  → Low-Income Home Energy Assistance Program (LIHEAP)
  → National School Lunch Program's Free Lunch Program
  → Bureau of Indian Affairs Programs**

* Known as Temporary Assistance to Needy Families (TANF) for federal Universal Service purposes.
** 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) National School Lunch Free Lunch Program, or (3) Head Start Subsidy.

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 at $2.25 billion annually, the FCC has included an index for inflation to preserve the purchasing power of the program. As a result, the cap for 2013 was $2.4 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.

4 **Rural Health Care Program.** Helps to link health care providers located in rural areas to urban medical centers so that patients living in rural America will have access to the same advanced diagnostic and other medical services that are enjoyed in urban communities. Funding is capped at $400 million annually. This program offers many benefits:

- Public and non-profit health care providers in rural areas can receive discounts on monthly telecommunications charges, installation charges, and long distance Internet connection charges.
- Rural health care providers are using funds from this program for a variety of patient services, such as transmitting x-rays from remote areas to be read by health care professionals and experts in urban areas.
- The FCC has augmented the existing support with a pilot program to fund the construction of dedicated broadband networks that connect health care providers in a state or region. This program will provide funding for up to 85 percent of an applicant's costs of deploying a dedicated broadband network, including any necessary network design studies, as well as the costs of advanced telecommunications and information services that will ride over this network. Participants deploying dedicated broadband health care networks would also have the option of connecting those systems to Internet-2, National LambdaRail, or the public Internet.
- Eligible entities include:
    - → post-secondary educational institutions offering health care instruction, including teaching hospitals and medical schools
    - → community health centers or health centers providing health care to migrants
    - → community mental health centers

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 Web site 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.

- **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 2013, Florida had 24 ETCs, comprised of 10 incumbent local exchange companies, 10 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 9, 2013, there were 35 Florida ETC wireless petitions pending at the FCC.

- **Income Eligibility** Section 364.10(2)(a), F.S., allows any local exchange company designated as an ETC with more than 1 million access lines and any commercial mobile radio service provider designated as an ETC carrier pursuant to 47 U.S.C. §214(e), upon filing a notice of election to do so with the Commission, to provide Lifeline service to any customer who meets an income eligibility test of 150 percent or less of the federal poverty income guidelines. All other ETCs must use 135 percent or less of the Federal Poverty Level guidelines for income eligibility.

Source:
FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation,* December 2013
http://www.floridapsc.com/publications/pdf/telecomm/tele-lifelinereport2013.pdf

Universal Service Support Mechanisms by Program for Florida

2012
(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	$59,281	$268,520	($209,239)
Low-Income	118,154	141,767	(23,613)
Schools & Libraries	80,450	143,625	(63,175)
Rural Health Care	457	10,064	(9,607)
Administrative Expense	-	7,172	(7,172)
TOTAL	**$258,342**	**$571,148**	**($312,806)**

2011
(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	$54,708	$261,019	($206,311)
Low-Income	112,350	113,357	(1,007)
Schools & Libraries	76,928	144,554	(67,626)
Rural Health Care	572	9,130	(8,558)
Administrative Expense	-	6,934	(6,934)
TOTAL	**$244,558**	**$540,994**	**($290,436)**

2010
(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	$ 67,693	$ 280,891	($ 213,198)
Low-Income	88,201	88,367	(166)
Schools & Libraries	107,719	152,107	(44,388)
Rural Health Care	226	5,626	(5,400)
Administrative Expense	-	6,895	(6,895)
Total	**$ 263,839**	**$ 533,886**	**($ 270,047)**

Source:
Federal Communications Commission's *Universal Service Monitoring Reports*, http://www.fcc.gov/wcb/iatd/monitor.html

Universal Service Support Mechanisms by State (2012)

State	Payments from USAC (in Thousands)	Estimated Contributions to USAC (in Thousands)	Estimated Net Dollar Flow
Alabama	$ 181,786	$ 139,851	$ 41,935
Alaska	322,245	23,139	299,106
American Samoa	5,300	703	4,597
Arizona	170,861	171,594	(733)
Arkansas	177,190	77,522	99,688
California	582,478	963,027	(380,549)
Colorado	116,020	157,461	(41,441)
Connecticut	32,551	117,416	(84,865)
Delaware	8,195	31,621	(23,426)
Dist. of Columbia	15,235	42,968	(27,733)
Florida	**263,342**	**571,148**	**(312,806)**
Georgia	365,543	285,359	71,184
Guam	17,162	4,832	12,330
Hawaii	41,749	50,359	(8,610)
Idaho	73,975	43,604	30,371
Illinois	277,757	356,432	(78,675)
Indiana	145,224	168,529	(23,305)
Iowa	164,856	80,059	84,797
Kansas	218,416	75,719	142,697
Kentucky	179,935	117,166	62,769
Louisiana	276,648	122,823	153,825
Maine	50,165	38,747	11,418
Maryland	126,696	196,397	(69,701)
Massachusetts	60,927	207,403	(146,476)
Michigan	161,446	249,502	(88,056)
Minnesota	151,648	141,960	9,688
Mississippi	295,177	77,589	217,588
Missouri	177,084	168,574	8,510
Montana	98,415	29,398	69,017
Nebraska	101,607	50,774	50,833
Nevada	48,021	76,601	(28,580)
New Hampshire	15,148	40,523	(25,374)
New Jersey	104,160	293,704	(189,544)
New Mexico	123,126	55,479	67,647
New York	303,860	589,830	(285,970)
North Carolina	220,565	270,460	(49,895)
North Dakota	101,858	20,142	81,716
Northern Mariana Islands	2,387	1,259	1,128
Ohio	229,397	304,711	(75,314)
Oklahoma	465,232	95,686	369,546
Oregon	108,454	104,192	4,262
Pennsylvania	194,729	368,999	(174,270)
Puerto Rico	214,382	90,308	124,074
Rhode Island	16,198	29,514	(13,316)
South Carolina	178,930	131,705	27,225
South Dakota	77,766	22,753	55,013
Tennessee	159,531	181,840	(22,309)
Texas	549,165	611,305	(62,140)
Utah	50,429	64,739	(14,310)
Vermont	26,513	20,889	5,624
Virgin Islands	18,340	6,735	11,605
Virginia	139,419	267,479	(128,060)
Washington	143,033	181,250	(38,217)
West Virginia	90,740	60,240	30,500
Wisconsin	232,407	151,616	80,791
Wyoming	50,811	17,373	33,438
Total	**$ 8,710,235**	**$ 8,821,009**	**($ 110,774)***

* Net dollar flow is positive when payments from USF to carriers exceed contributions to USF.

Source:
Federal Communications Commission's *Universal Service Monitoring Reports,* Table 1.13
http://www.fcc.gov/wcb/iatd/monitor.html

Telephone Subscribership

Percentage of Households with Telephone in Unit

	2008	2009	2010	2011	2012
Florida	93.0%	93.0%	93.7%	93.2%	94.2%
United States	95.2%	95.7%	95.8%	95.7%	95.9%

Lifeline Subscribership

Lifeline Assistance Subscribers in Florida

Date	Lifeline Enrollment	Eligible Households	Participation Rate
6/2008	183,972	1,186,015	15.5%
6/2009	618,774	1,185,516	52.2%
6/2010	642,129	1,422,837	45.1%
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%

Sources:
U.S. Census Bureau, Current Population Survey

FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation,* December 2013
http://www.floridapsc.com/publications/pdf/telecomm/tele-lifelinereport2013.pdf

Lifeline Subscribership (continued)

Lifeline Subscribership by Eligible Telecommunications Carriers

As of June 2013

Company	Access Lines Subscribed to Lifeline Service
SafeLink**	480,828
Assurance**	323,014
AT&T	44,796
CenturyLink	22,179
i-wireless/Access**	12,450
Verizon	11,327
Windstream	5,176
Budget Phone*	1,399
FairPoint	1,437
T-Mobile**	1,373
Global Connection*	789
Budget Phone*	776
NEFCOM	712
TeleCircuit	637
TDS Telecom	582
Knology d/b/a WOW	516
FLATEL*	304
Frontier	114
ITS Telecom	112
Nexus*	69
Cox Telecom*	41
Smart City	21
Sun-Tel*	13
Non-ETC Reseller	979
Total	**918,245**

* Competitive Local Exchange Carrier

**Wireless Carrier

Source:
FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation,* December 2013
http://www.floridapsc.com/publications/pdf/telecomm/tele-lifelinereport2013.pdf

Regulatory Authority

Pursuant to Chapter 367, F.S., as of December 2013, the FPSC has regulatory authority over 145 investor-owned water and/or wastewater utilities in 37 of Florida's 67 counties.

Reuse of Reclaimed Water Data for 2012*

- 725 mgd** of reclaimed water was reused for beneficial purposes.
- The total reuse capacity of Florida's domestic wastewater treatment facilities was 1,711 mgd, representing 63 percent of the total permitted domestic wastewater treatment capacity in Florida.

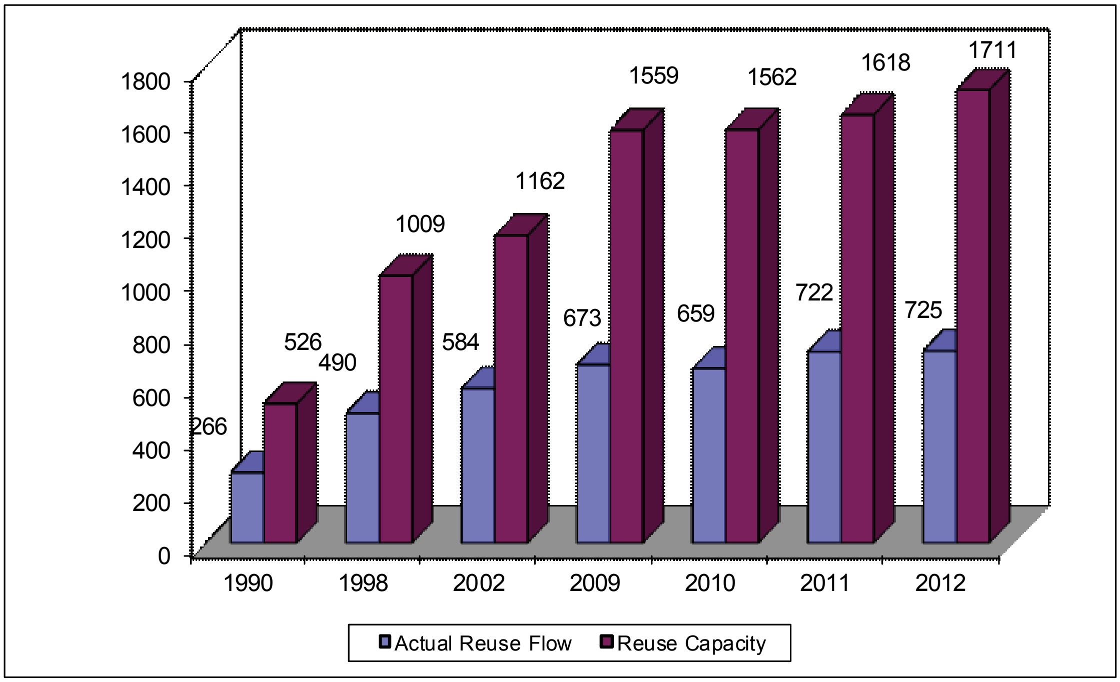
* Most current data available as of May 2013.
** Million gallons per day

Sources:

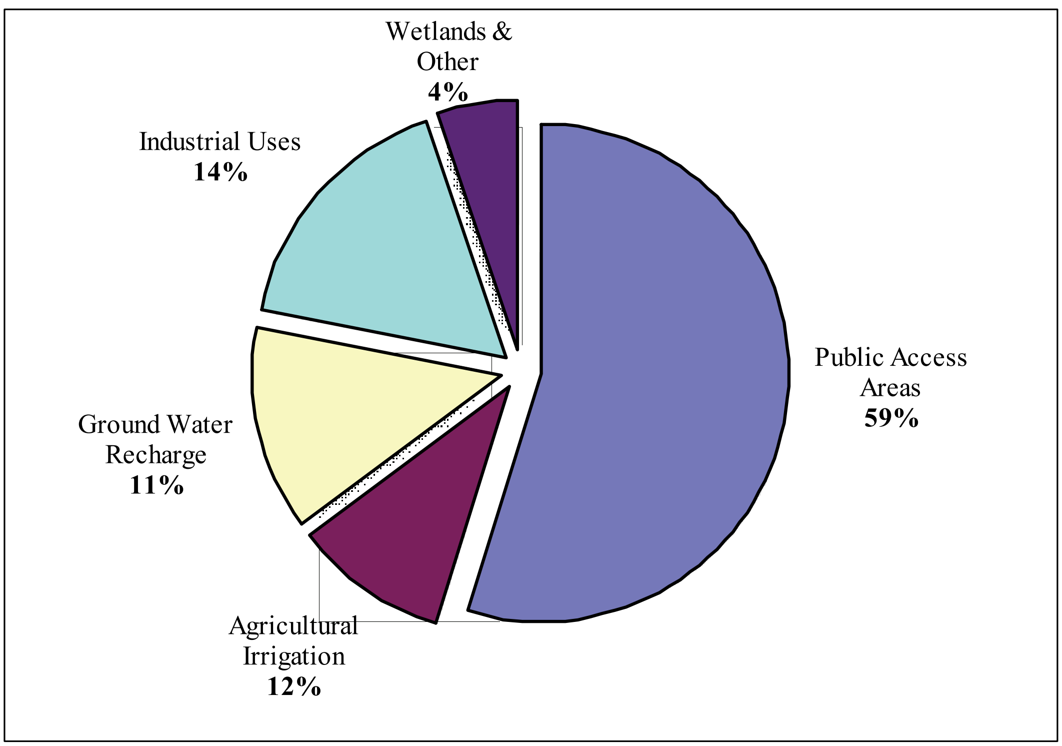
Florida Department of Environmental Protection's *2012 Reuse Inventory,* May 2013
http://www.dep.state.fl.us/water/reuse/inventory.htm

Florida's Reuse Growth

Millions of Gallons Per Day (mgd)



Reclaimed Water Utilization (2012)



Source:
Florida Department of Environmental Protection's *2012 Reuse Inventory,* May 2013

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/utilities/mcd/.

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

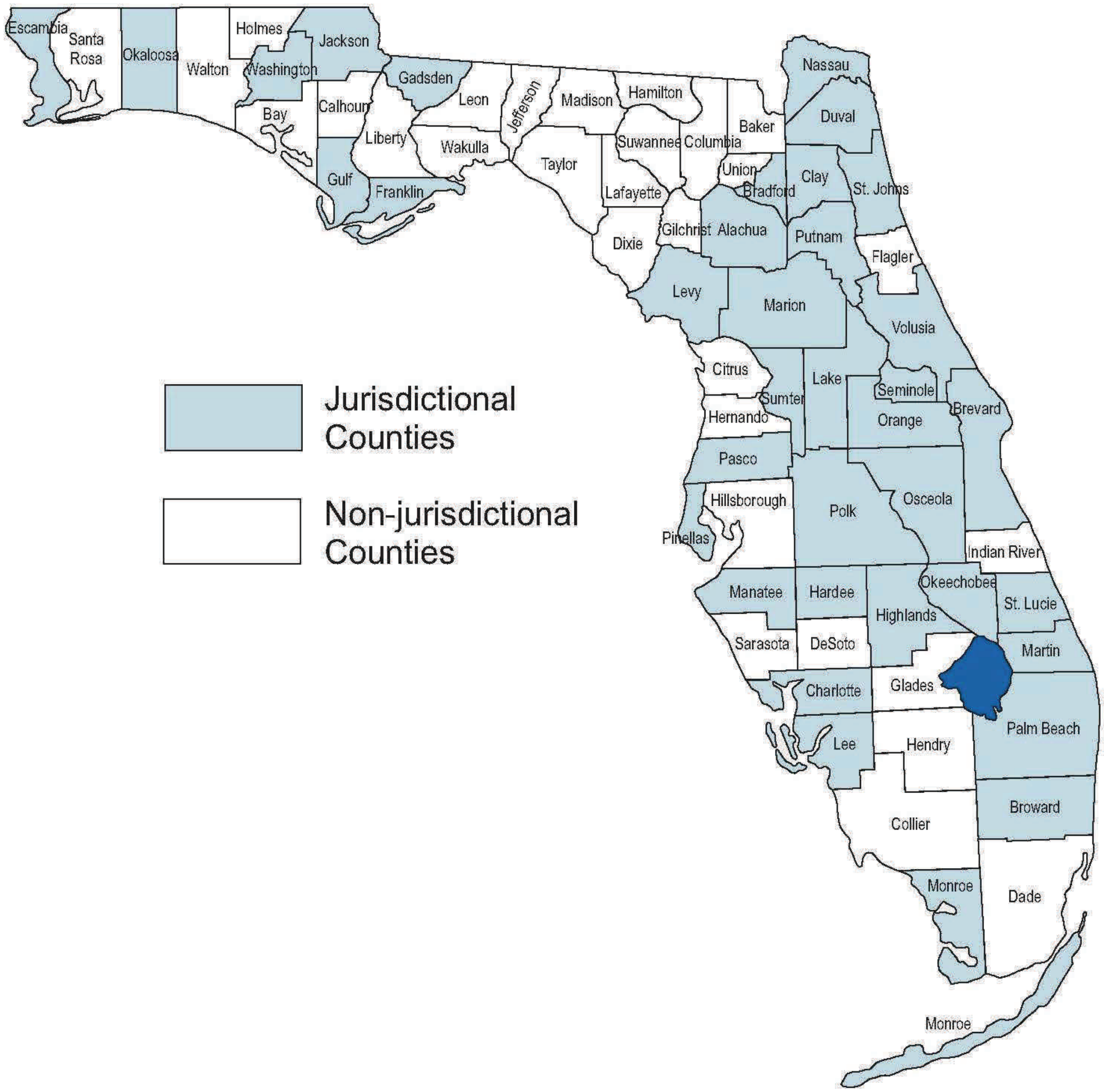
- A maximum (or cap) is set on the number of gallons of water consumption a customer is billed for wastewater service.
- The monthly cap is normally between 6,000 and 10,000 gallons. (Any water consumption over that amount is generally considered to be used for purposes such as irrigation or washing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

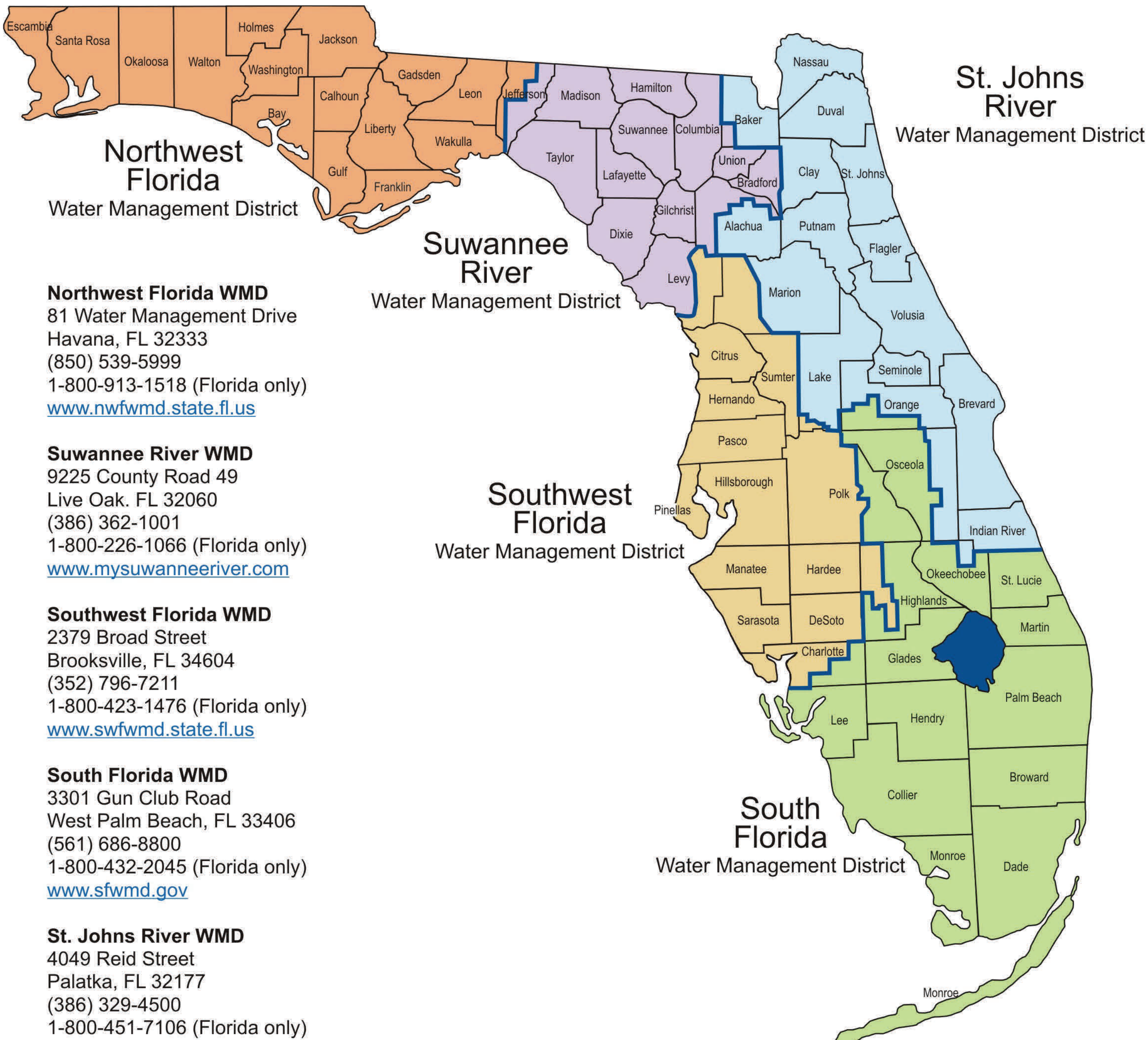
Source:
FPSC Staff

Water & Wastewater Jurisdictional Counties (37)



Source:
Florida Public Service Commission Map
http://www.floridapsc.com/utilities/waterwastewater/wawmap.pdf

Florida's Water Management Districts (5)



Northwest Florida WMD
81 Water Management Drive
Havana, FL 32333
(850) 539-5999
1-800-913-1518 (Florida only)
www.nwfwmd.state.fl.us

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

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

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

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

Source:
Florida Department of Environmental Protection
http://www.dep.state.fl.us/secretary/watman/