



FLORIDA
PUBLIC
SERVICE
COMMISSION



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FACTS & FIGURES
OF THE
FLORIDA
UTILITY
INDUSTRY

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

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Regulatory Authority

Pursuant to Chapter 366, Florida Statutes (F.S.), as of December 2015, 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, 2014

- Summer: 57,999 Megawatts (MW)
- Winter: 62,133 MW*

**Transmission Capability
for Peninsular Florida**

- Import: Summer: 3,700 MW
Winter: 3,700 MW
- Export: Summer: 700 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.

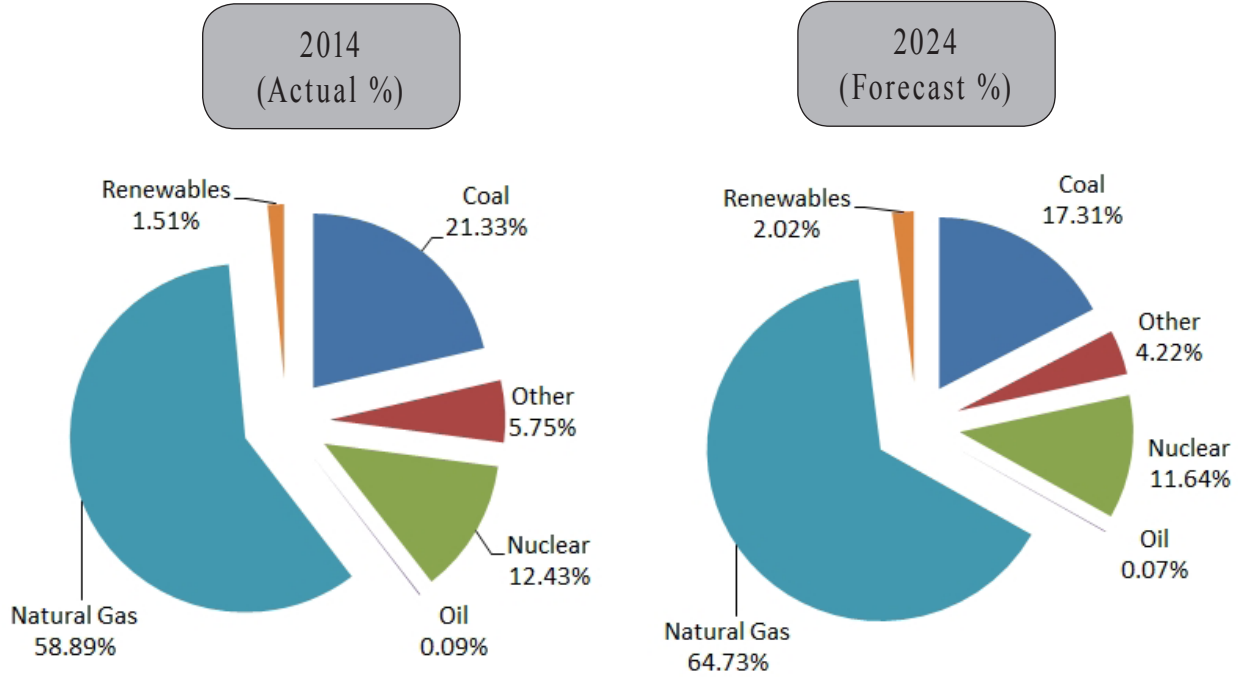
Sources:

Statistics of the Florida Electric Utility Industry, October 2015

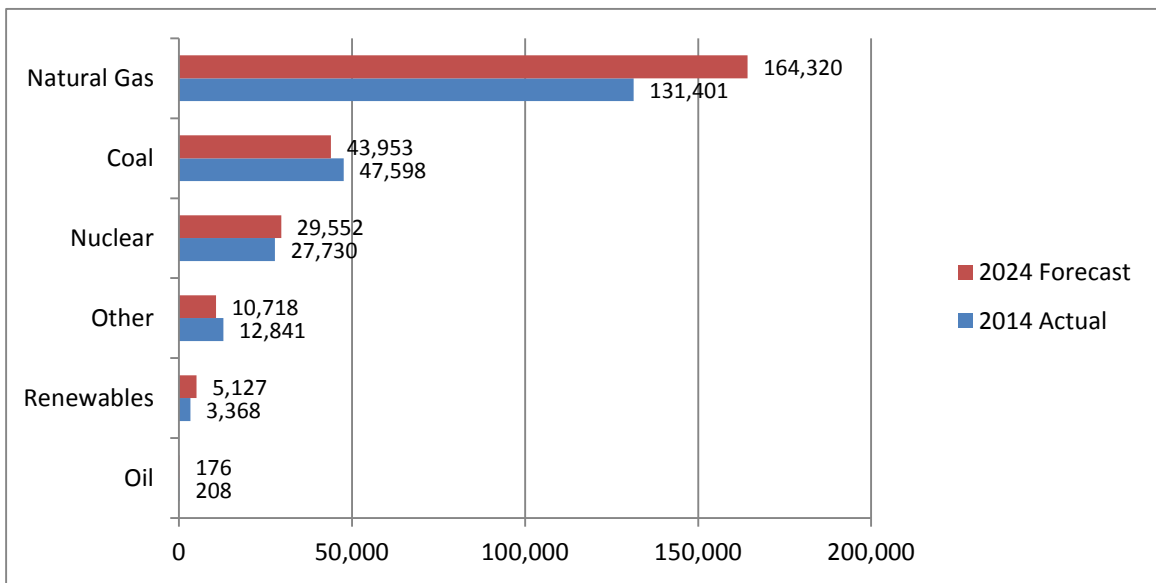
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2014.pdf>

2015 Ten-Year Site Plan Workshop FRCC Studies and Reports

Florida Energy Generation by Fuel Type

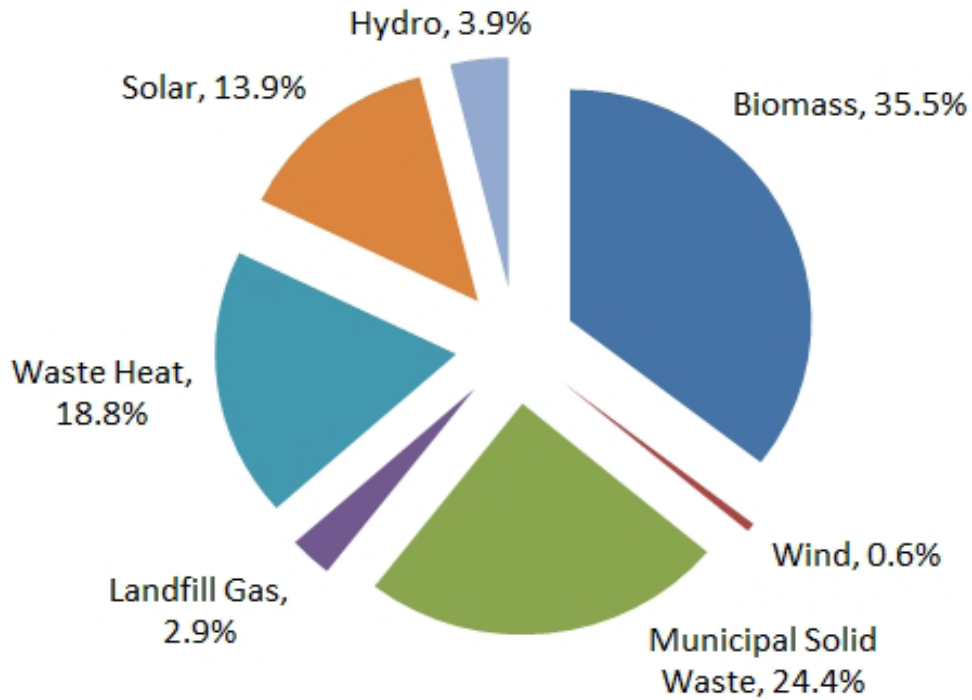


Energy Sources (GWH)



Source:
 FRCC 2015 Regional Load & Resource Plan, July 2015
<http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2015/FRCC.pdf>

Florida's Renewable Capacity in MW (2014)
(Total: 1,638 MW)



Total Florida Renewable Capacity: 1,638 MW

Total Florida Electric Generation Capacity: 57,999 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 2015 Ten-Year Site Plans for Florida's Electric Utilities*, November 2015

<http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2015/Review.pdf>

FLORIDA ELECTRIC INDUSTRY
CUSTOMERS

Average Number of Customers

**Average Number of Customers for Investor-Owned Utilities
By Class of Service
2014**

Utility	Residential	Commercial	Industrial	Other	Total
Florida Power & Light Co.	4,169,028	525,591	10,415	3,795	4,708,829
Florida Public Utilities	23,865	4,382	2	3,023	31,272
Gulf Power Company	386,765	54,749	258	598	442,370
Duke Energy Florida	1,489,502	165,899	2,328	25,725	1,683,454
Tampa Electric Company	623,846	72,647	1,572	8,095	706,161
Total	6,693,006	823,268	14,575	41,236	7,572,085

Source:
Statistics of the Florida Electric Utility, October 2015, Table 33
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2014.pdf>

Typical Electric Bill Comparisons

**Residential Service Provided by Investor-Owned Utilities
December 31, 2015**

Utility	Minimum Bill or Customer Charge*	1,000 Kilowatt Hours
Florida Power & Light Company	\$7.57	\$94.30
Duke Energy Florida	\$8.76	\$118.55
Tampa Electric Company	\$15.00	\$106.20
Gulf Power Company	\$18.60	\$135.81
Florida Public Utilities Company	\$14.00	\$137.57
Northwest	\$14.00	\$137.57
Northeast		

**Commercial/Industrial Service Provided by Investor-Owned Utilities
December 31, 2015**

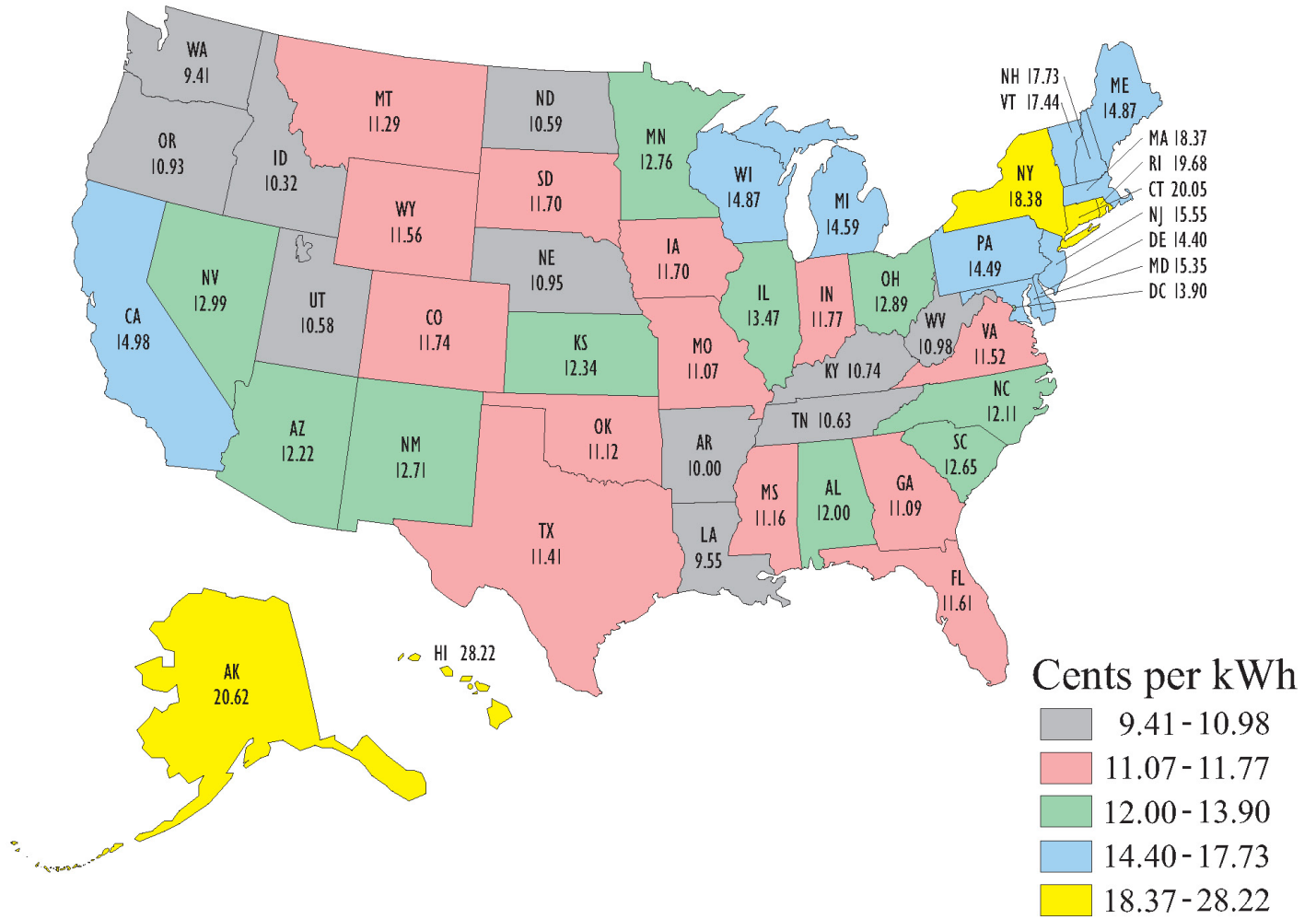
Utility	400,000 Kilowatt Hours 1,000 KW Demand*
Florida Power & Light Company	\$31,030
Duke Energy Florida	\$34,023
Tampa Electric Company	\$34,248
Gulf Power Company	\$38,001
Florida Public Utilities Company	
Northwest	\$44,562
Northeast	\$44,562

* Excludes local taxes, franchise fees, and gross receipts taxes that are billed as a separate line item. Includes cost recovery clause factors effective December 2015.

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 (2015)

(U.S. Residential Average Price per kWh = 12.73 cents)



Source:
 Energy Information Administration's Electric Power Monthly, Table 5.6.A, November 2015
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 2,600 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 \$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, 2015

Reactor	Utility	Metric Tons in Spent Fuel Pool	Metric Tons in Dry Cask Storage	NRC License Expires
Crystal River 3	DEF	590	**	2016*
St. Lucie 1	FPL	586	186	2036
St Lucie 2	FPL	484	137	2043
Turkey Point 3	FPL	526	131	2032
Turkey Point 4	FPL	511	131	2033

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

** Duke Energy Florida expects to begin storing spent fuel in the dry cask storage system at Crystal River 3 in 2017.

Proposed Nuclear Power Reactor

Reactor	Utility	Estimated In-Service Date
Turkey Point 6	FPL	2027
Turkey Point 7	FPL	2028

Sources:

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 1 and 2

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

Illinois (continued)

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

Nebraska (continued)

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

Pennsylvania (continued)

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
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

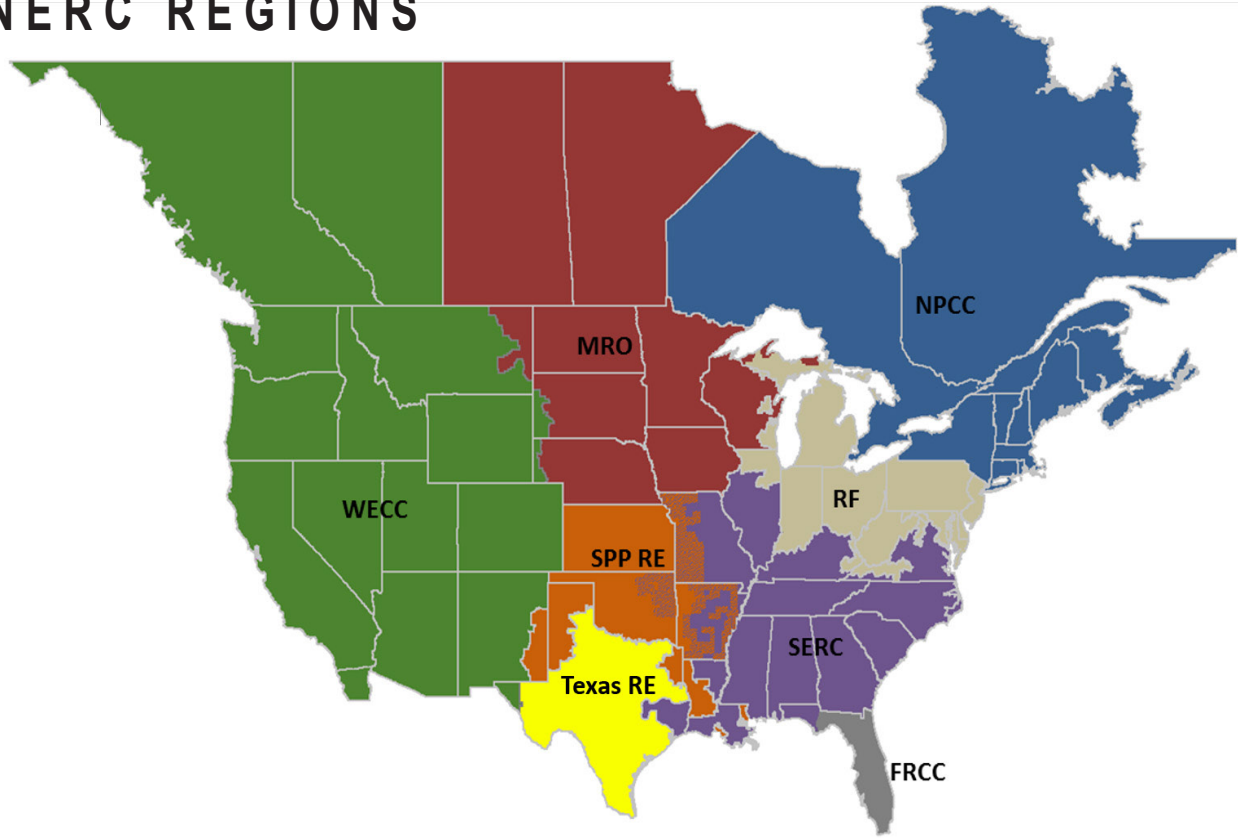
Point Beach
Units 1 and 2

Source:

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

Reliability Councils

NERC REGIONS

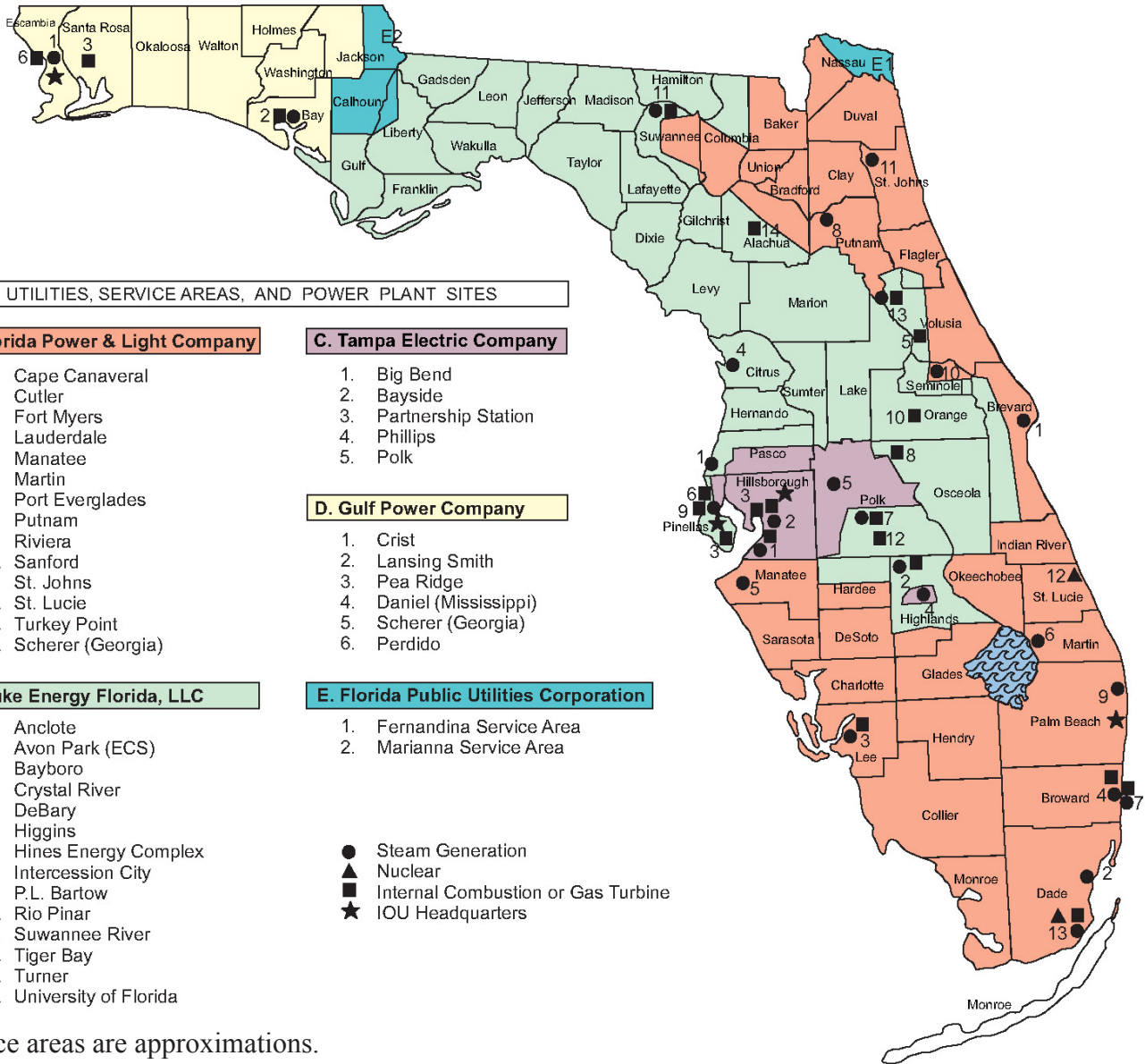


FRCC	Florida Reliability Coordinating Council
MRO	Midwest Reliability Organization
NPCC	Northeast Power Coordinating Council
RF	ReliabilityFirst
SERC	SERC Reliability Corporation
SPP RE	Southwest Power Pool, RE
Texas RE	Texas Reliability Entity
WECC	Western Electricity Coordinating Council

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

Investor-Owned Electric Utilities

Approximate Company Service Areas



UTILITIES, SERVICE AREAS, AND POWER PLANT SITES

A. Florida Power & Light Company

1. Cape Canaveral
2. Cutler
3. Fort Myers
4. Lauderdale
5. Manatee
6. Martin
7. Port Everglades
8. Putnam
9. Riviera
10. Sanford
11. St. Johns
12. St. Lucie
13. Turkey Point
14. Scherer (Georgia)

C. Tampa Electric Company

1. Big Bend
2. Bayside
3. Partnership Station
4. Phillips
5. Polk

D. Gulf Power Company

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

B. Duke Energy Florida, LLC

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

E. Florida Public Utilities Corporation

1. Fernandina Service Area
2. Marianna Service Area

- Steam Generation
- ▲ Nuclear
- Internal Combustion or Gas Turbine
- ★ IOU Headquarters

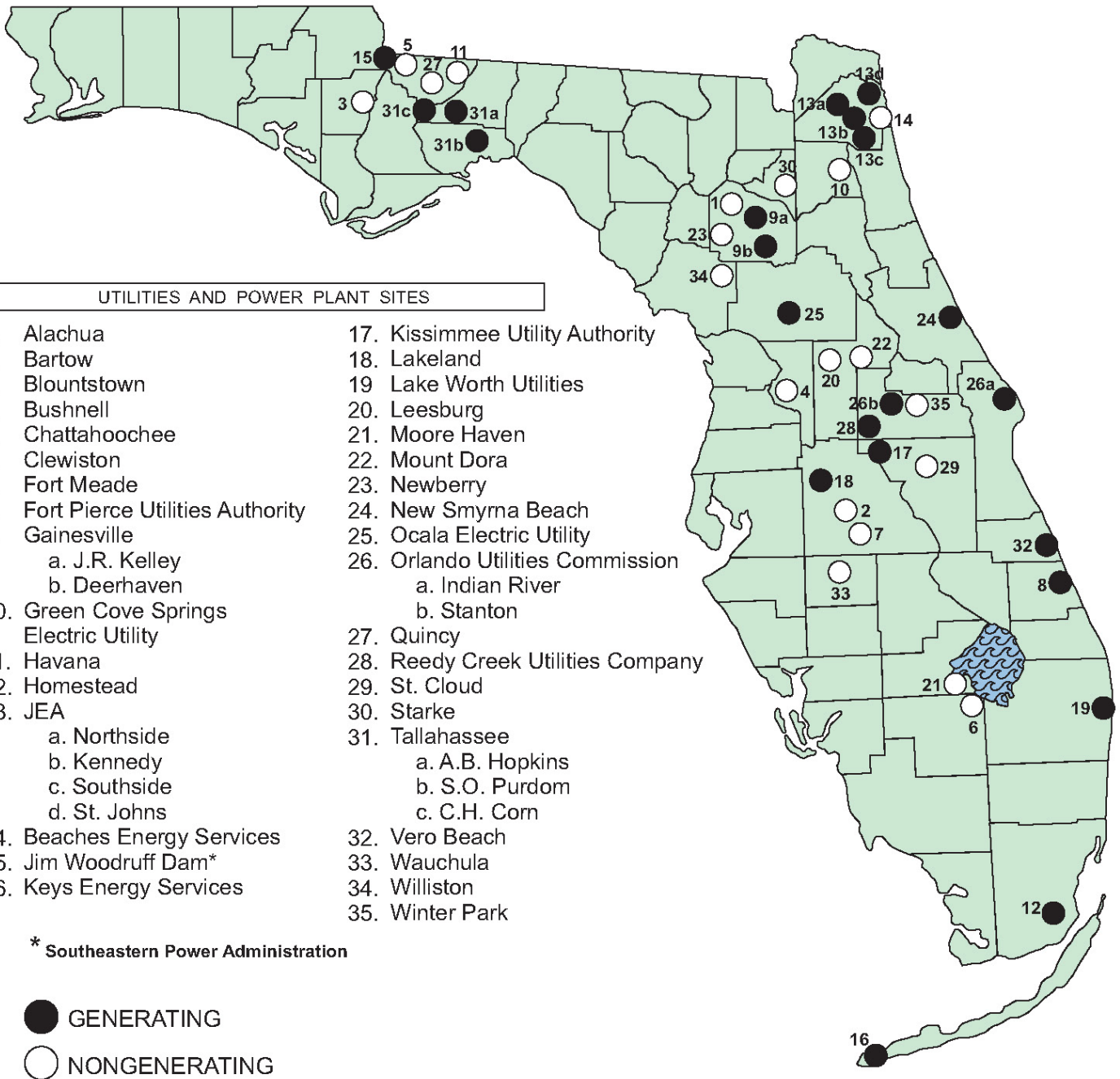
Service areas are approximations.
 Information on this map should be used only as a general guideline.
 For more detailed information, contact individual utilities.

Source:
 Florida Public Service Commission

Additional information about Florida's investor-owned electric utilities is available from:
 FPSC's *Statistics of the Florida Electric Utility Industry*, October 2015
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2014.pdf>

Municipal Electric Utilities

Approximate Utility Locations



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

Source:

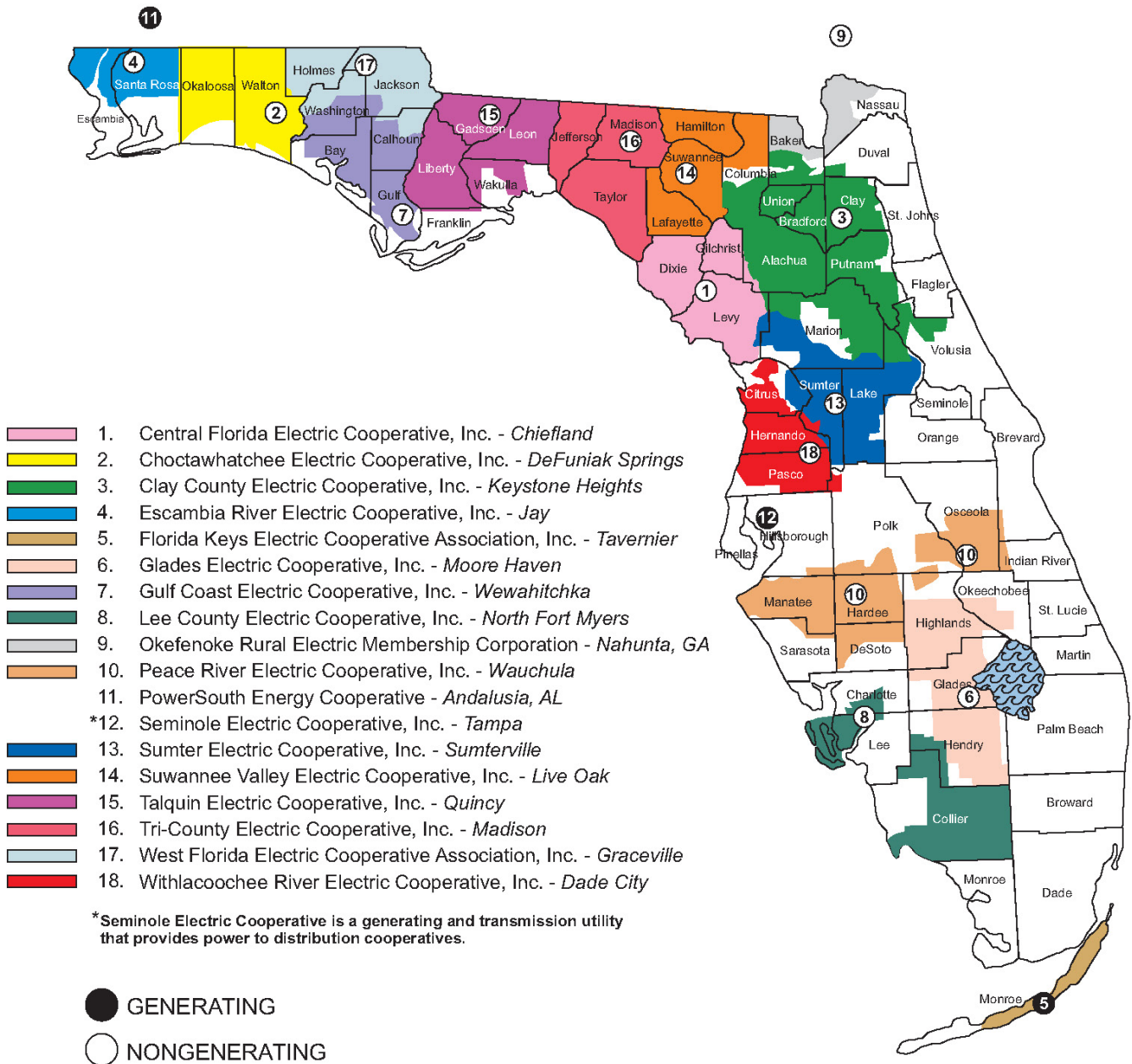
Florida Public Service Commission

Additional information about Florida's investor-owned electric utilities is available from FPSC's *Statistics of the Florida Electric Utility Industry*, October 2015

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2014.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 investor-owned electric utilities is available from:
 FPSC's *Statistics of the Florida Electric Utility Industry*, October 2015
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Electricgas/Statistics/2014.pdf>

Number of Customers

Number of Customers for Investor-Owned Utilities By Customer Type December 31, 2014

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	97,993	5,008	2,097	0	105,098
Florida Division of Chesapeake Utilities***	0	0	15,773	0	15,773
Florida Public Utilities	49,510	4,277	1,303	55	55,145
Florida Public Utilities - Ft. Meade Division	653	29	0	0	682
Florida Public Utilities - Indiantown Division***	0	0	704	0	704
Peoples Gas System	319,544	13,069	21,209	67	353,889
Sebring Gas System***	0	0	535	0	535
St. Joe Natural Gas Company	2,721	204	1	1	2,927

* 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, 2014 Annual Reports filed by Natural Gas Utilities

Typical Natural Gas Bill Comparisons

Residential, Commercial, and Industrial Service Provided by Investor-Owned Utilities December 31, 2015

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)
Florida City Gas	\$9.50 - \$15	\$41.44	\$11 - \$15	\$151.00	\$15 - \$30	\$986.18
Florida Division of Chesapeake Utilities *	\$19 - \$40	\$33.41	\$19 - \$108	\$81.68	\$108 - \$210	\$361.14
Florida Public Utilities	\$11.00	\$45.04	\$20.00	\$158.15	\$20 - \$30	\$1,084.69
Florida Public Utilities - Ft. Meade Division	\$8.50	\$41.61	\$17.50	\$162.95	\$17.50 - \$175.00	\$924.12
Florida Public Utilities - Indiantown Division *	\$9 - \$25	\$18.62	\$9 - \$25	\$52.27	\$25.00	\$345.54
Peoples Gas System	\$15 - \$20	\$39.24	\$25 - \$35	\$149.85	\$35 - \$50	\$996.08
Sebring Gas System *	\$9 - \$35	\$23.49	\$12 - \$35	\$74.18	\$35 - \$150	\$399.14
St. Joe Natural Gas Company	\$13 - \$20	\$46.67	\$20 - \$70	\$136.23	\$70.00	\$924.02

December 2015 gas costs are included for those companies participating in purchased gas adjustment clause: (Florida City Gas, Florida Public Utilities, Florida Public Utilities - Ft. 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.

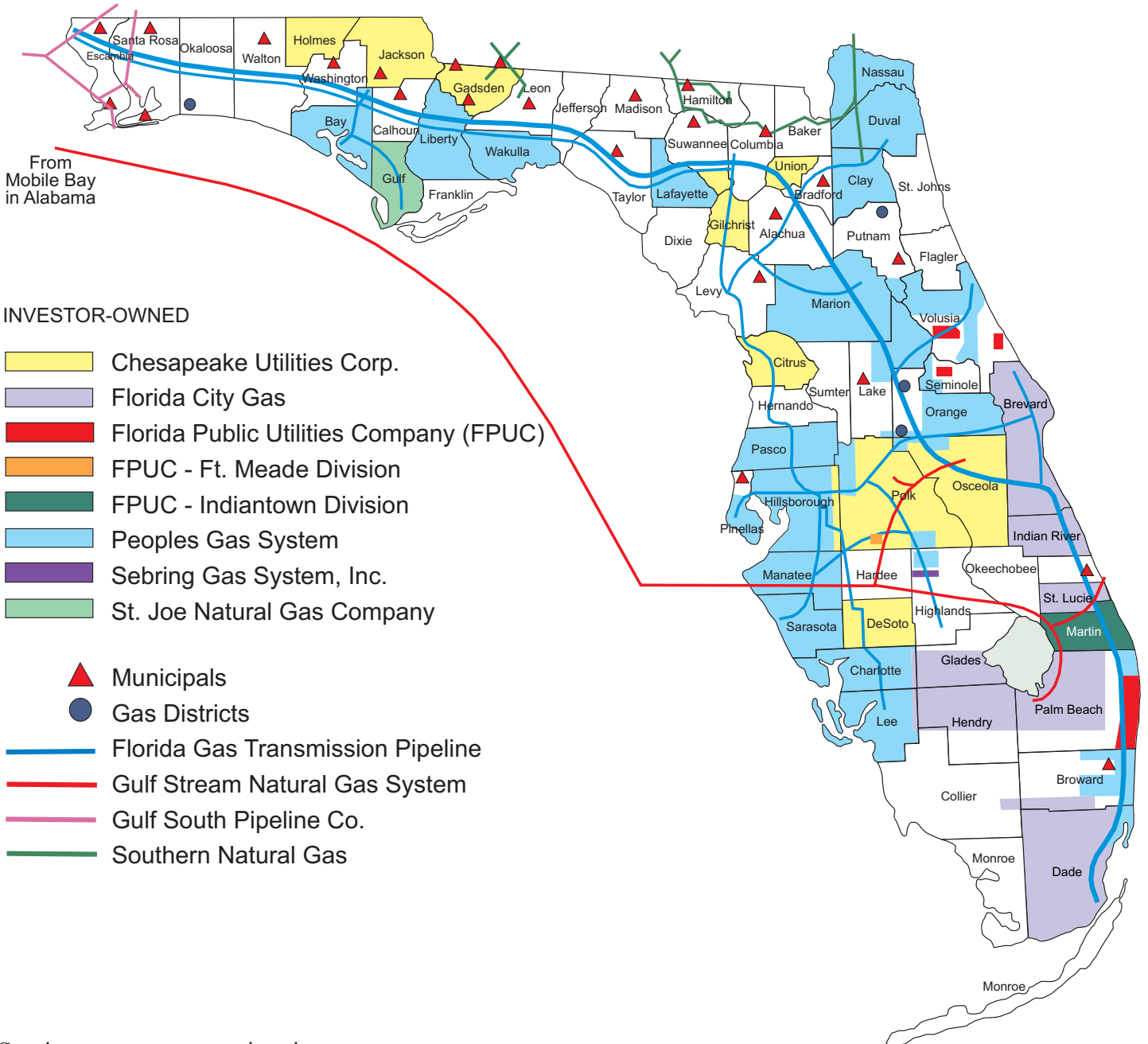
Annual Therm Sales

Annual Therm Sales for Investor-Owned Utilities December 31, 2014

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	16,441,534	24,917,484	86,004,366	0	127,363,384
Florida Division of Chesapeake Utilities	0	0	116,611,409	0	116,611,409
Florida Public Utilities	12,609,110	25,607,179	27,222,205	6,748,458	72,186,952
Florida Public Utilities - Ft. Meade Division	87,811	79,871	0	0	167,682
Florida Public Utilities - Indiantown Division	0	0	7,560,046	0	7,560,046
Peoples Gas System	71,609,215	36,073,087	430,148,022	1,001,866,945	1,539,697,269
Sebring Gas System***	0	0	1,167,560	0	1,167,560
St. Joe Natural Gas Company	662,071	400,113	461,621	5,060	1,528,865

Source:
FPSC, 2014 Annual Reports filed by Natural Gas Utilities

Natural Gas Companies in Florida



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

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

Regulatory Authority

Pursuant to Chapter 364, F.S., as of December 31, 2015, the FPSC has regulatory authority over:

- **10 incumbent local exchange companies (ILECs)**
- **241 competitive local exchange companies (CLECs)**
- **57 pay telephone companies**
- **21 alternative access vendors (AAVs)**
- **14 shared tenant service providers (STS)**

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.
- **Alternative Access Vendor (AAV)** - AAVs provide private line service between an entity and facilities at another location, whether owned by the entity or an unaffiliated entity, or access service between an end-user and an interexchange carrier by other than a local exchange telecommunications company. The private line service is dedicated point-to-point or point-to-multipoint service for the transmission of any telecommunication service.
- **Shared Tenant Service (STS)** - Any certificated telecommunications company that provides service which duplicates or competes with local service provided by an existing local exchange telecommunications company and is furnished through a common switching or billing arrangement to tenants by an entity other than an existing local exchange telecommunications company.

Source:

Florida Public Service Commission 2015 Annual Report

<http://www.floridapsc.com/Files/PDF/Publications/Reports/General/Annualreports/2015.pdf>

FPSC's Telecommunications Terms and Definitions

<http://www.floridapsc.com/Telecommunication/TelecomLocalCompetitionTerms>

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

- Approximately 50 percent of fixed broadband connections are at download speeds of 3 megabytes per second (Mbps) or greater; however, 72 percent of those connections are greater than or equal to 200 Mbps.
- Residential subscribership in Florida reached 78 percent as of June 2014, which is above the current national of 73 percent.

VoIP

- As of December 2014, there were an estimated 2.8 million residential VoIP subscribers in Florida, about the same number estimated in 2013.
- The Florida Cable Telecommunications Association (FCTA) reported 2.1 million residential cable digital voice (VoIP) subscribers as of December 2014, about the same number as reported for December 2013.

Wireless

- Wireless subscribers in Florida, as of June 2013, reached 19 million handsets.
- The Centers for Disease Control (CDC) estimates that over 45 percent of households are wireless-only as of December 2014.

Source:

FPSC's *Report on the Status of Competition in the Telecommunications Industry, As of December 31, 2014*

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2015.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 2014				
	Residential*	Business*	Total*	Change since 2013
AT&T Florida	694	784	1,478	-21%
CenturyLink FL	609	292	901	-5%
Verizon FL	223	226	449	-12%
Rural ILECs	88	30	118	-12%
CLECs	22	842	864	-22%
Total	1,636	2,174	3,810	-17%

* In thousands, rounded to the nearest thousand.

Sources:

FPSC's *Report on the Status of Competition in the Telecommunications Industry, As of December 31, 2014*, Figures 3-3 & 3-4
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2015.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 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 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 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 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**

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. Recently, the FCC increased the annual cap from \$2.4 billion to \$3.9 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.

* 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.

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 Lambda-Rail, 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
 - > local health departments or agencies
 - > not-for-profit hospitals
 - > rural health clinics

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.
- ▲ **National Lifeline Accountability Database (NLAD)** The FCC directed the Universal Service Administrative Company 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.

Source:

FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2015

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2015.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 2015, Florida had 21 ETCs, comprised of 10 incumbent local exchange companies, 8 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 June 2015 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.

Universal Service Support Mechanisms by Program for Florida

2014

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$63,601	\$232,510	(\$168,908)
Low-Income	\$106,617	\$103,379	\$3,238
Schools & Libraries	\$81,541	\$141,342	(\$59,801)
Rural Health Care	\$185	\$12,019	(\$11,834)
Administrative Expense		\$7,407	\$7,407)
Total	\$251,944	\$496,657	(\$244,712)

2013

(Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$65,341	\$265,968	(\$200,627)
Low-Income	\$101,373	\$114,791	(\$13,418)
Schools & Libraries	\$89,269	\$140,752	(\$51,483)
Rural Health Care	\$282	\$10,151	(\$9,869)
Administrative Expense		\$6,881	(\$6,881)
Total	\$256,265	\$538,543	(\$282,278)

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	\$450	\$1,064	(\$9,607)
Administrative Expense		\$7,172	(\$7,172)
Total	\$258,342	\$571,148	(\$312,806)

Source:

Federal Communications Commission's *Universal Service Monitoring Reports*

<https://transition.fcc.gov/wcb/iatd/monitor.html>

Universal Service Support Mechanisms by State (2014)

State	Payments from USAC (in Thousands)	Estimated Contributions to USAC (in Thousands)	Estimated Net Dollar Flow
Alabama	\$164,459	\$118,102	\$46,357
Alaska	\$314,912	\$19,703	\$295,209
American Samoa	\$4,274	\$700	\$3,575
Arizona	\$194,132	\$160,889	\$33,243
Arkansas	\$128,596	\$69,019	\$59,577
California	\$581,185	\$860,639	(\$279,454)
Colorado	\$104,790	\$146,549	(\$41,759)
Connecticut	\$30,658	\$107,376	(\$76,718)
Delaware	\$9,391	\$26,232	(\$16,841)
Dist. of Columbia	\$13,660	\$45,702	(\$32,042)
Florida	\$251,944	\$496,657	(\$244,712)
Georgia	\$268,633	\$262,668	\$5,964
Guam	\$11,614	\$3,964	\$7,650
Hawaii	\$34,965	\$42,904	(\$7,938)
Idaho	\$52,524	\$37,890	\$14,633
Illinois	\$265,963	\$327,141	(\$61,177)
Indiana	\$157,827	\$150,279	\$7,548
Iowa	\$152,004	\$74,382	\$77,622
Kansas	\$176,957	\$67,737	\$109,220
Kentucky	\$188,060	\$102,829	\$85,231
Louisiana	\$165,016	\$110,174	\$54,842
Maine	\$44,479	\$36,025	\$8,454
Maryland	\$55,891	\$171,382	(\$115,491)
Massachusetts	\$69,051	\$186,538	(\$117,487)
Michigan	\$162,965	\$228,159	(\$65,194)
Minnesota	\$149,969	\$140,486	\$9,483
Mississippi	\$237,256	\$64,239	\$173,017
Missouri	\$156,490	\$148,181	\$8,309
Montana	\$101,915	\$27,165	\$74,751
Nebraska	\$88,426	\$54,562	\$33,863
Nevada	\$53,719	\$70,418	(\$16,699)
New Hampshire	\$15,573	\$37,074	(\$21,501)
New Jersey	\$94,859	\$250,777	(\$155,918)
New Mexico	\$119,122	\$47,684	\$71,438
New York	\$278,503	\$532,216	(\$253,712)
North Carolina	\$216,238	\$250,660	(\$34,422)
North Dakota	\$103,105	\$19,004	\$84,102
Northern Mariana	\$2,204	\$816	\$1,387
Ohio	\$187,723	\$278,524	(\$90,802)
Oklahoma	\$325,587	\$88,722	\$236,865
Oregon	\$99,814	\$93,152	\$6,662
Pennsylvania	\$213,938	\$344,628	(\$130,690)
Puerto Rico	\$172,976	\$82,893	\$90,083
Rhode Island	\$13,764	\$26,931	(\$13,168)
South Carolina	\$175,214	\$117,869	\$57,346
South Dakota	\$85,247	\$22,151	\$63,095
Tennessee	\$152,406	\$159,956	(\$7,550)
Texas	\$532,047	\$559,963	(\$27,916)
Utah	\$50,136	\$65,988	(\$15,852)
Vermont	\$22,582	\$18,887	\$3,696
Virgin Islands	\$20,757	\$6,179	\$14,578
Virginia	\$144,213	\$232,939	(\$88,726)
Washington	\$130,160	\$166,485	(\$36,325)
West Virginia	\$76,483	\$52,697	\$23,786
Wisconsin	\$184,620	\$143,751	\$40,869
Wyoming	\$46,457	\$15,739	\$30,718
Total	\$7,855,451	\$7,974,372	(\$118,921)

* Estimated contributions include an administrative cost of approximately \$119 million.

Source: Federal Communications Commission's 2015 USF Monitoring Report, Table 1.9
http://transition.fcc.gov/Daily_Releases/Daily_Business/2016/db0316/DOC-337019A1.pdf

Telephone Subscribership

Percentage of Households with Telephone in Unit					
	2010	2011	2012	2013	2014
Florida	93.7%	93.2%	94.2%	93.5%	94.1%

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%	
6/2014	957,792	1,930,106	49.6%	
6/2015	833,612	2,011,166	41.4%	

Source:

United States Department of Agriculture Supplemental Nutrition Assistance Program: Number of Households Participating June 2015

FPSC’s *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2015

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2015.pdf>

Lifeline Subscribership

Lifeline Subscribership by Eligible Telecommunications Carriers As of June 2015	
Company	Access Lines Subscribed to Lifeline Service
SafeLink**	470,695
Assurance**	208,902
i-wireless/Access**	106,440
AT&T	18,302
CenturyLink	16,163
Verizon	4,721
Windstream	2,746
T-Mobile**	2,110
Fairpoint	671
Cox Telecom*	659
NEFCOM	452
TeleCircuit*	337
TDS Telecom	264
Non-ETC Reseller	195
Global Connection*	194
Budget Phone*	161
Knology d/b/a WOW*	138
ITS Telecom	80
Frontier	46
FLATEL*	23
Smart City	7
Total	833,612

Source:

FPSC's *Number of Customers Subscribing to Lifeline Service and the Effectiveness of Procedures to Promote Participation*, December 2015
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Telecommunication/LifelineReport/2015.pdf>

Regulatory Authority

Pursuant to Chapter 367, F.S., as of December 2015, the FPSC has jurisdiction over 146 investor-owned water and/or wastewater utilities in 37 of Florida's 67 counties.

Use of Reclaimed Water Data for 2014*

- Approximately 727 mgd** of reclaimed water from these facilities was reused for beneficial purposes and represents approximately 44% of the total domestic water flow in the state.
- The 1,685 mgd of reuse capacity represents approximately 65% of the total domestic wastewater treatment capacity in the state.

* Most current data available as of September 2015

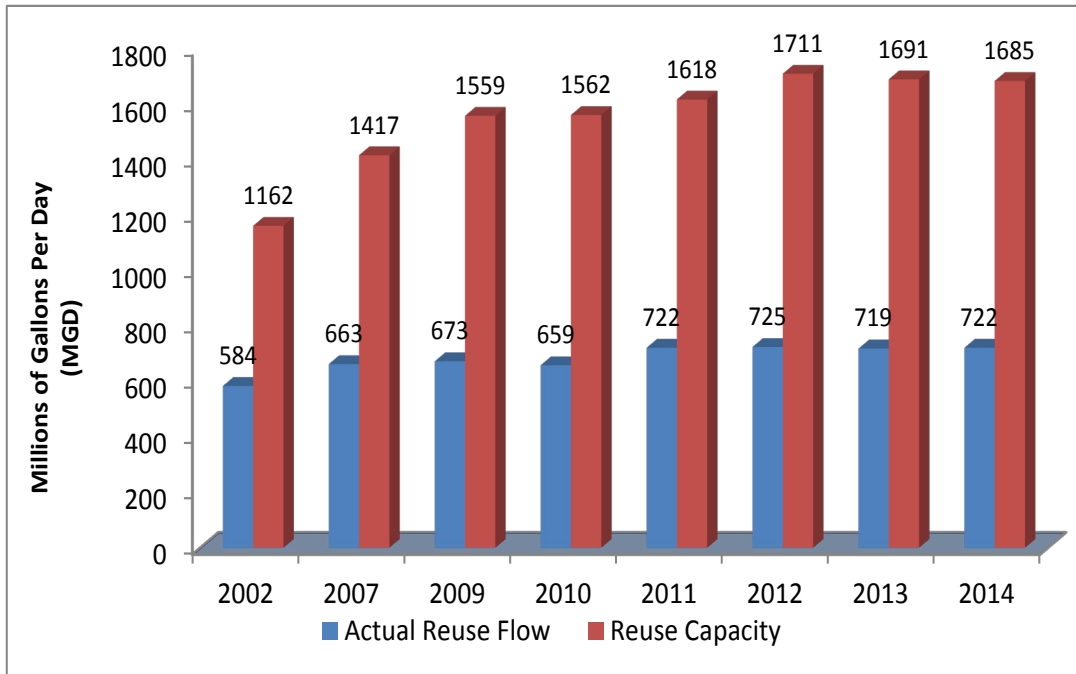
** Million gallons per day

Source:

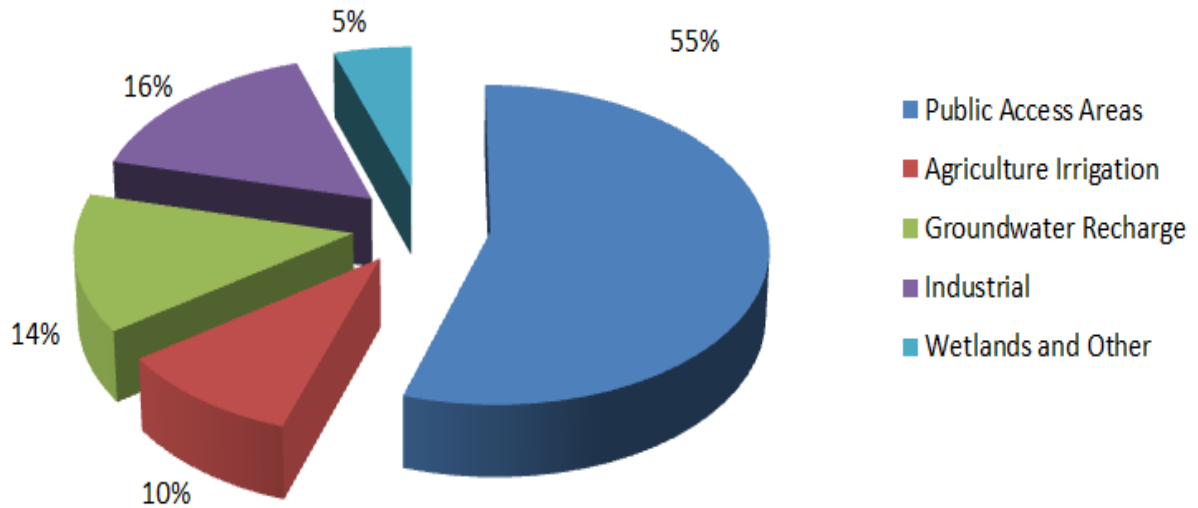
Florida Department of Environmental Protection's *2014 Reuse Inventory Report*, July 2015 (Revised September 21, 2015)
http://www.dep.state.fl.us/water/reuse/docs/inventory/2014_reuse-report.pdf

Florida's Reuse Growth

Millions of Gallons Per Day (mgd)



Reclaimed Water Utilization (2014)



Source: Florida Department of Environmental Protection's *2014 Reuse Inventory Report*, July 2015 (Revised September 21, 2015)
http://www.dep.state.fl.us/water/reuse/docs/inventory/2014_reuse-report.pdf

Utility Classifications

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

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

- A Class C utility may serve as few as 50 customers, while a Class A utility serves thousands.
- The number of customers served may be obtained from each utility's annual report filed at the FPSC and available online at <http://www.floridapsc.com/UtilityRegulation/CompaniesRegulatedByPSC>.

Rate Structure

- The base facility charge and gallonage charge rate structure is the most common rate structure used by FPSC-regulated water and wastewater utilities.
- The base facility charge is a flat charge that recovers the fixed costs of utility service that remain the same each month regardless of consumption.
- The gallonage charge recovers the variable costs associated with the utility service such as electricity, chemicals, and labor.
- The gallonage charge is assessed for each 1,000 gallons of water that is registered on the customer's meter.
- Inclining block rate structures are used to encourage water conservation. (The inclining block is similar to the base facility charge and gallonage charge rate structure, but includes additional gallonage charges for higher levels or blocks of usage.)

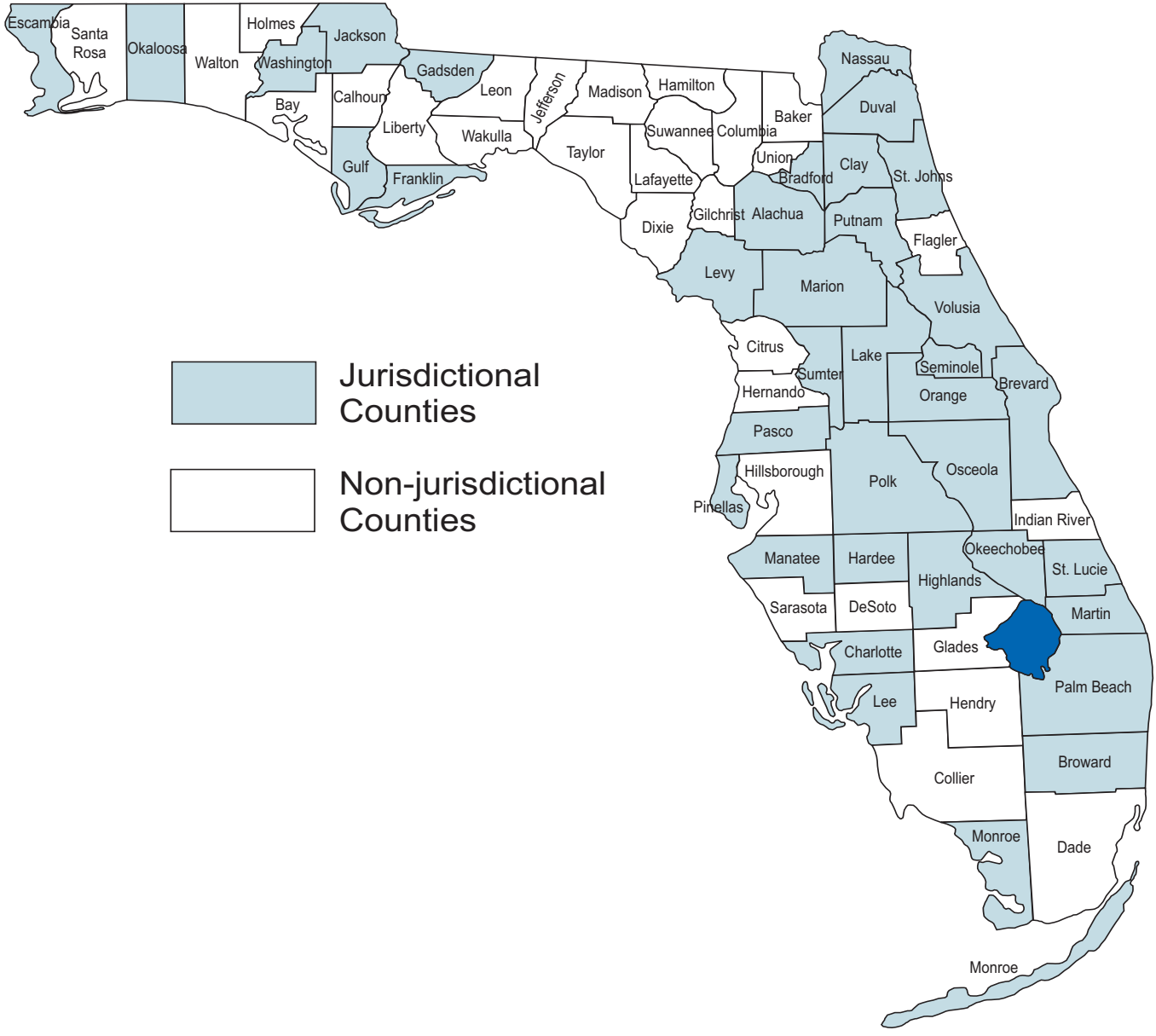
Residential Wastewater Gallonage Cap

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

Water & Wastewater Utility Rates

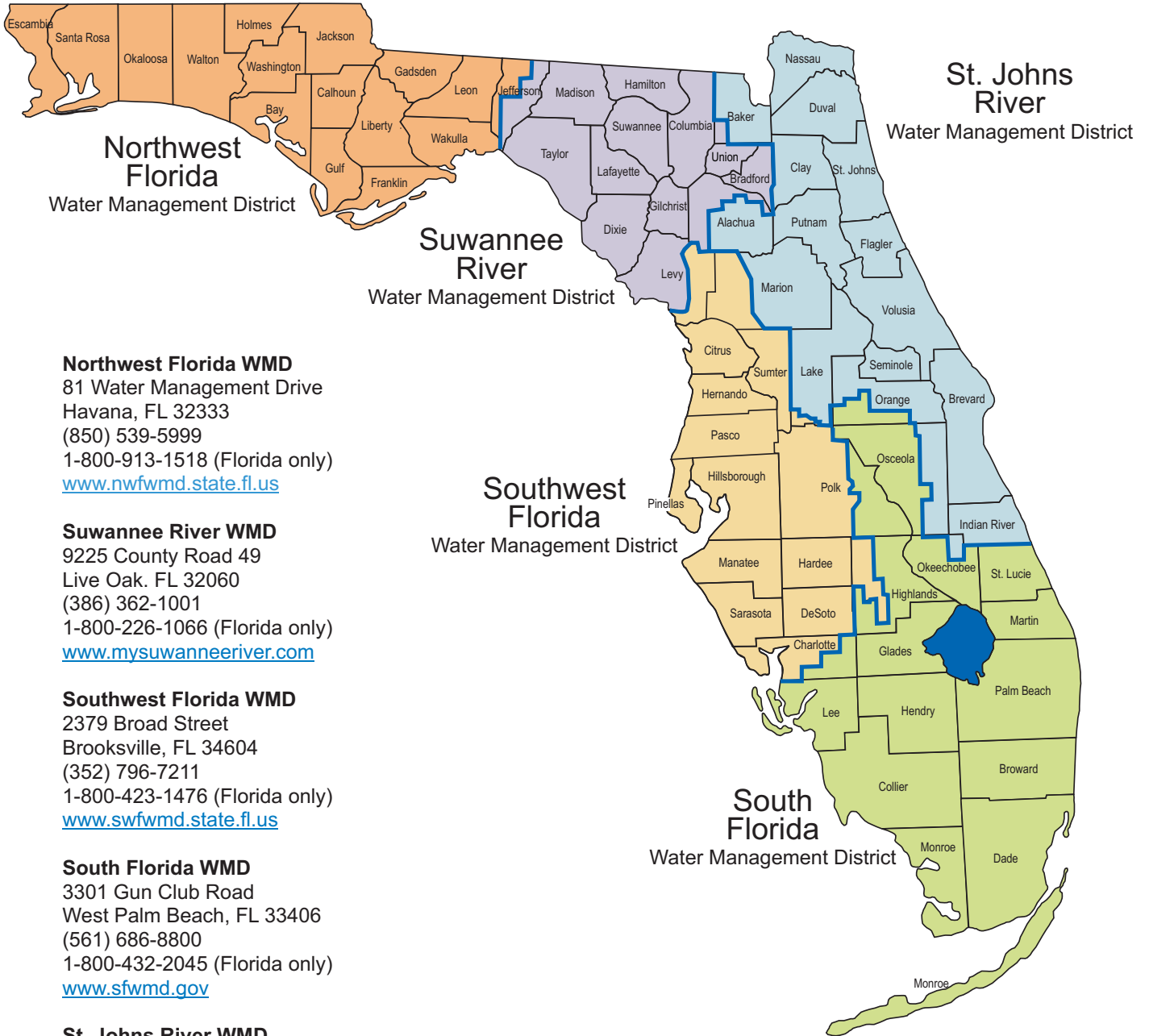
- The rates charged by all water and wastewater utilities under the Commission's jurisdiction are shown in alphabetical order by county in the FPSC's *Comparative Rate Statistics Report*, available online at <http://www.floridapsc.com/Publications/Reports#>.

Water & Wastewater Jurisdictional Counties (37)



Source:
Florida Public Service Commission Map
<http://www.floridapsc.com/Files/PDF/Publications/Reports/Waterandwastewater/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, www.dep.state.fl.us/secretary/watman/

