

Facts and Figures of the Florida Utility Industry

2023

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

**Office of Consumer Assistance & Outreach
Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
(850) 413-6482**

Table of Contents

ELECTRIC

Quick Facts

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

Customers

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

Rates

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

Nuclear Power

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

Maps

Reliability Councils	8
Investor-Owned Electric Utilities	9
Florida's Solar Electric Utilities	10
Municipal Electric Utilities	11
Rural Electric Cooperatives	12

NATURAL GAS

Quick Facts

Regulatory Authority	13
Transmission	13

Customers

Number of Customers	14
---------------------------	----

Rates

Typical Natural Gas Bill Comparisons	15
--	----

Sales

Annual Therm Sales	16
--------------------------	----

Map

Natural Gas Pipelines	17
-----------------------------	----

TELECOMMUNICATIONS

Quick Facts

Regulatory Authority	18
Definitions	18
VoIP, and Wireless	19

Customers

Access Lines	20
Universal Service Programs	21
Universal Service Support Mechanisms by Program for Florida	24
Universal Service Support Mechanisms by State	25
Telephone Subscribership	26
Lifeline Assistance Subscribership	27

WATER & WASTE WATER

Quick Facts

Regulatory Authority	28
Reuse of Reclaimed Water Data	28
Florida’s Reuse Growth	29
Reclaimed Water Utilization	29

Customers & Rates

Utility Classifications	30
Rate Structure	30
Residential Wastewater Gallonage Cap	30
Water & Wastewater Utility Rates	30

Maps

Water & Wastewater Jurisdictional Counties	31
Florida’s Water Management Districts	32

Florida Electric Industry

Regulatory Authority

Pursuant to Chapter 366, Florida Statutes (F.S.), in 2022, 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 December 31, 2021

- Summer: 57,408 Megawatts (MW)
- Winter: 60,030 MW*

**Transmission Capability
for Peninsular Florida**

- Import: Summer 2023: 3,100 MW
Winter 2023/24: 3,800 MW
- Export: Summer 2023: 2,100 MW
Winter 2023/24: 0 MW**

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

** Due to generation changes and transmission reconfigurations.

Sources:

Review of the 2022 Ten Year Site Plans of Florida's Electric Utilities, October 2022

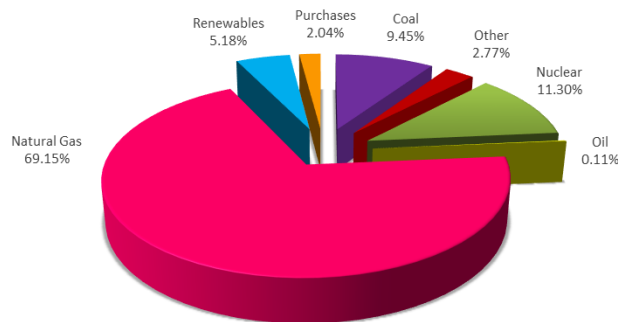
https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/Electricgas/TenYearSitePlans//2022/FRCC_RLRP.pdf

FPSC Annual Report 2022

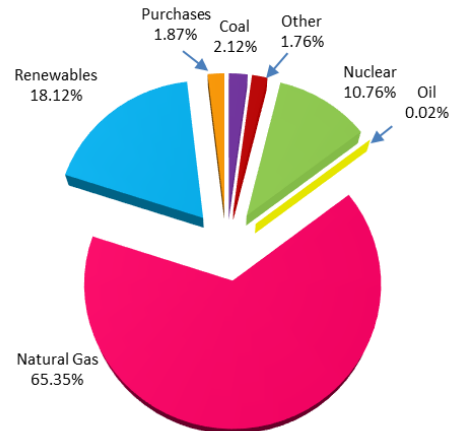
<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/AnnualReports/2022.pdf>

Florida Energy Generation by Fuel Type

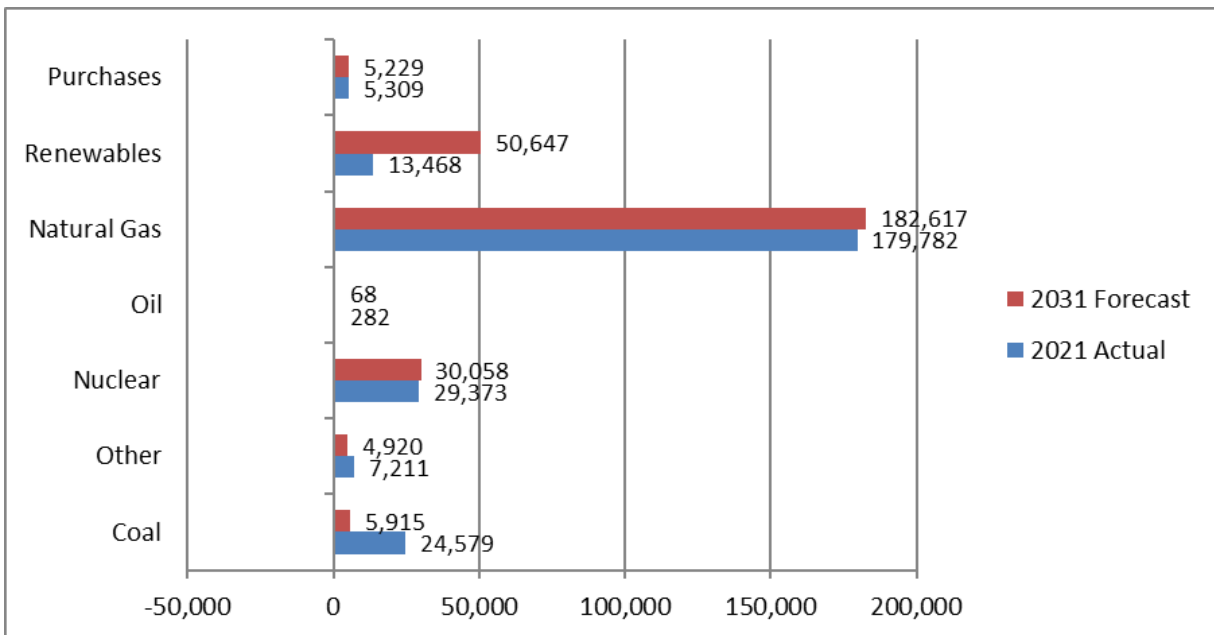
2021
(Actual %)



2031
(Forecast %)



Energy Sources (GWH)

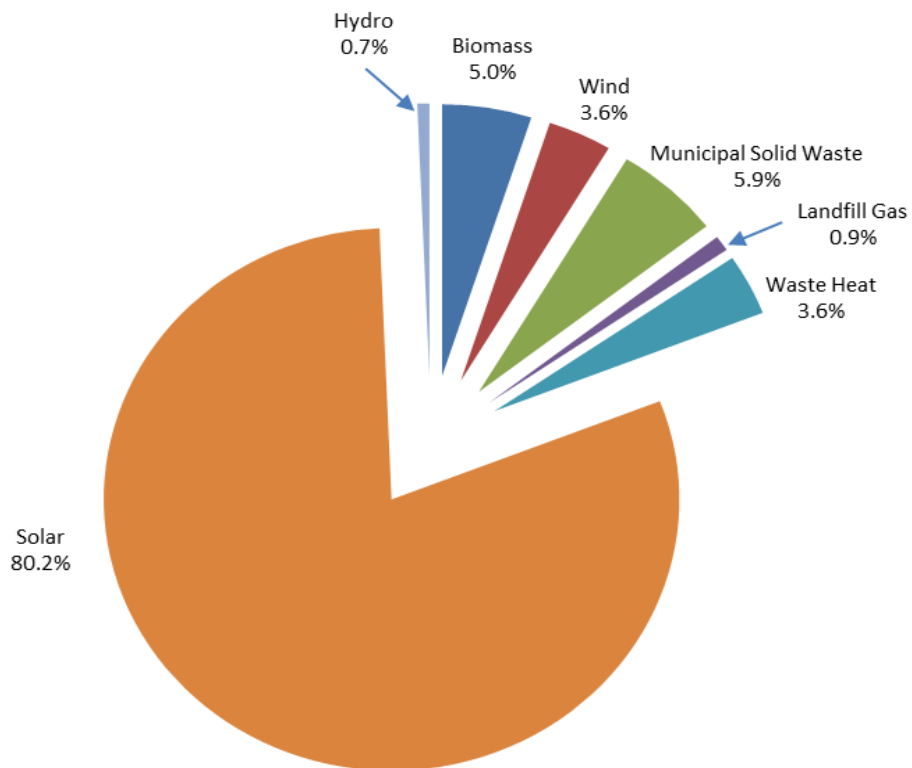


Source:

FRCC 2022 Regional Load & Resource Plan, August 2022

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

Florida's Renewable Capacity in MW(2022) (Total: 7,584 MW)



Total Florida Renewable Capacity: 7,584 MW

Total Florida Electric Generation Capacity: 57,408 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 2022 Ten-Year Site Plans of Florida's Electric Utilities, October 2022

<https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/Electricgas/TenYearSitePlans//2022/Review.pdf>

Average Number of Customers

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

Utility	Residential	Commercial	Industrial	Other	Total
Duke Energy Florida	1,668,350	182,374	1,979	26,948	1,879,651
Florida Power & Light Co.	4,618,098	578,134	12,553	5,460	5,214,245
Florida Public Utilities Company	25,347	4,393	2	2,946	32,688
Gulf Power Company	418,852	57,910	236	674	477,672
Tampa Electric Company	713,135	78,115	1,382	9,418	802,050
Total	7,443,782	900,926	16,152	45,446	8,406,306

Source:

Statistics of the Florida Electric Utility, Table 33, October 2022

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2021.pdf>

Typical Electric Bill Comparisons

Residential Service Provided by Investor-Owned Utilities December 31, 2022

Utility	Minimum Bill or Customer Charge	1,000 Kilowatt Hours*
Florida Power and Light Company	\$8.99	\$117.57
FPL-NW Division (formerly Gulf Power)	\$8.99	\$151.61
Duke Energy Florida, LLC	\$12.45	\$153.94
Tampa Electric Company	\$21.30	\$129.34
Florida Public Utilities Company	\$16.95	\$139.23

Commercial/Industrial Service Provided by Investor-Owned Utilities December 31, 2022

Utility	400,000 Kilowatt Hours 1,000 KW Demand*
Florida Power and Light Company	\$38,057
FPL-NW Division (formerly Gulf Power)	\$47,795
Duke Energy Florida, LLC	\$43,090
Tampa Electric Company	\$35,586
Florida Public Utilities Company	\$45,377

*Excludes local taxes, franchise fees, and gross receipts taxes that are billed as a separate line item.

Includes cost recovery clause. Factors effective December 2021.

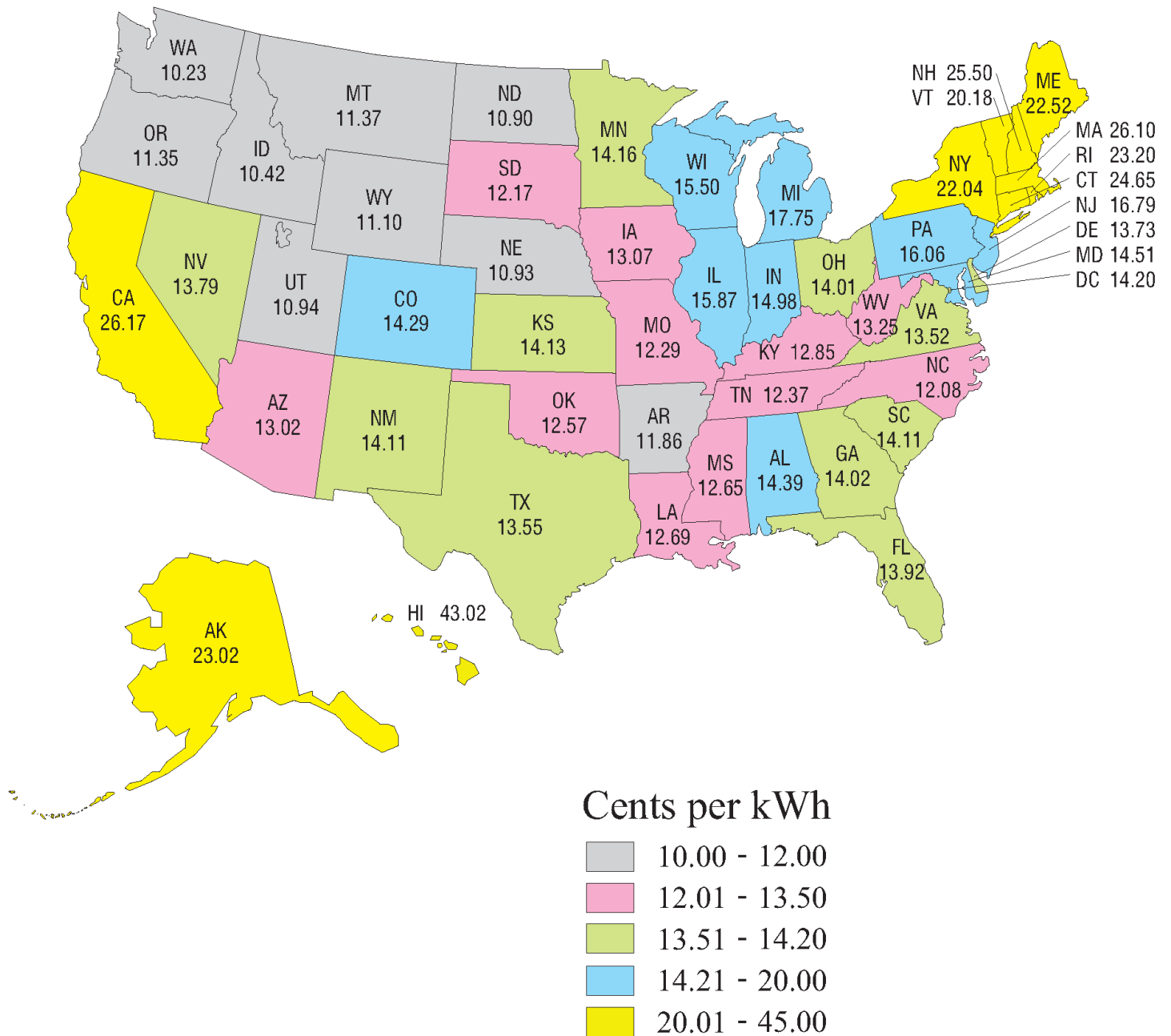
Source:

FPSC Comparative Rate Statistics

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/Comparative/December%2031,%202022.pdf>

Average Residential Price of Electricity by State (2022)

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



Source:

Energy Information Administration's Electric Power Monthly, Table 5.6.B.
<https://www.eia.gov/electricity/monthly/archive/february2022.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. DEF filed notification of cessation of operations with the Nuclear Regulatory Commission on February 20, 2013. DEF completed transfer of all spent fuel to dry cask storage in January 2018.

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 (\$1.8598 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, 2022

Reactor	Utility	Metric Tons in Spent Fuel Pool	Metric Tons in Dry Cask Storage	NRC License Expires
St. Lucie 1	FPL	550	385	2036
St. Lucie 2	FPL	393	362	2043
Turkey Point 3	FPL	500	277	2052
Turkey Point 4	FPL	514	277	2053

Proposed Nuclear Power Reactor

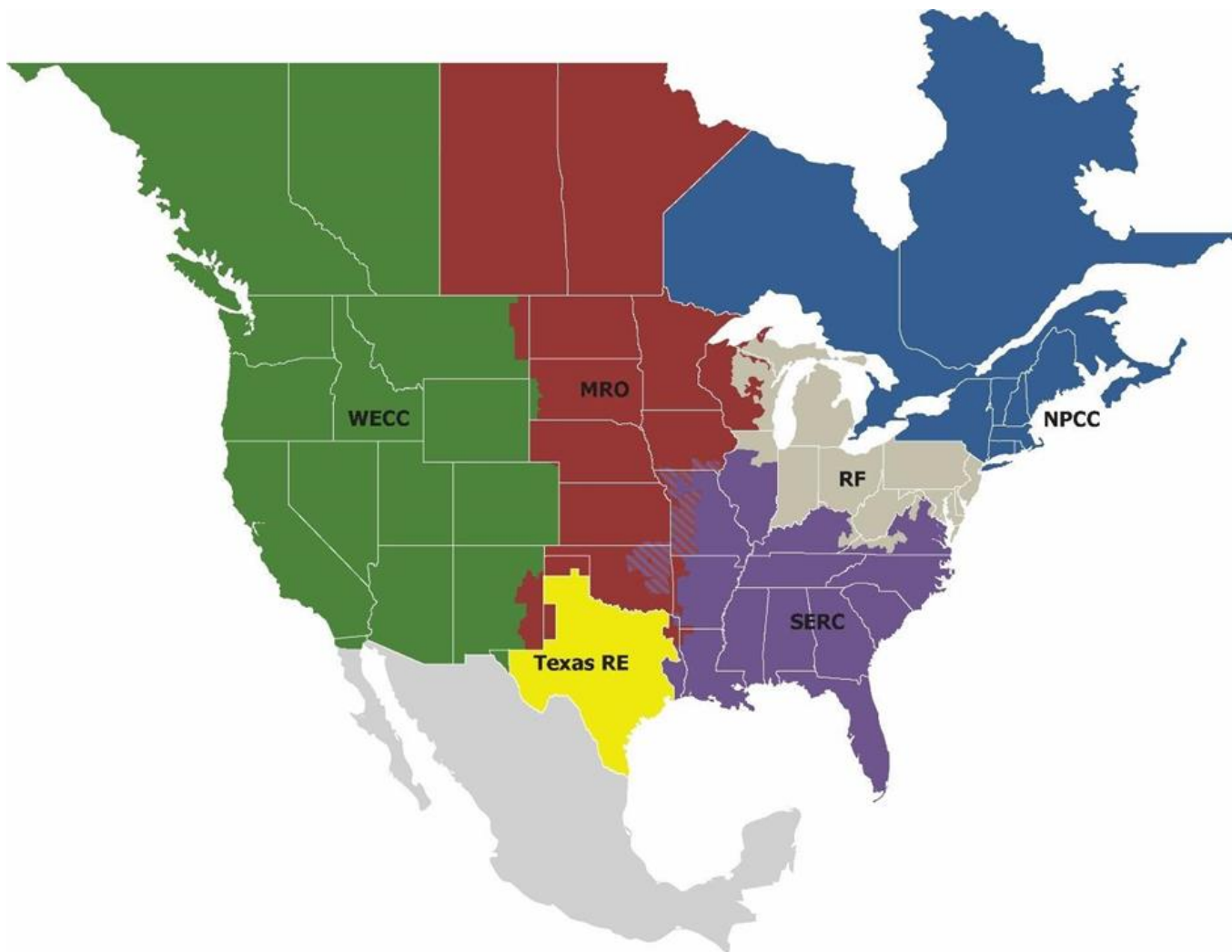
Reactor	Utility	Estimated In-Service Date
Turkey Point 6	FPL	2031
Turkey Point 7	FPL	2032

Source:

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

Reliability Councils

NERC REGIONS



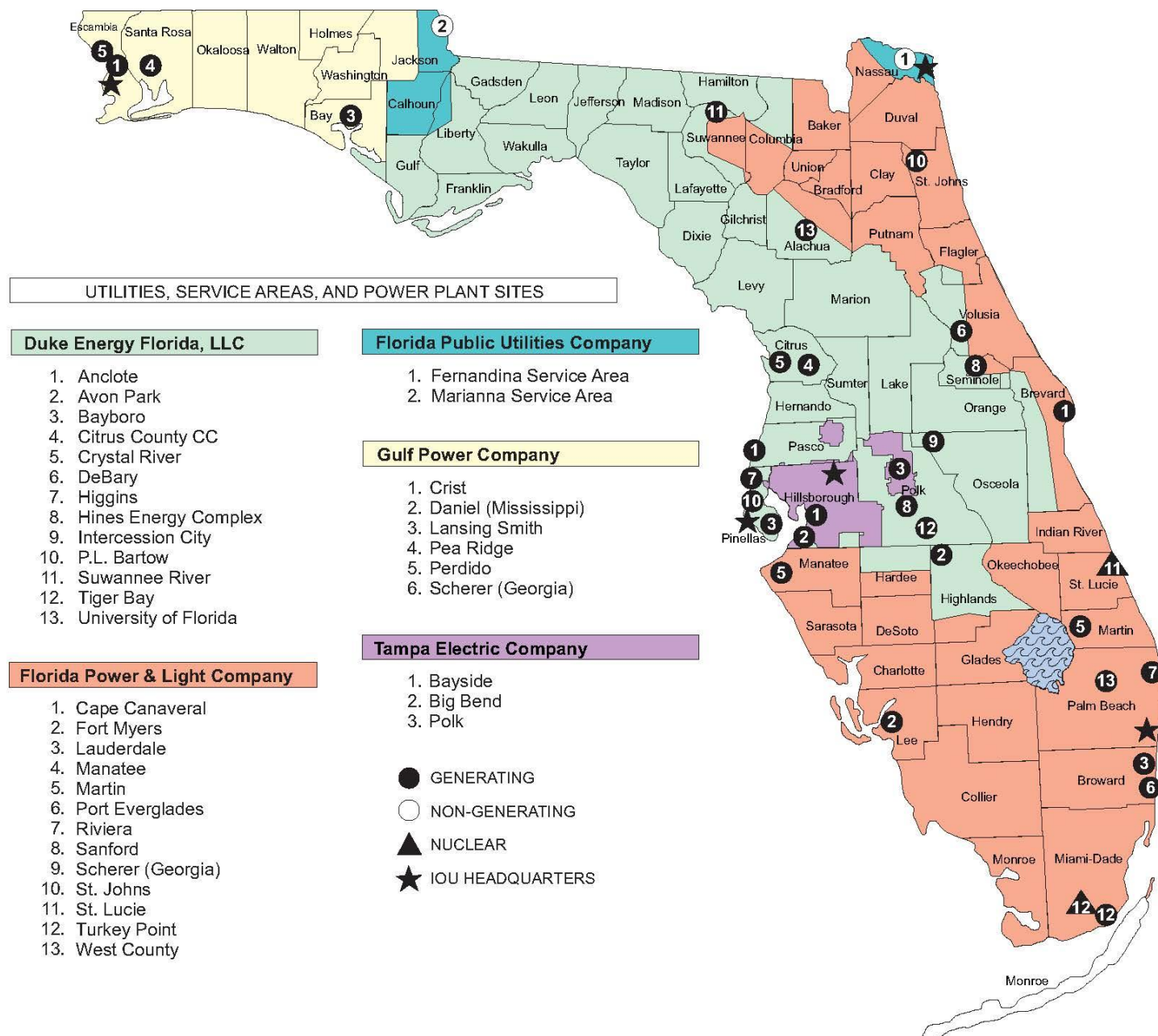
MRO	Midwest Reliability Organization
NPCC	Northeast Power Coordinating Council
RF	ReliabilityFirst
SERC	Southeast Reliability Corporation
Texas RE	Texas Reliability Entity
WECC	Western Electricity Coordinating Council

Source:

North American Electric Reliability Council https://www.nerc.com/pa/RAPA/PA/Performance%20Analysis%20DL/NERC_SOR_2022.pdf

Investor-Owned Electric Utilities

Approximate Company Service Areas



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

Sources:

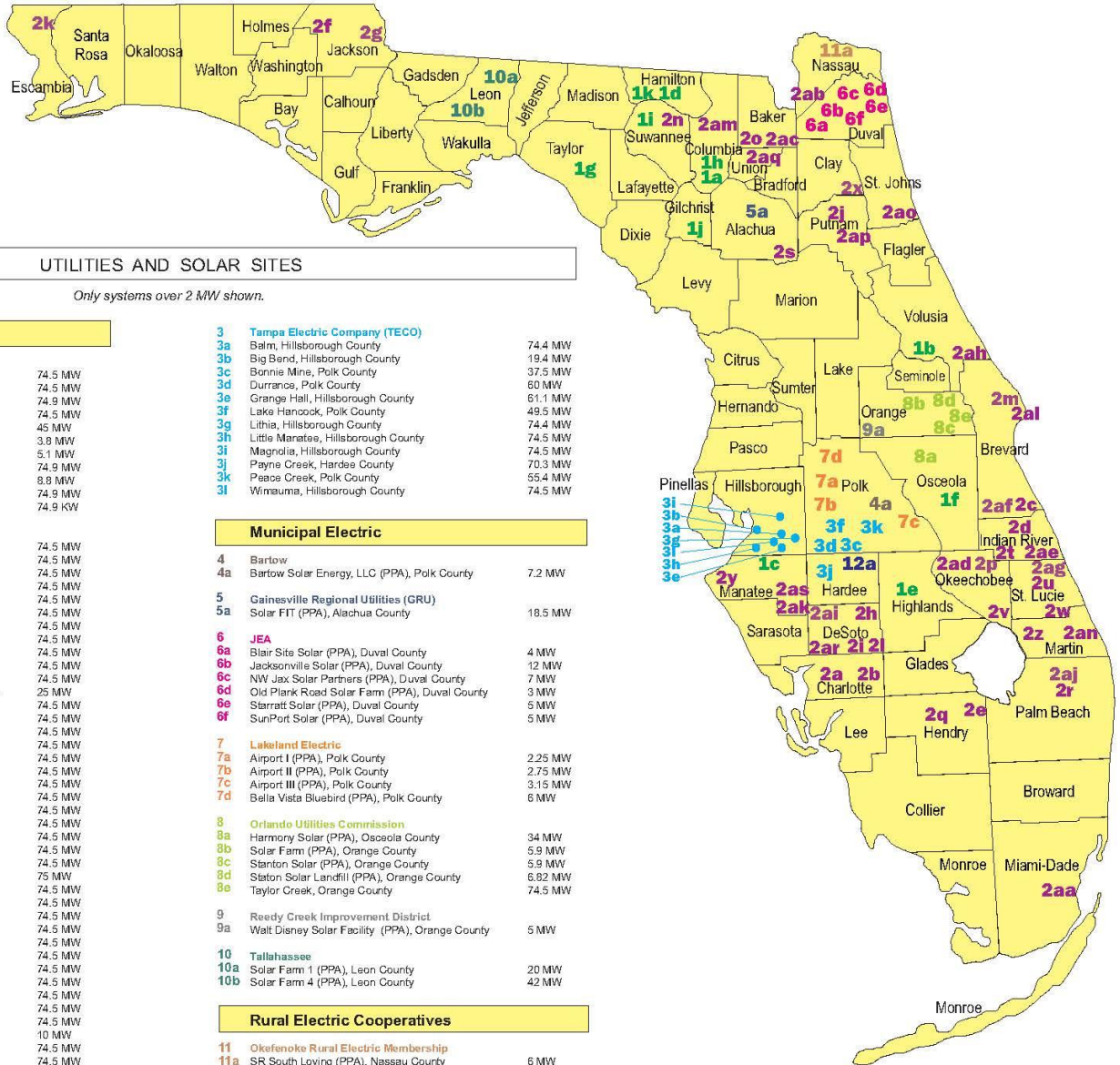
Florida Public Service Commission Map

FPSC's *Statistics of the Florida Electric Utility Industry*, October 2022

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2021.pdf>

Florida Utility Solar Electric Facilities

Approximate Company Service Areas



UTILITIES AND SOLAR SITES

Only systems over 2 MW shown.

Investor-Owned Electric

1	Duke Energy Florida, LLC (DEF)	
1a	Columbia, Columbia County	74.5 MW
1b	Debarry Solar, Volusia County	74.5 MW
1c	Duette, Manatee County	74.9 MW
1d	Hamilton, Hamilton County	74.5 MW
1e	Lake Placid, Highlands County	45 MW
1f	Osoeola, Osoeola County	3.8 MW
1g	Perry, Taylor County	5.1 MW
1h	Santa Fe, Columbia County	74.9 MW
1i	Suwannee, Suwannee County	8.8 MW
1j	Trenton, Gilchrist County	74.9 MW
1k	Twin Rivers, Hamilton County	74.9 KW
2	Florida Power & Light (FPL)	
2a	Babcock Preserve, Charlotte County	74.5 MW
2b	Babcock Ranch, Charlotte County	74.5 MW
2c	Barefoot Bay, Brevard County	74.5 MW
2d	Blue Cypress, Indian River County	74.5 MW
2e	Blue Heron, Hendry County	74.5 MW
2f	Blue Indigo, Jackson County	74.5 MW
2g	Blue Springs, Jackson County	74.5 MW
2h	Cattle Ranch, DeSoto County	74.5 MW
2i	Citrus Solar, DeSoto County	74.5 MW
2j	Coral Farms, Putnam County	74.5 MW
2k	Cotton Creek, Escambia County	74.5 MW
2l	Desoto Next Generation, DeSoto County	25 MW
2m	Discovery, Brevard County	74.5 MW
2n	Echo River, Suwannee County	74.5 MW
2o	Egret Solar, Baker County	74.5 MW
2p	Fort Drum, Okeechobee County	74.5 MW
2q	Hammock, Hendry County	74.5 MW
2r	Hibiscus, Palm Beach County	74.5 MW
2s	Horizon, Alachua/Putnam County	74.5 MW
2t	Indian River, Indian River County	74.5 MW
2u	Interstate Solar, St. Lucie County	74.5 MW
2v	Lakeside Solar, Okeechobee County	74.5 MW
2w	Loggerhead, St. Lucie County	74.5 MW
2x	Magrolia Springs, Clay County	74.5 MW
2y	Manatee Solar, Manatee County	74.5 MW
2z	Martin Next Generation, Martin County	75 MW
2aa	Miami Dade, Miami-Dade County	74.5 MW
2ab	Nassau, Nassau County	74.5 MW
2ac	Northern Preserve, Baker County	74.5 MW
2ad	Okeechobee, Okeechobee County	74.5 MW
2ae	Orange Blossom, Indian River County	74.5 MW
2af	Palm Bay, Brevard County	74.5 MW
2ag	Pelican, St. Lucie County	74.5 MW
2ah	Pioneer Trail, Volusia County	74.5 MW
2ai	Rodeo, DeSoto County	74.5 MW
2aj	Sabal Palms, Palm Beach County	74.5 MW
2ak	Southfork, Manatee County	74.5 MW
2al	Space Coast, Brevard County	10 MW
2am	Sunshine Gateway, Columbia County	74.5 MW
2an	Sweetbay, Martin County	74.5 MW
2ao	Trailside, St. Johns County	74.5 MW
2ap	Twin Lakes, Putnam County	74.5 MW
2aq	Union Springs, Union County	74.5 MW
2ar	Wildflower, DeSoto County	74.5 MW
2as	Willow, Manatee County	74.5 MW

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

Municipal Electric

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

Rural Electric Cooperatives

11	Okefenokee Rural Electric Membership	
11a	SR South Loving (PPA), Nassau County	6 MW
12	Seminole Electric	
12a	MGS Solar Facility (PPA), Hardee County	2.2 MW

Service areas are approximations.

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

For more detailed information, contact individual utilities.

Sources:

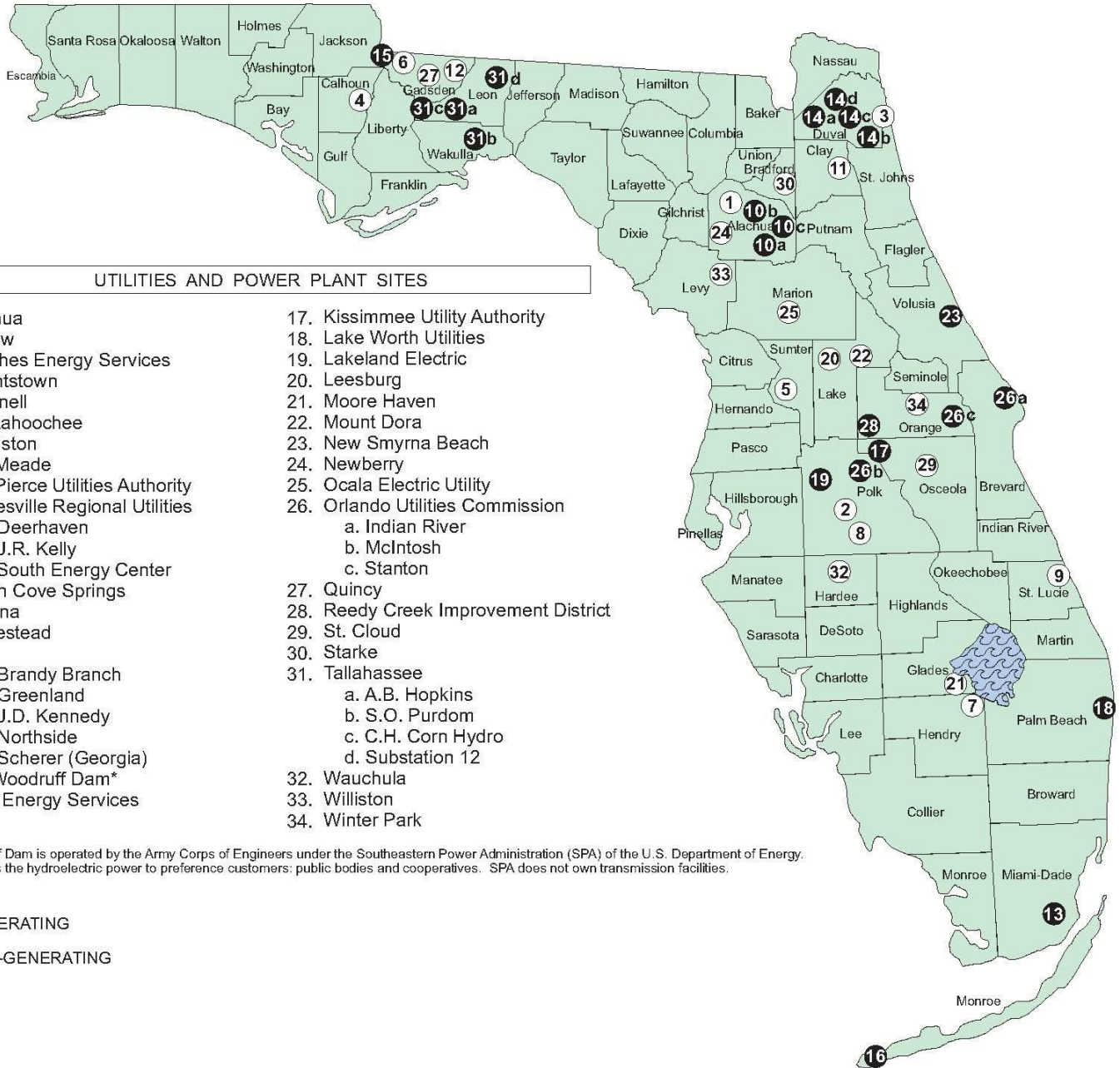
Florida Public Service Commission Map

FPSC's *Statistics of the Florida Electric Utility Industry*, October 2022

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2021.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.

Sources:

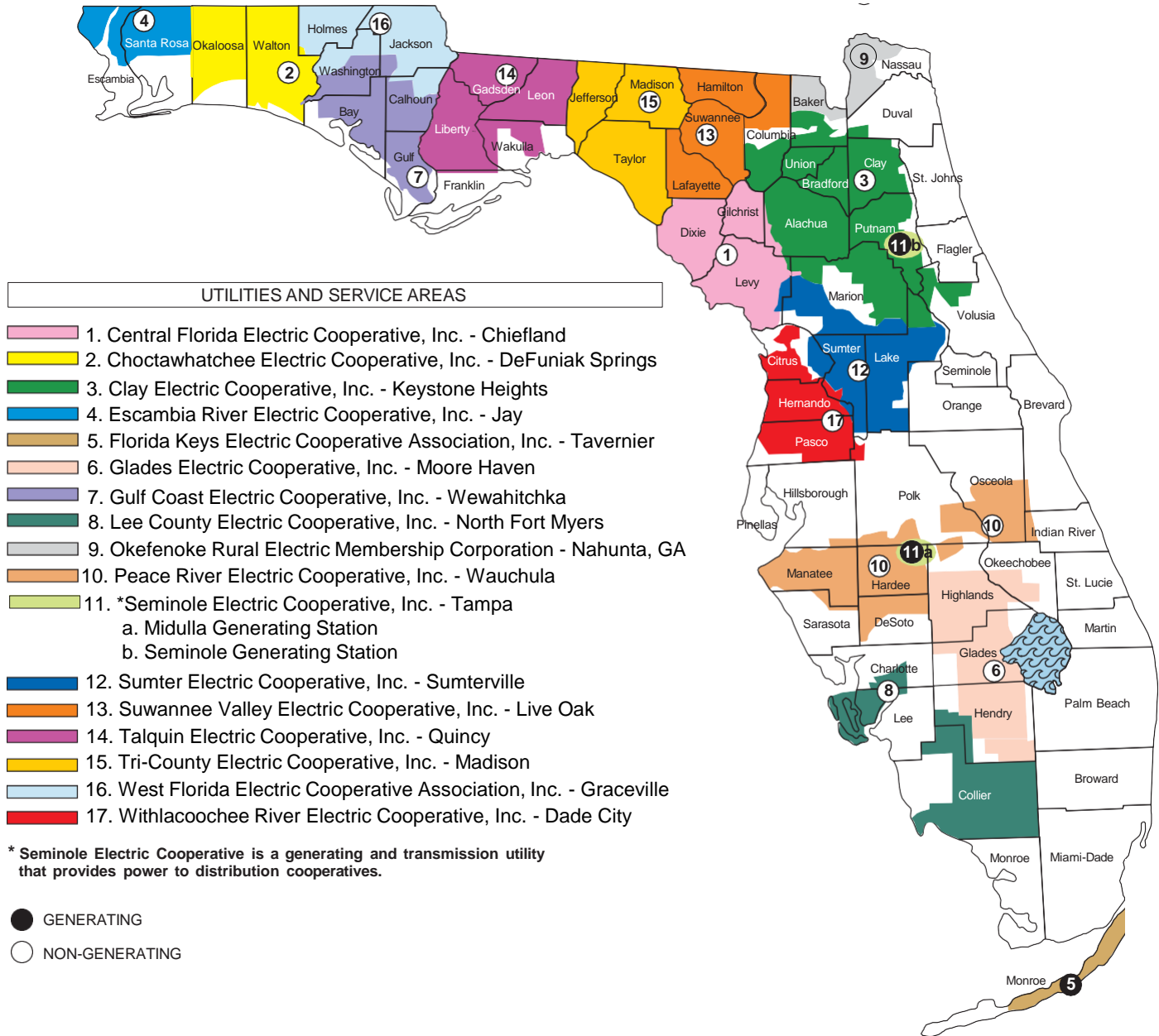
Florida Public Service Commission Map

FPSC's *Statistics of the Florida Electric Utility Industry*, October 2022

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2021.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.

Sources:

Florida Public Service Commission Map

FPSC's *Statistics of the Florida Electric Utility Industry*, October 2022

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2021.pdf>

Florida Natural Gas Industry

Number of Customers

Number of Customers for Investor-Owned Utilities By Customer Type December 31, 2022					
Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	107,420	5,399	2,871	0	115,690
Florida Division of Chesapeake Utilities***	0	0	20,250	0	20,250
Florida Public Utilities Company	61,781	3,333	2,494	0	68,313
Florida Public Utilities Company - Ft. Meade Division	553	45	0	0	598
Florida Public Utilities Company - Indiantown Division***	0	0	698	0	698
Peoples Gas System	397,500	12813	26180	60	436,553
Sebring Gas System***	0	0	735	0	735
St. Joe Natural Gas Company	2,513	180	1	1	2,695

* Firm Transportation Service

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

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

Source:

FPSC 2021 Annual Reports filed by Natural Gas Utilities <https://www.psc.state.fl.us/sortable-utility-annual-reports?industry=Natural%20Gas>

Typical Natural Gas Bill Comparisons

Residential, Commercial, and Industrial Service Provided by Investor-Owned Utilities December 31, 2022						
	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	\$42.73	\$19 - \$108	\$115	\$108 - \$210	\$676
Florida City Gas	\$12 - \$20	\$45.52	\$25	\$139	\$25 - \$2,000	\$888
Florida Public Utilities Company	\$11	\$52.53	\$20	\$182	\$20 - \$90	\$1,247
Florida Public Utilities Company - Ft. Meade Division	\$8.50	\$50.58	\$17.50	\$180	\$17.50 - \$175	\$1,135
Florida Public Utilities Company - Indiantown Division *	\$9 - \$25	\$26.25	\$9 - \$25	\$87	\$25	\$613
Peoples Gas System	\$15.10 - \$24.60	\$50.36	\$25 - \$35	\$181	\$45 - \$82	\$1,131
Sebring Gas System *	\$12 - \$70	\$31.80	\$12 - \$35	\$123	\$70 - \$225	\$484
St. Joe Natural Gas Company	\$13 - \$20	\$50.46	\$20 - \$70	\$148	\$70	\$844

December 2022 gas costs are included for those companies participating in purchased gas adjustment clause: (Florida City Gas, Florida Public Utilities Company, Florida Public Utilities Company - Fort Meade Division, Peoples Gas System, and St. Joe Natural Gas.)

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

Source:

FPSC Comparative Rate Statistics

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/Comparative/December%2031,%202022.pdf>

Annual Therm Sales

Annual Therm Sales for Investor-Owned Utilities December 31, 2022

Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	17,047,270	23,232,731	127,850,718	0	168,130,719
Florida Division of Chesapeake Utilities	0	0	340,290,848	0	340,290,848
Florida Public Utilities	16,086,940	15,852,353	40,043,374	9,645,443	81,628,110
Florida Public Utilities - Ft. Meade Division	67,422	248,194	0	0	315,616
Florida Public Utilities - Indiantown Division	0	0	204,840	0	204,840
Peoples Gas System	88,778,120	40,085,984	483,677,205	1,318,414,984	1,932,411,974
Sebring Gas System***	0	0	1,430,499	0	1,430,499
St. Joe Natural Gas Company	390,800	298,991	100,793	8,593	799,177

* Firm Transportation Service

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

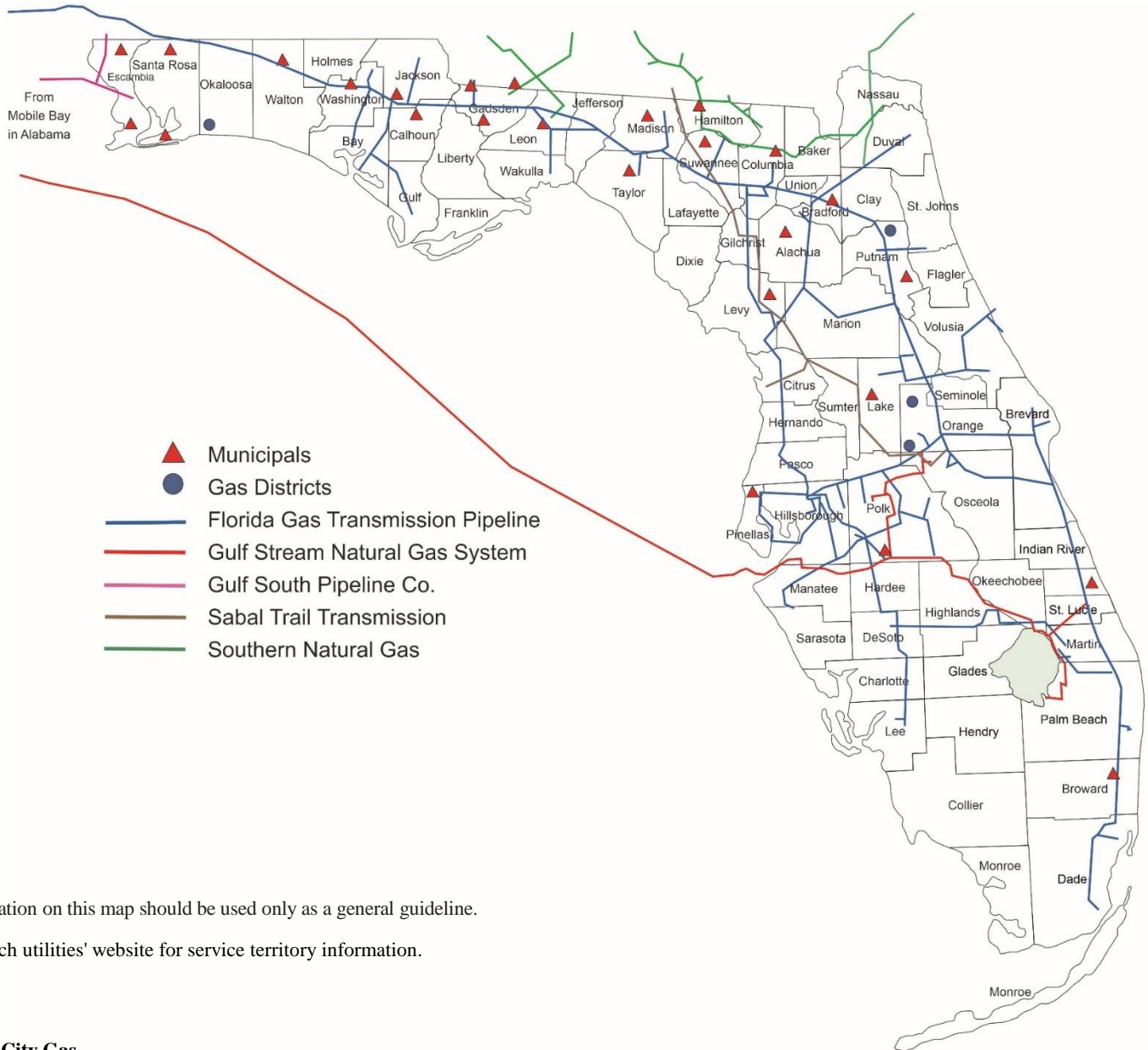
*** Exited the merchant function. All sales are firm transportation customers.

Source:

FPSC 2021 Annual Reports filed by Natural Gas Utilities <https://www.psc.state.fl.us/sortable-utility-annual-reports?industry=Natural%20Gas>

Natural Gas Pipelines

(Approximate Location of Interstate Transmission Systems)



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

* See each utilities' website for service territory information.

Florida City Gas

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

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

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

Peoples Gas System, Inc.

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

Sebring Gas System, Inc.

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

St. Joe Natural Gas Company

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

Source:

FPSC Staff

Florida Telecommunications Industry

**Regulatory
Authority**

Pursuant to Chapter 364, F.S., in 2022, the FPSC has regulatory authority over:

- **10 incumbent local exchange companies (ILECs)**
- **249 competitive local exchange companies (CLECs)**
- **27 pay telephone companies**

Definitions

- **Incumbent Local Exchange Telecommunications Company (ILEC):**
any company certificated by the Commission to provide local exchange telecommunications service in this state on or before June 30, 1995.
- **Competitive Local Exchange Telecommunications Company (CLEC):**
any company certificated by the Commission to provide local exchange telecommunications service in this state on or after July 1, 1995.
- **Pay Telephone Service Company (PATs):**
any certified telecommunications entity which provides pay telephone service.

Source:

FPSC 2022 Annual Report <https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/AnnualReports/2022.pdf>

VoIP and Wireless

Voice over Internet Protocol (VoIP) and wireless services compete with traditional wireline service and represent a significant portion of today's communications market in Florida. VoIP is a technology that allows consumers to make and receive voice calls using a broadband Internet connection instead of a regular telephone line. These two services are not subject to FPSC jurisdiction.

VoIP

- As of December 2021, there were an estimated 2 million interconnected residential VoIP subscribers in Florida. This data indicates a decrease of nearly 200,000 residential VoIP subscriptions in 2021.
- Alternatively, the business VoIP market in Florida continues to expand with an estimated 2 million subscribers in 2019.

Wireless

- There were over 22.3 million wireless subscriptions in Florida in 2019. This is an increase of approximately 1.8 percent from 2018
- Florida's population was estimated at 21.5 million in 2019. Florida had more connected wireless devices than people.
- The Centers for Disease Control (CDC) reported that nationally the percent of wireless only households rose from 65.8 percent in June 2020 to 68.7 percent one year later.

Source:

FPSC's Report on the Status of Competition in the Telecommunications Industry, December 2021

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2022.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 2022

	Residential	Business	Total*	Change since 2020
T&T Florida	178	230	408	-17%
Century Link FL	149	133	282	-15%
Frontier FL	37	111	148	-11%
Rural ILECs	62	27	89	-16%
CLECs	2	223	225	-20%
Total	428	724	1152	-16%

* In thousands, rounded to the nearest thousand.

Source:

FPSC's *Report on the Status of Competition in the Telecommunications Industry*, December 2021.

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2022.pdf>

Universal Service Programs

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

In order for a telecommunications carrier to be eligible to receive federal universal service support from either the High-Cost or Low-Income programs, it must be designated as an Eligible Telecommunications Carrier (ETC). To qualify as an ETC, a common carrier must offer services that are supported by federal universal service support mechanisms either using its own facilities or using a combination of its own facilities and another carrier's resold service. Additionally, the carrier must demonstrate good management, legitimate business practices, and advertise the availability of such services and charges using media of general distribution.

As of June 2022, 16 ETCs offered service in Florida, including 10 incumbent local exchange companies, 2 competitive local exchange companies, and 4 wireless companies. Federal law authorizes state commissions, upon their own motion or upon request, to designate a common carrier that meets certain requirements as a ETC. Although the Florida commission at one time designated wireless ETCs, all petitions for wireless ETC status in Florida are now filed with the FCC.

- 1 High-Cost Program.** The High-Cost program is designed to ensure that consumers in rural, insular, and high-cost areas have access to modern communications networks capable of providing voice and broadband service, both fixed and mobile, at rates that are reasonably comparable to those in urban areas. The program fulfills this universal service goal by allowing eligible carriers who serve these areas to recover some of their costs from the federal USF. With a \$5 billion annual budget, it is the largest of the four USF programs.
- 2 Schools and Libraries (or E-rate) Program.** The E-rate program helps to ensure that the nation's classrooms and libraries receive access to the vast array of educational resources that are accessible through the telecommunications network. While funding for the program is capped, the FCC has included an index for inflation to preserve the purchasing power of the program. The FCC established an annual cap of \$4.46 billion for funding year 2022. The new cap represents a 4.2% inflation-adjusted increase from the previous year. The E-Rate program offers eligible schools and libraries discounts on telephone service, Internet access, and internal connections (i.e., network wiring) within school and library buildings. The discounts range from 20 percent to 90 percent, depending on the school's eligibility for the National School Lunch program (or a federally approved alternative mechanism) and whether or not the school or library is located in an urban or rural area.
- 3 Rural Health Care Program.** The Rural Health Care Program supports health care facilities in bringing world class medical care to rural areas through increased connectivity. It provides up to \$638 million annually in reduced rates for broadband and telecom services. Beginning with FY 2018, the funding cap is annually adjusted to reflect inflation and a process was established to carry-forward unused funds from past funding years. There are two subprograms in the Rural Health Care Program: the Healthcare Connect Fund Program and the Telecommunications Program.

Rural Health Care Program (continued)

- The Healthcare Connect Fund supports high-capacity broadband connectivity and broadband networks for eligible Health Care Providers with a 65 percent discount. The Healthcare Connect Fund will reform, expand, and modernize the FCC's existing universal service health care programs.
- The Rural Health Care Telecommunications Program ensures that eligible Health Care Provider's pay no more than their urban counterparts for telecommunication services. The Telecommunications Program subsidizes the urban-rural difference for telecommunications services for rural Health Care Providers.

4 Low-Income Program. The federal Low-Income program provides discounts for voice and broadband service to qualifying low-income consumers. It offers benefits through the Lifeline program:

- **Monthly Lifeline Credit:** Under the FCC's rules, federal Lifeline support consists of a \$9.25 monthly credit on broadband or bundled (broadband and voice) services. Support was reduced to \$5.25 for voice-only services beginning December 1, 2020, and is scheduled to completely phase out by December 1, 2023. An exception is made for service providers that are the only Lifeline provider in a census block and unable to meet the federal broadband requirements. In those census blocks, support for voice-only Lifeline service will remain \$5.25 after the December 1, 2023 phase out.
- **Lifeline Service Standards:** Lifeline provides one discount per household on services that meet the following minimum service standards:
 - Mobile voice: at least 1,000 minutes
 - Mobile broadband: usage of at least 4.5 GB per month
 - Fixed broadband: speed of 25/3 Mbps and usage of at least 1.28 terabytes per month

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

- **Wireless Lifeline Service:** Most wireless providers offering Lifeline do not charge consumers for the minimum amount of minutes and data required by the FCC. Those costs are covered by the credit from the Lifeline program. Free cellphones may be offered to Lifeline consumers; however, the costs of these phones are not part of the Lifeline program and are absorbed by the carrier.
- **Qualification:** Customers with annual incomes up to 135 percent of the federal poverty
 - Supplemental Nutritional Assistance Program (SNAP)
 - Medicaid
 - Supplemental Security Income (SSI)

Low-Income Program (continued)

- Federal Public Housing Assistance (Section 8)
- Veteran's Benefit and Survivor's Pension Programs
- Bureau of Indian Affairs Programs*
- **National Lifeline Eligibility Verifier (National Verifier):** The National Verifier is administered by USAC. In general, it validates the eligibility of applications through available automated eligibility data sources. Applications are checked to confirm identity and participation in a qualifying program. If eligibility cannot be validated through automated sources, customers can provide supporting documentation to the National Verifier portal or mail it to the Lifeline Support Center. Those who qualify must then contact a participating Lifeline provider in their area to enroll in the program.
- **Lifeline Annual Recertification:** USAC oversees the annual recertification process through the National Verifier. Every subscriber goes through an initial data check that confirms the subscriber's eligibility. Subscribers whose eligibility cannot be verified via the initial automated check are required to self-certify their eligibility during a 60-day window by either completing a paper recertification form, by Interactive Voice Response or online. Failure to self-certify during this time results in automatic de-enrollment.
- **National Lifeline Accountability Database (NLAD):** The FCC directed USAC to establish a database to both eliminate existing duplicative support and prevent duplicative support in the future. To prevent waste in the USF, the FCC created and mandated the use by ETCs of NLAD to ensure that multiple ETCs do not seek and receive reimbursement for the same Lifeline subscriber.

* Eligible consumers living on tribal lands qualify for Link-Up and Lifeline if they participate in one of the following federal assistance programs:

(1) Tribal TANF, (2) Bureau of Indian Affairs General Assistance, (3) Head Start Subsidy, or (4) Food Distribution Program on Indian Reservations

Source:

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

Universal Service Support Mechanisms by Program for Florida

2021

(Annual Payments and Contributions in Thousands)

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

2020

(Annual Payments and Contributions in Thousands)

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

2019

(Annual Payments and Contributions in Thousands)

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

Source:

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

Universal Service Support Mechanisms by State (2021)

State	Payments from USAC (in Thousands)	Estimated Contributions to USAC (in Thousands)	Estimated Net Dollar Flow
Alabama	\$129,953	\$105,834	\$24,119
Alaska	598,160	21,793	576,367
American Samoa	4,668	722	3,946
Arizona	219,450	175,996	43,454
Arkansas	161,514	70,953	90,561
California	553,461	1,057,678	-504,217
Colorado	102,034	174,003	-71,968
Connecticut	24,968	117,392	-92,424
Delaware	7,198	34,969	-27,771
District of Columbia	9,058	57,645	-48,587
Florida	156,670	499,054	-342,384
Georgia	212,206	250,416	-38,210
Guam	12,811	4,539	8,272
Hawaii	16,994	37,134	-20,140
Idaho	72,431	45,370	27,060
Illinois	250,213	356,040	-105,827
Indiana	195,683	162,984	32,699
Iowa	251,179	86,401	164,779
Kansas	206,486	69,288	137,198
Kentucky	210,441	101,822	108,619
Louisiana	143,977	96,315	47,661
Maine	49,333	38,683	10,649
Maryland	42,649	207,780	-165,131
Massachusetts	41,966	219,316	-177,350
Michigan	201,107	233,792	-32,685
Minnesota	282,447	173,236	109,211
Mississippi	200,542	54,492	146,050
Missouri	265,974	160,010	105,964
Montana	149,351	30,428	118,923
Nebraska	137,220	29,546	107,675
Nevada	38,964	64,428	-25,464
New Hampshire	16,063	58,375	-42,312
New Jersey	59,730	184,414	-124,684
New Mexico	138,039	172,629	-34,590
New York	233,955	346,159	-112,204
North Carolina	173,992	403,876	-229,884
North Dakota	188,476	119,372	69,105
N. Mariana Islands	3,629	13,356	-9,727
Ohio	188,555	300,608	-112,053
Oklahoma	263,907	83,274	180,633
Oregon	113,125	110,640	2,485
Pennsylvania	141,836	382,484	-240,648
Puerto Rico	187,596	83,679	103,917
Rhode Island	6,805	27,513	-20,707
South Carolina	176,254	119,923	56,332
South Dakota	138,684	24,403	114,281
Tennessee	190,283	155,664	34,618
Texas	565,709	655,756	-90,047
Utah	68,637	78,131	-9,494
Vermont	28,641	25,301	3,340
Virgin Islands	21,619	3,627	17,991
Virginia	133,297	271,017	-137,719
Washington	144,205	208,646	-64,441
West Virginia	89,741	60,952	28,788
Wisconsin	288,365	160,572	127,793
Wyoming	44,596	18,353	26,243
Total	\$8,554,847	\$8,806,783	-\$251,936

* Estimated contributions include an administrative cost of approximately \$252 million.

Source:

FCC's 2022 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

	2017	2018	2019	2020	2021
Florida	94.4%	92.7%	93.0%	94.1%	92.2%

Lifeline Subscribership

Lifeline Assistance Subscribers in Florida

Date	Lifeline Enrollment	Eligible Households	Participation Rate
6/2017	685,864	1,690,899	40.56%
6/2018	694,647	1,655,134	41.97%
6/2019	604,693	1,540,682	39.25%
6/2020	371,180	2,151,503	17.25%
6/2021	273,641	1,882,842	14.53%
6/2022	300,285	1,590,216	18.88%

Sources:

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

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

FPSC's *Florida Lifeline Assistance Report*, December 2022

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/LifelineReport/2022.pdf>

Lifeline Subscribership

Lifeline Subscribership by Eligible Telecommunications Carriers As of June 2022

Company	Access Lines Subscribed to Lifeline Service
Access Wireless*	4,136
Assurance*	177,982
CenturyLink	2,153
Consolidated Communications	189
Cox Telecom**	0
Frontier Florida	1,249
Frontier of the South	17
ITS Fiber	30
NEFCOM	138
Phone Club**	138
Safelink*	109,128
Smart City	6
T-Mobile*	3,608
TDS Telecom	77
Windstream	1,361
WOW**	73
Total	300,285

* Wireless Carrier

** Competitive Local Exchange Carrier

Source:

FPSC's *Florida Lifeline Assistance Report*, December 2022

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/LifelineReport/2022.pdf>

Florida Water and Wastewater Industry

Regulatory Authority

Pursuant to Chapter 367, F.S., in 2022, the FPSC has jurisdiction over 149 investor-owned water and/or wastewater utilities in 38 of Florida's 67 counties.

Use of Reclaimed Water Data for 2021

- Approximately 908 mgd* of reclaimed water from these facilities was reused for beneficial purposes and represents approximately 53 percent of the total domestic water flow in the state.
- The 1,701 mgd of reuse capacity represents approximately 61 percent of the total domestic wastewater treatment capacity in the state.

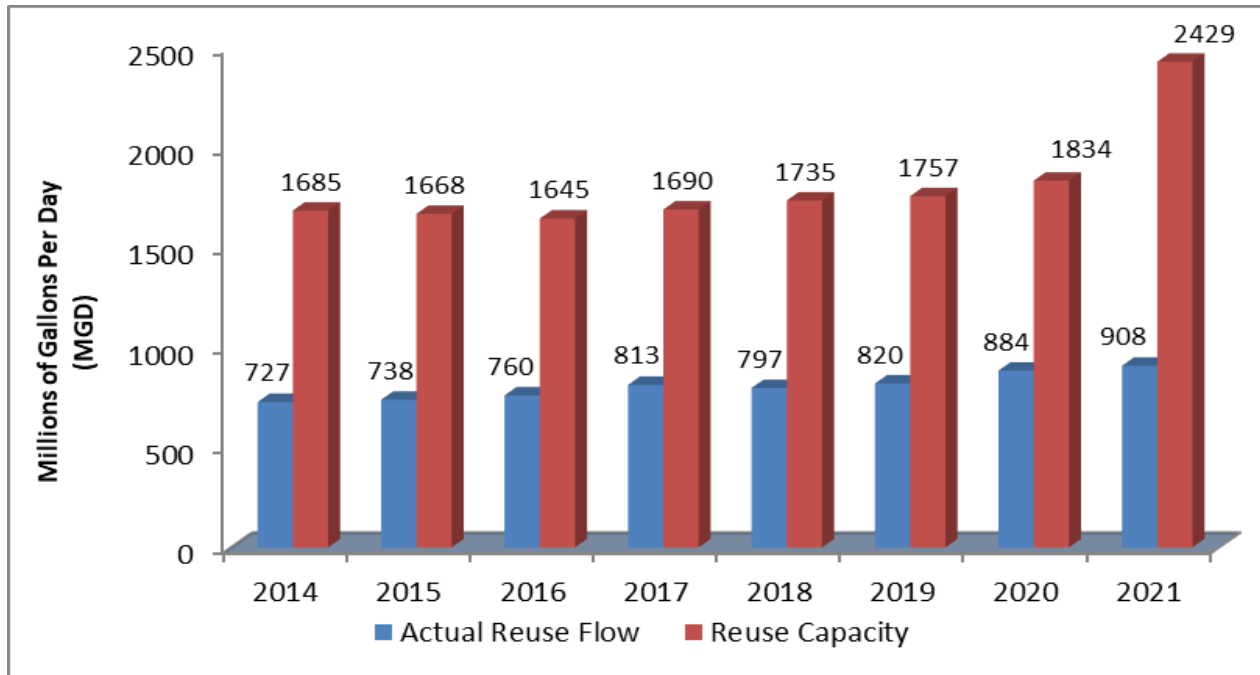
* Million gallons per day

Source:

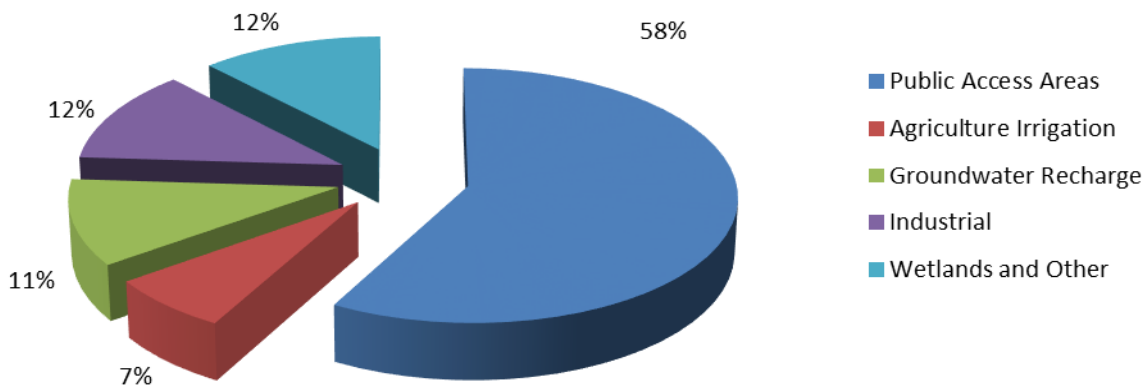
Florida Department of Environmental Protection's *2021 Reuse Inventory Report*, March 2022
<https://floridadep.gov/sites/default/files/2021%20Reuse%20Inventory.pdf>

Florida's Reuse Growth

Millions of Gallons Per Day (mgd)



Reclaimed Water Utilization (2021)



Source:

Florida Department of Environmental Protection's 2021 Reuse Inventory Report, March 2022
<https://floridadep.gov/sites/default/files/2021%20Reuse%20Inventory.pdf>

Utility Classifications

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

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

- A Class C utility may serve as few as 50 customers, while a Class A utility serves thousands.
- The number of customers served may be obtained from each utility's annual report filed at the FPSC and available online at <https://www.psc.state.fl.us/master-commission-directory?IndustryType=W>

Rate Structure

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

Residential Wastewater Gallonage Cap

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

Water & Wastewater Utility Rates

- The rates charged by all water and wastewater utilities under the Commission's jurisdiction are shown in alphabetical order by county in the FPSC's *Comparative Rate Statistics Report*, available online at <https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/Comparative/December%2031,%202022.pdf>

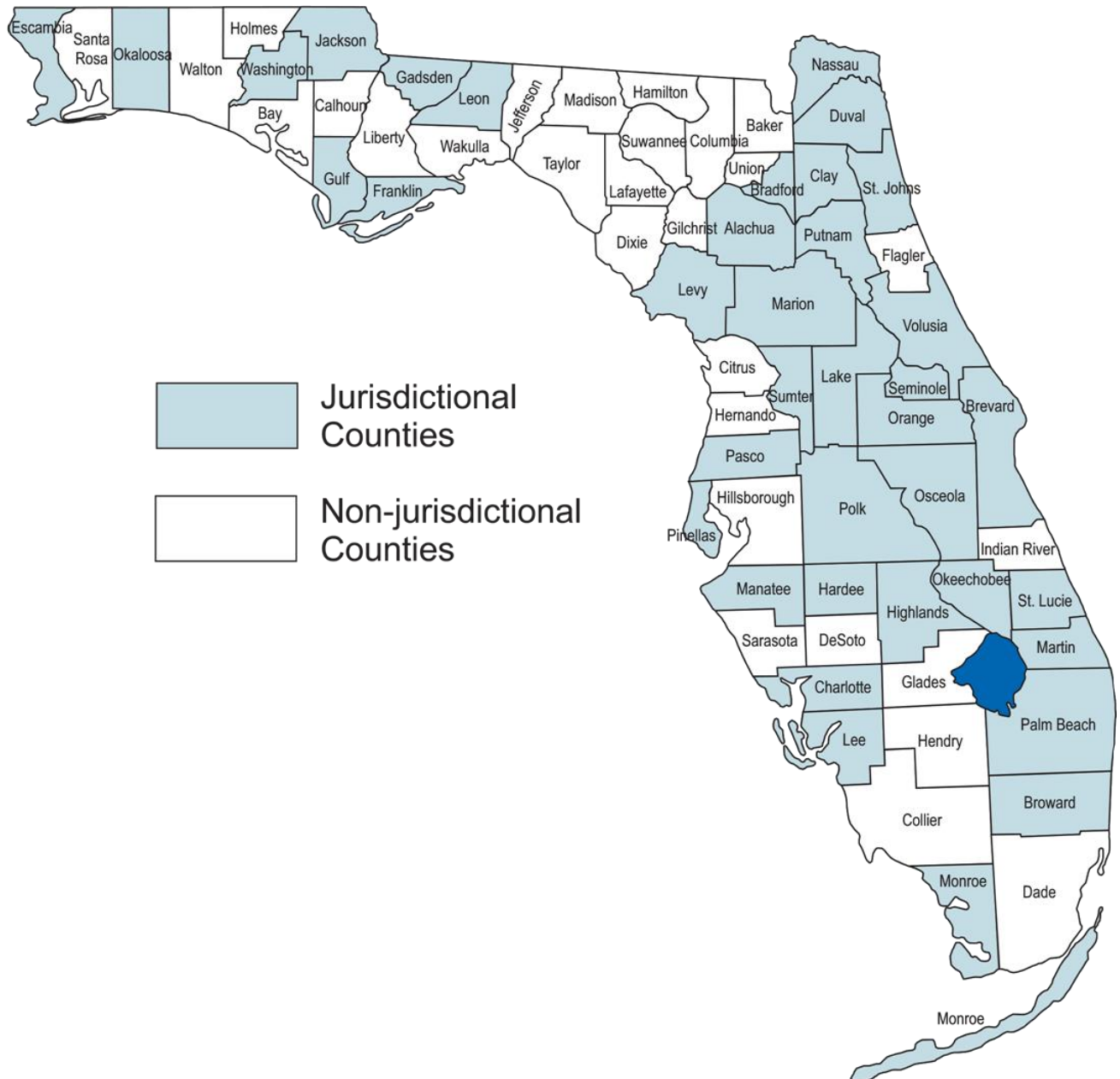
Source:

FPSC Staff

Water & Wastewater Jurisdictional Counties (38)

WATER & WASTEWATER

38 Jurisdictional Counties



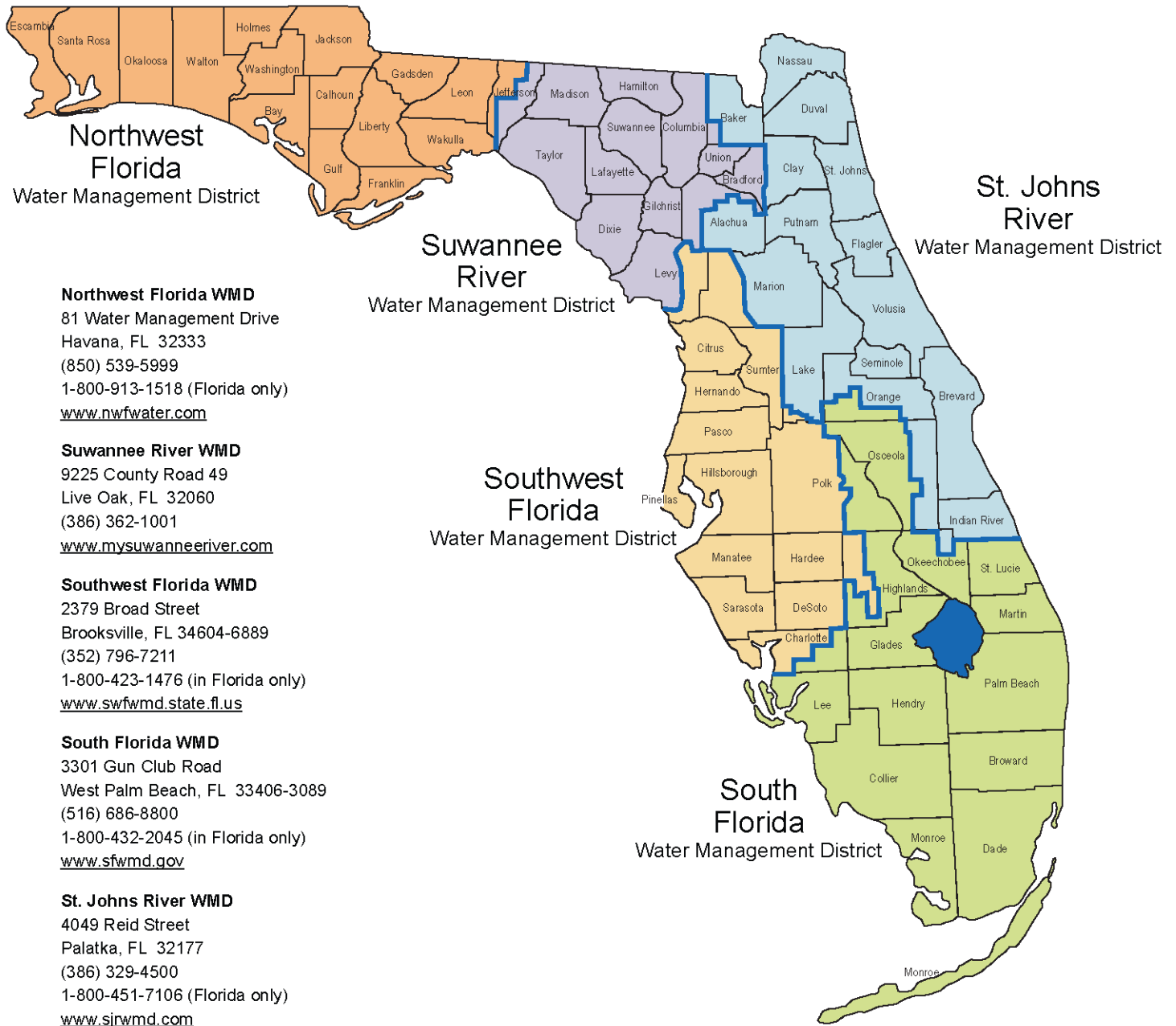
Source:

Florida Public Service Commission Map

<http://www.floridapsc.com/Files/PDF/Publications/Reports/Waterandwastewater/wawmap.pdf>

Florida's Water Management Districts (5)

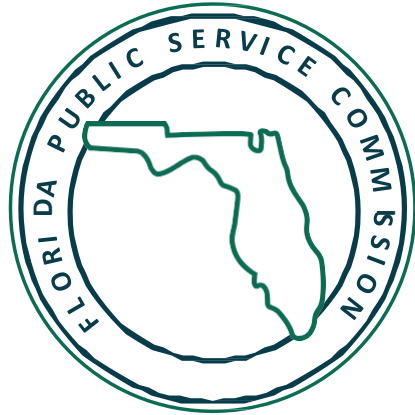
Water Management Districts



Source:

Florida Public Service Commission Map

https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/WaterAndWastewater/Water_Management_Districts.pdf



The Florida Public Service Commission's (FPSC or Commission) responsibilities in utility regulation directly affect the public.

The FPSC welcomes requests for information about utility regulation or utility-related matters.

Inquiries may be made in writing to the address below or by telephone, e-mail, or fax.

Florida Public Service Commission
2540 Shumard Oak Boulevard
Tallahassee, Florida 32399-0850
Toll-Free: 1-800-342-3552 (Nationwide)
Toll-Free Fax: 1-800-511-0809 (Florida)

For additional information, visit www.FloridaPSC.com.

Follow the PSC on [Twitter](#) and [LinkedIn](#).

