



# Facts and Figures of the Florida Utility Industry

## 2025



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**

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# Florida Electric Industry

**Regulatory Authority**

Pursuant to Chapter 366, Florida Statutes (F.S.), in 2024, the Florida Public Service Commission (FPSC) has regulatory authority over:

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

**Generating Capacity**  
(Utility and Non-Utility)  
As of December 31, 2023

- Summer: 62,743 Megawatts (MW)
- Winter: 62,914 MW\*

**Transmission Capability  
for Peninsular Florida**

- Import: Summer 2025: 1,200 MW  
Winter 2025/26: 4,300 MW
- Export: Summer 2025: 1,700 MW  
Winter 2025/26: 0 MW\*\*

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

\*\* Due to generation changes and transmission reconfigurations.

## Sources:

*Review of the 2024 Ten Year Site Plans of Florida's Electric Utilities*, November 2024

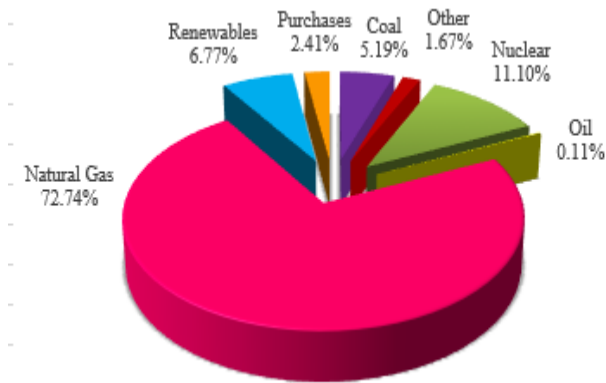
[https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/Electricgas/TenYearSitePlans/2024/FRCC\\_RLRP.pdf#page=81](https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/Electricgas/TenYearSitePlans/2024/FRCC_RLRP.pdf#page=81)

FPSC Annual Report 2024

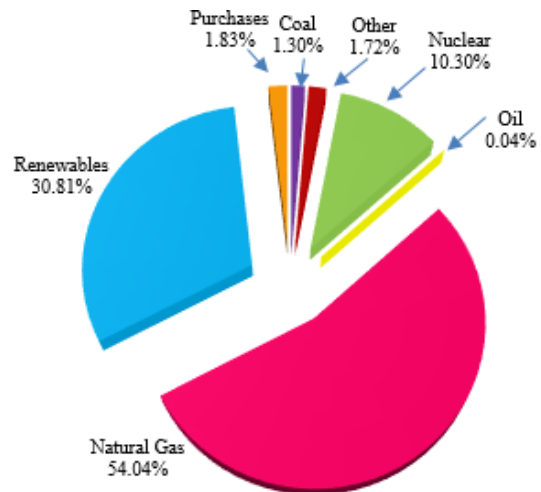
<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/AnnualReports/2024.pdf>

## Florida Energy Generation by Fuel Type

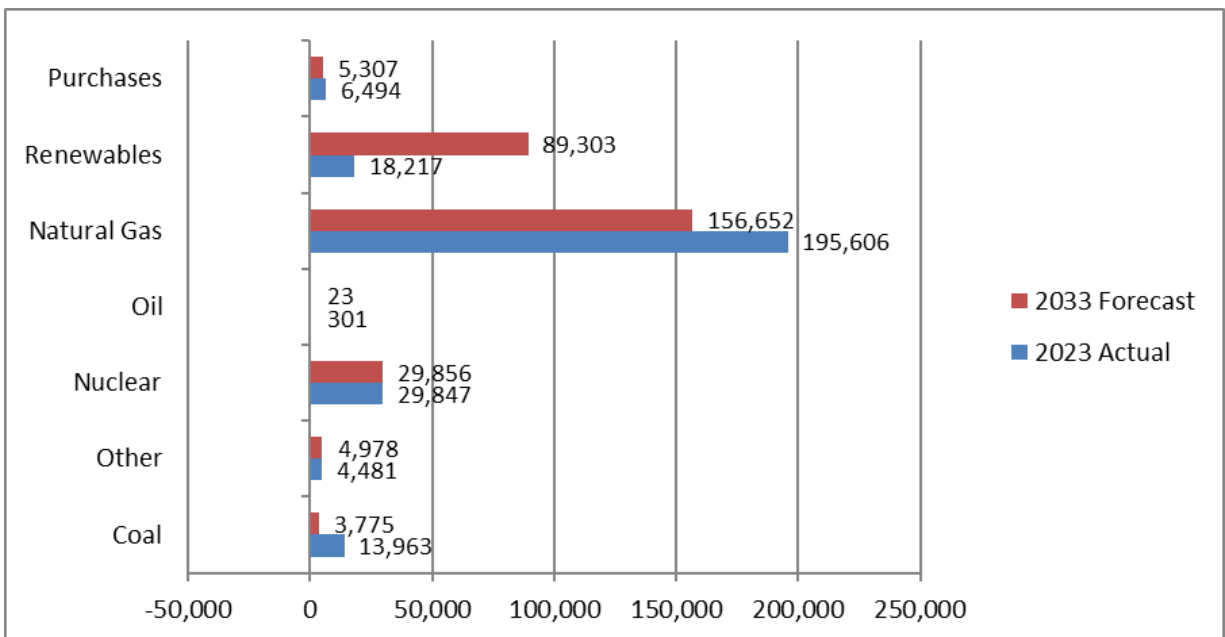
2023  
(Actual %)



2033  
(Forecast %)



## Energy Sources (GWH)



Source:

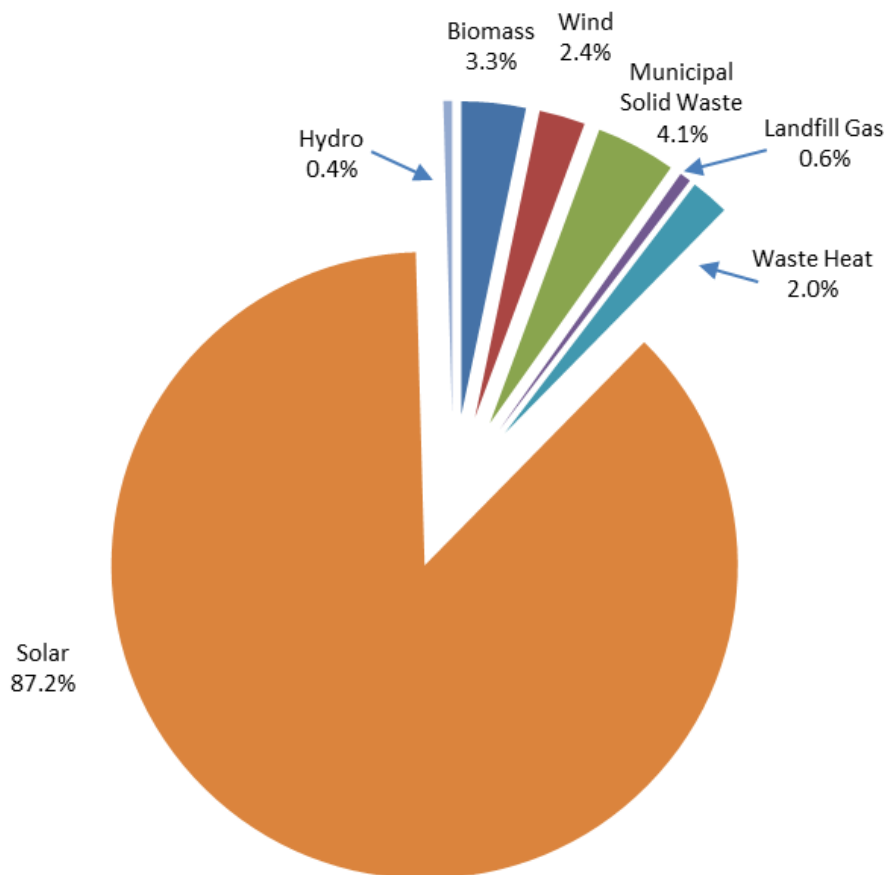
FRCC 2024 *Regional Load & Resource Plan*, August 2024

[https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/Electricgas/TenYearSitePlans//2024/FRCC\\_RLRP.pdf#page=88](https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/Electricgas/TenYearSitePlans//2024/FRCC_RLRP.pdf#page=88)



## Florida's Renewable Capacity in MW (2024)

(Total: 11,470 MW)



Total Florida Renewable Capacity: 11,470 MW

Total Florida Electric Generation Capacity: 62,743 MW (Summer)

*Biomass:* Material collected from wood processing, forestry, urban wood waste, and agricultural waste.

*Landfill Gas:* Methane collected from landfills.

*Waste Heat:* Collected in processing phosphate into fertilizer and other products.

Source:

*Review of the 2024 Ten Year Site Plans of Florida's Electric Utilities, November 2024*

<https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/Electricgas/TenYearSitePlans//2024/Review.pdf>

## Average Number of Customers

### Average Number of Customers for Investor-Owned Utilities By Class of Service 2023

Utility	Residential	Commercial	Industrial	Other	Total
Duke Energy Florida, LLC	1,753,585	186,521	1,773	26,334	1,968,213
Florida Power & Light Co.	5,221,471	644,438	15,743	7,068	5,888,720
Florida Public Utilities Company	25,738	4,481	2	2,917	33,138
Tampa Electric Company	742,575	80,622	1,330	9,617	834,144
Total	7,743,369	916,062	18,848	45,936	8,724,215

Source:

Statistics of the Florida Electric Utility, October 2024, Table 33

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

## Typical Electric Bill Comparisons

### Residential Service Provided by Investor-Owned Utilities December 31, 2024

Utility	Minimum Bill or Customer Charge	1,000 Kilowatt Hours*
Florida Power & Light Company	\$9.55	\$118.06
FPL - NW Division	\$9.55	\$131.89
Duke Energy Florida, LLC	\$12.89	\$161.48
Tampa Electric Company	\$21.30	\$133.03
Florida Public Utilities Company	\$18.20	\$164.83

### Commercial/Industrial Service Provided by Investor-Owned Utilities December 31, 2024

Utility	400,000 Kilowatt Hours 1,000 KW Demand*
Florida Power & Light Company	\$36,133
FPL - NW Division	\$41,273
Duke Energy Florida, LLC	\$44,929
Tampa Electric Company	\$34,274
Florida Public Utilities Company	\$53,109

\*Excludes local taxes, franchise fees, and gross receipts taxes that are billed as a separate line item. Includes cost recovery clause factors effective December 2024.

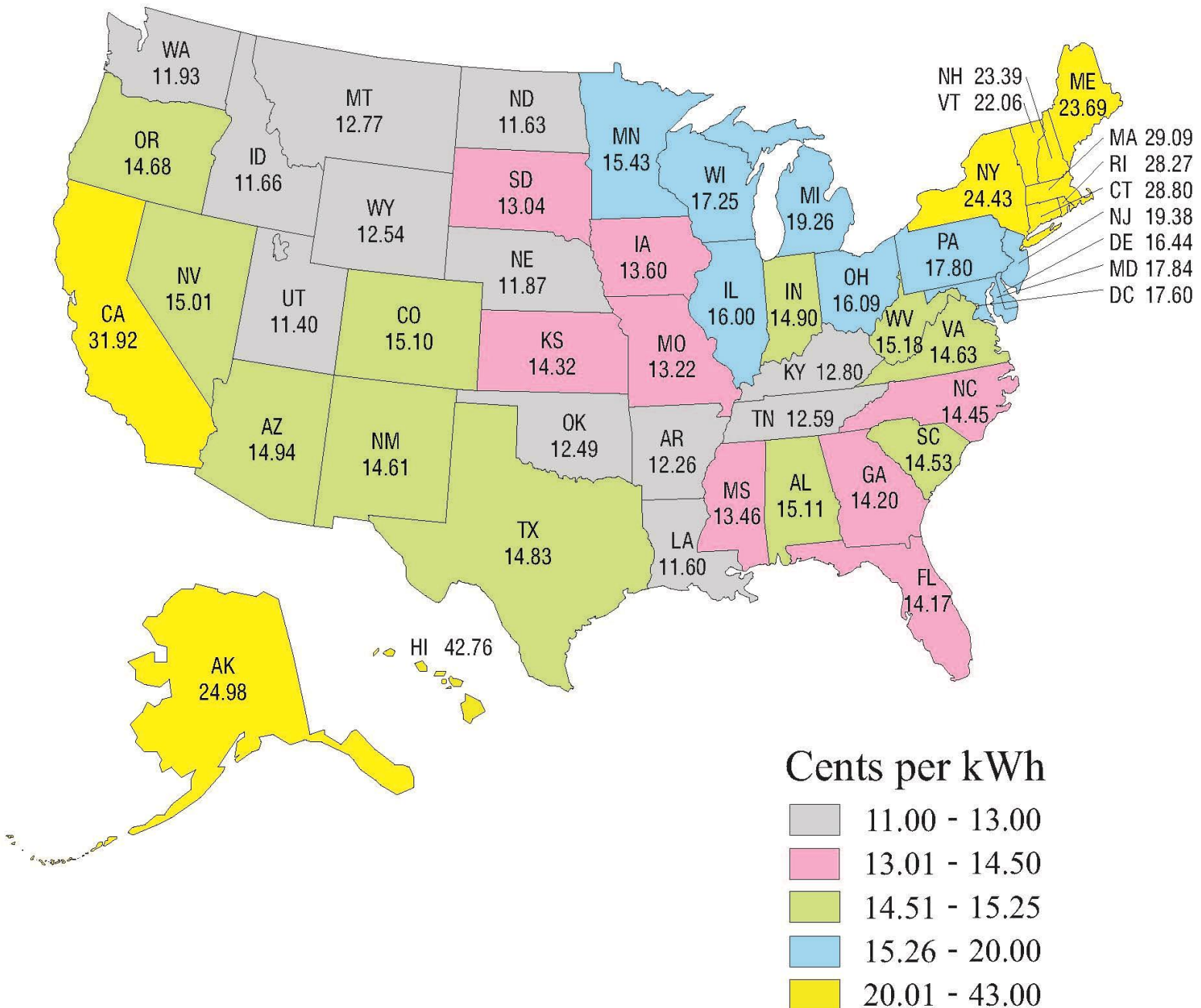
Source:

FPSC Comparative Rate Statistics

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/Comparative/December%2031,%202024.pdf>

## Average Residential Price of Electricity by State (2024)

(U.S. Residential Average Price per kWh = 17.10 cents)



Source:

Energy Information Administration's Electric Power Monthly, Table 5.6.B  
[https://www.eia.gov/electricity/monthly/epm\\_table\\_grapher.php?t=epmt\\_5\\_06\\_b](https://www.eia.gov/electricity/monthly/epm_table_grapher.php?t=epmt_5_06_b)

## Nuclear Waste Policy

Florida Power & Light Company (FPL) currently stores radioactive waste called “spent nuclear fuel” in water-filled pools inside containment structures at plant sites. As the pools become filled to capacity, some of the spent fuel is removed and placed in concrete storage containers (dry casks) on-site. Duke Energy Florida, LLC (DEF) has moved all of its spent nuclear fuel into dry cask storage.

Federal law requires the U.S. Department of Energy (DOE) to store and ultimately dispose of spent nuclear fuel and high-level radioactive waste in a geologic repository. Since 1983, Florida ratepayers have paid \$903.6 million (\$1.859 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, 2024

Reactor	Utility	Metric Tons in Spent Fuel Pool	Metric Tons in Dry Cask Storage	NRC License Expires
St. Lucie 1	FPL	585	385	2036
St. Lucie 2	FPL	460	362	2043
Turkey Point 3	FPL	557	277	2052
Turkey Point 4	FPL	541	277	2053

### Proposed Nuclear Power Reactor

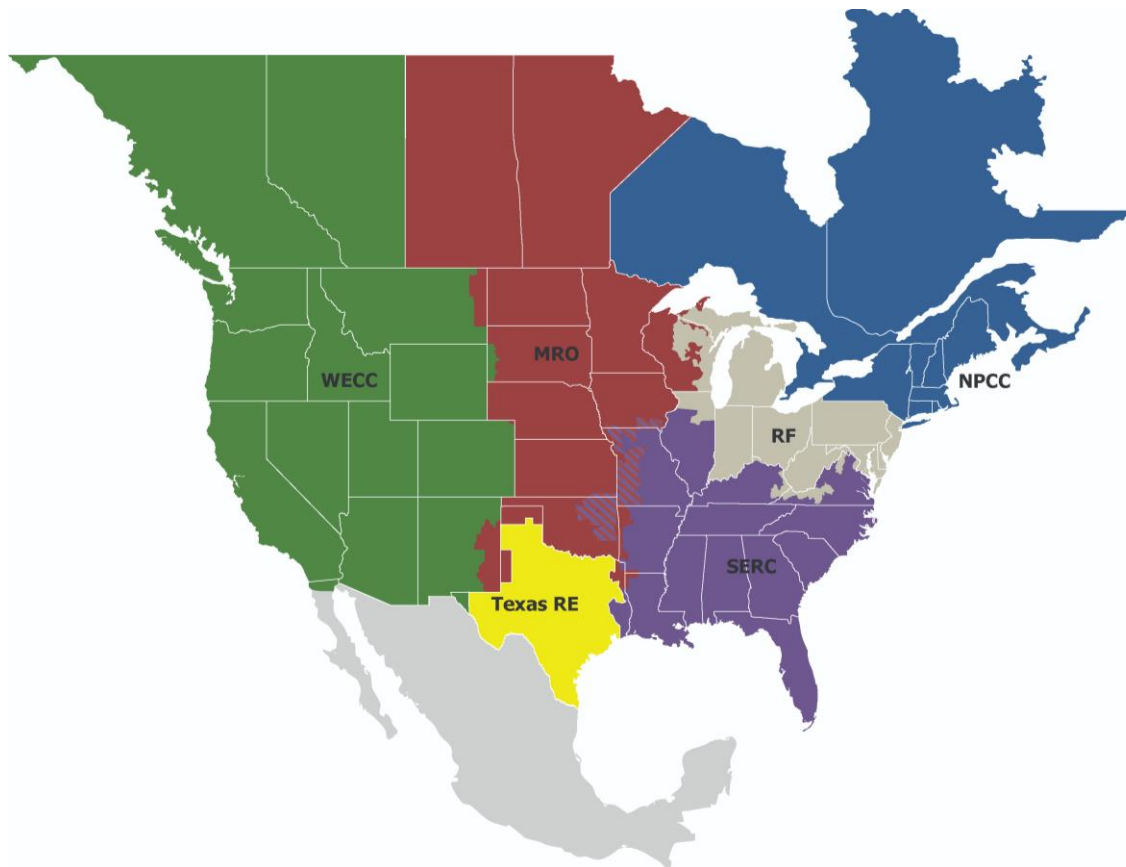
Reactor	Utility	Estimated In-Service Date
Turkey Point 6	FPL	2031
Turkey Point 7	FPL	2032

Source:

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

## Reliability Councils

### NERC REGIONS



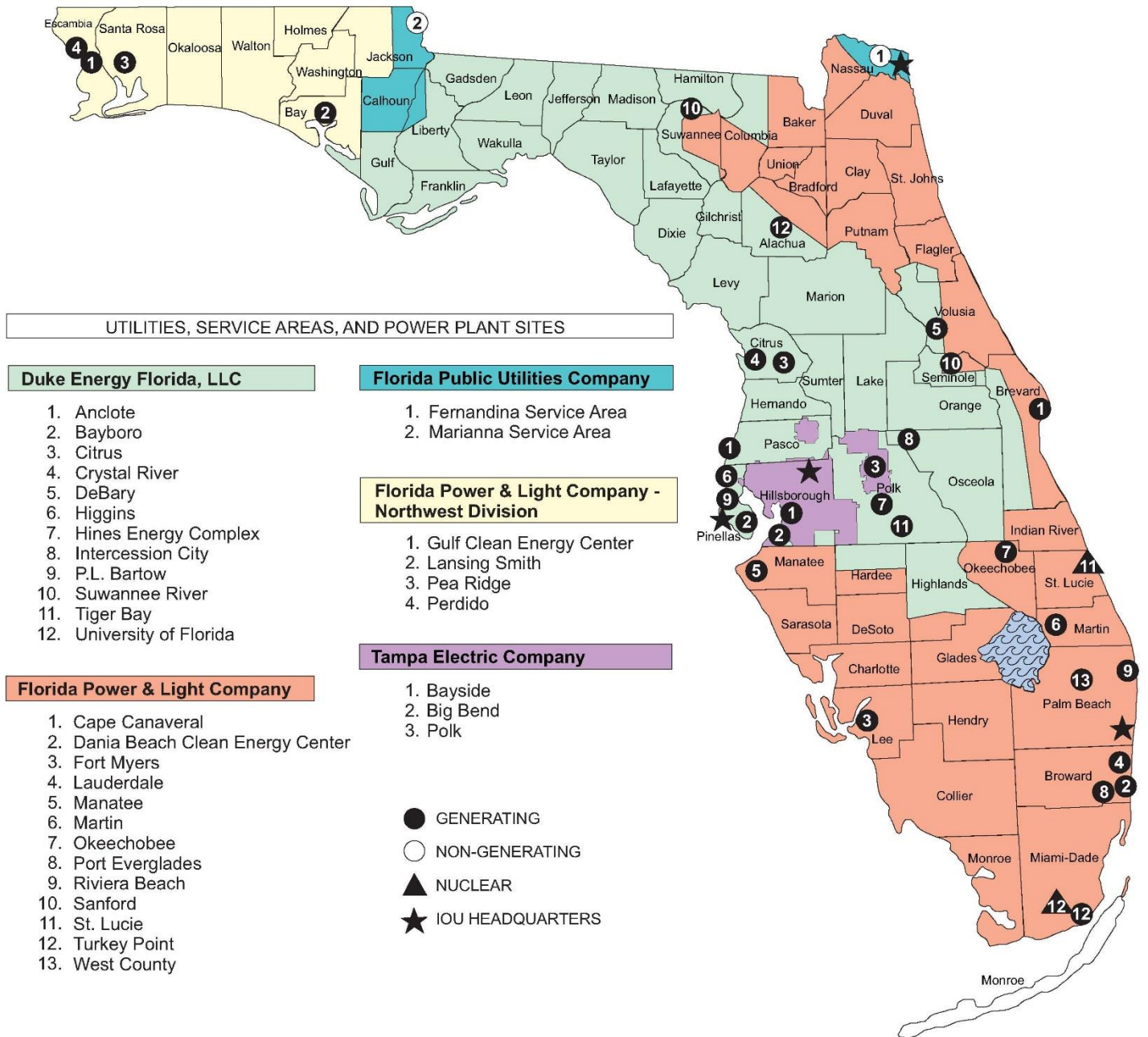
<b>MRO</b>	Midwest Reliability Organization
<b>NPCC</b>	Northeast Power Coordinating Council
<b>RF</b>	ReliabilityFirst
<b>SERC</b>	SERC Reliability Corporation
<b>Texas RE</b>	Texas Reliability Entity
<b>WECC</b>	Western Electricity Coordinating Council

Source:

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

## Investor-Owned Electric Utilities

Approximate Company Service Areas



Source:

Florida Public Service Commission Map

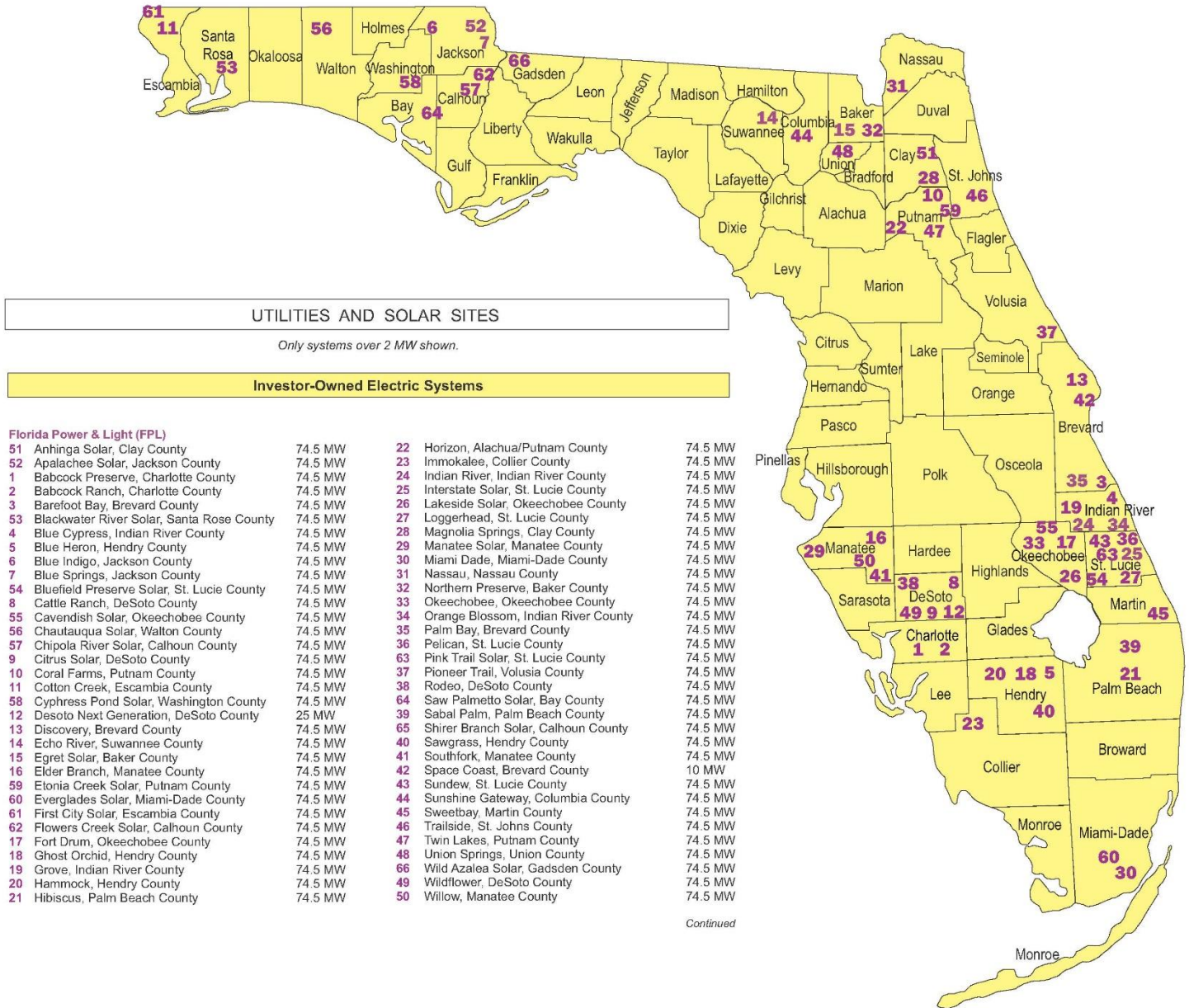
FPSC's *Statistics of the Florida Electric Utility Industry*, October 2023

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



# Florida Utility Solar Electric Facilities

Approximate Company Service Areas



Continued

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

Source:

Florida Public Service Commission Map

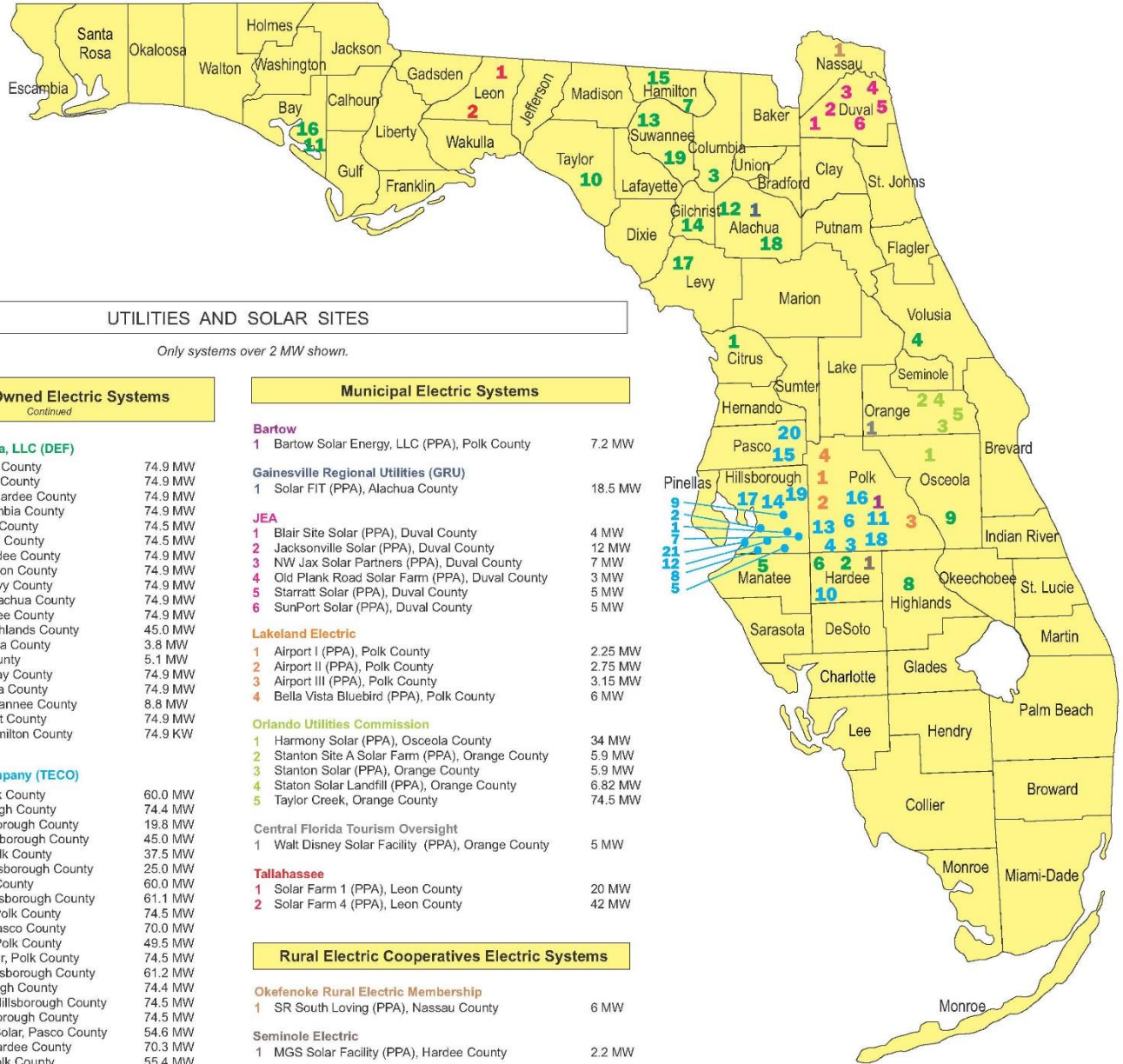
FPSC's *Statistics of the Florida Electric Utility Industry*, October 2023

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



# Florida Utility Solar Electric Facilities

Approximate Company Service Areas



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

Source:

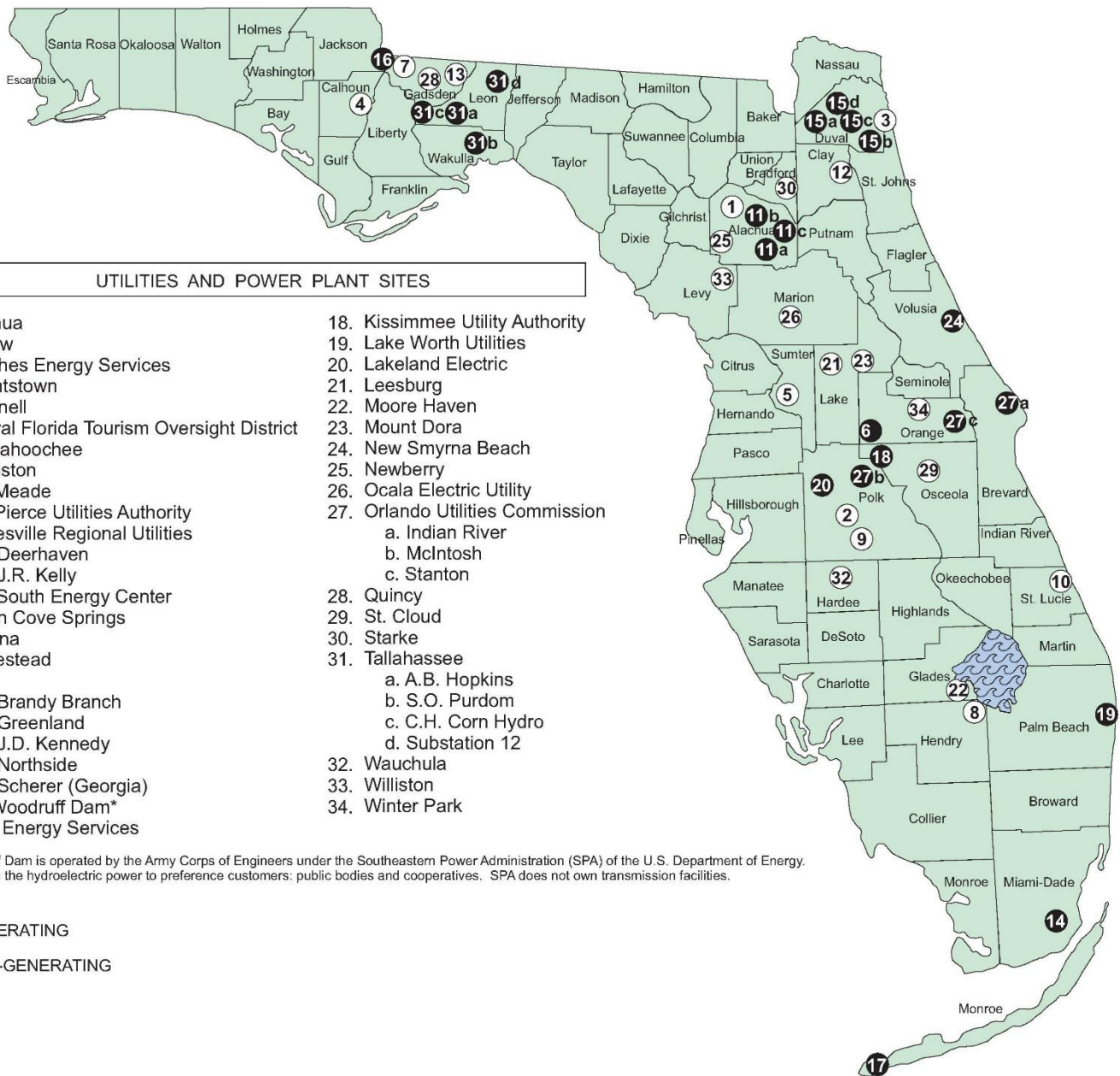
Florida Public Service Commission Map

FPSC's *Statistics of the Florida Electric Utility Industry*, October 2023

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/ElectricGas/Statistics/2023.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 Map

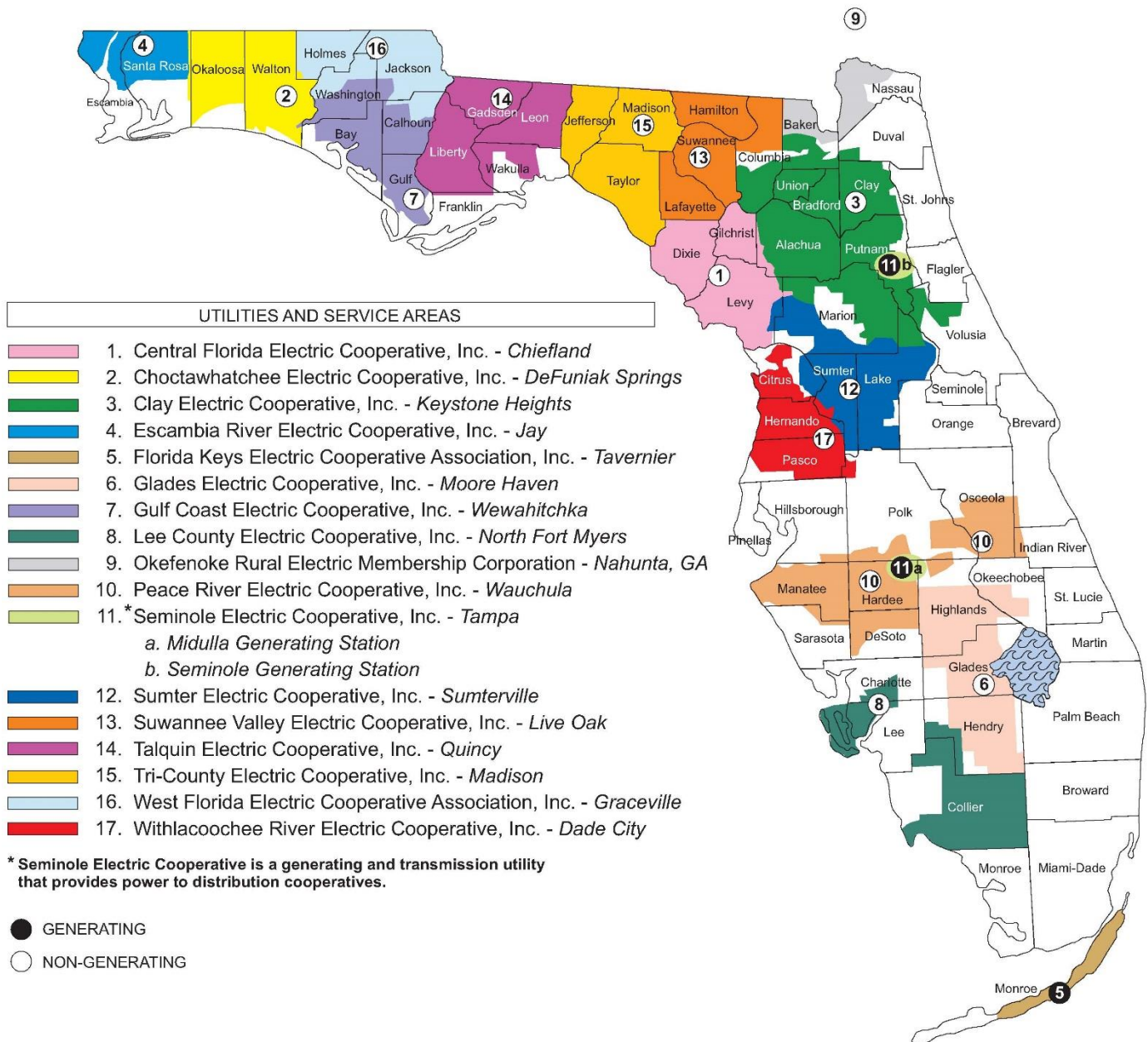
FPSC's *Statistics of the Florida Electric Utility Industry*, October 2023

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



# Rural Electric Cooperatives

Approximate Company Service Areas



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

Source:

Florida Public Service Commission Map

FPSC's *Statistics of the Florida Electric Utility Industry*, October 2023

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

# Florida Natural Gas Industry



## Number of Customers

<b>Number of Customers for Investor-Owned Utilities By Customer Type December 31, 2023</b>					
Utility	Residential	Commercial & Industrial	FTS*	Other**	Total
Florida City Gas	111,588	5,557	2,981	0	120,126
Florida Public Utilities Company	69,382	3,345	2,549	47	71,366
Peoples Gas System	397,500	12,813	26,180	60	457,339
Sebring Gas System***	0	0	770	0	770
St. Joe Natural Gas Company	2,852	192	1	1	3,046

\* 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, 2023 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, 2024

	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)
Florida City Gas	\$19.00-\$25.00	\$53.46	\$31.00-\$44.00	\$168.00	\$25.00-\$44.00	\$1,014.00
Florida Public Utilities Company	\$19.50-\$26.50	\$58.67	\$40.00-\$70.00	\$251.00	\$70.00-\$225.00	\$1,491.00
Peoples Gas System	\$24.36-\$31.48	\$55.90	\$43.07-\$66.05	\$190.00	\$66.05-\$123.47	\$1,131.00
Sebring Gas System *	\$12.00-\$70.00	\$31.09	\$20.00-\$70.00	\$122.00	\$70.00-\$225.00	\$471.00
St. Joe Natural Gas Company	\$13.00-\$20.00	\$77.68	\$20.00-\$70.00	\$219.00	\$50.00-\$70.00	\$1,312.00

December 2024 gas costs are included for those companies participating in purchased gas adjustment clause (Florida City Gas, FPUC, FPUC-Fort Meade, Peoples Gas, and St. Joe).

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

Source:

FPSC, Comparative Rate Statistics

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/Comparative/December%2031,%202024.pdf>

## Annual Therm Sales

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

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

\* Firm Transportation Service

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

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

Source:

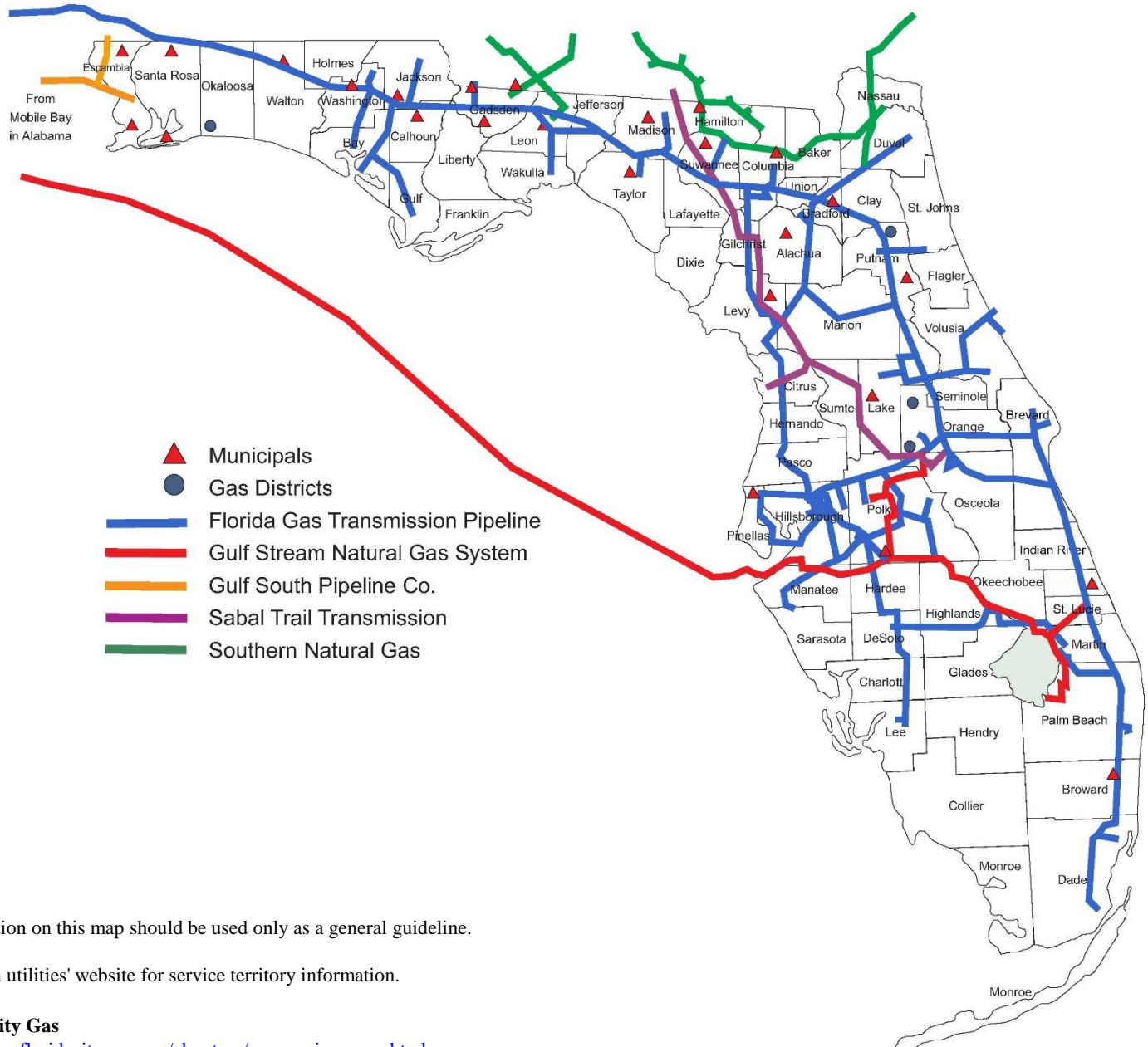
FPSC, 2023 Annual Reports filed by Natural Gas Utilities

<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 2024, the FPSC has regulatory authority over 276 telecommunications companies in Florida.

**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 2024 Annual Report

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/General/AnnualReports/2024.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 2023, there were an estimated 1.5 million interconnected residential VoIP subscribers in Florida. This data indicates a decrease of over 344,000 residential VoIP subscriptions from 2022.
- Alternatively, the business VoIP market in Florida continues to expand with an estimated 2.5 million subscribers in 2022.

### Wireless

- There were over 23.9 million wireless voice subscriptions in Florida in 2022. This is an increase of approximately 4.65 percent from 2021.
- By comparison, Florida's population was estimated at 22.4 million in 2022. Thus, 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 72.6 percent in June 2022 to 76.0 percent one year later.

Source:

FPSC's Report on the Status of Competition in the Telecommunications Industry, December 2024

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2024.pdf>

## Access Lines

An access line is a telephone line extending from the telecommunications company's central office to a point of demarcation, usually on the customer's premises.

Florida Access Lines As of December 2023				
	Residential*	Business*	Total*	Change since 2022
AT&T Florida	107	170	277	-17%
CenturyLink FL	98	91	189	-22%
Frontier FL	21	82	103	0%
Rural ILECs	51	22	73	-12%
CLECs	2	119	121	-28%
Total	279	484	763	-18%
* In thousands, rounded to the nearest thousand.				

Source:

FPSC's *Report on the Status of Competition in the Telecommunications Industry*, December 2024

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/TelecommunicationIndustry/2024.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 2024, 17 ETCs offered service in Florida, including 13 wireline companies and 4 wireless companies. Federal law authorizes state commissions, upon their own motion or upon request, to designate a common carrier that meets certain requirements as a ETC. Although the Florida commission at one time designated wireless ETCs, all petitions for wireless ETC status in Florida are now filed with the FCC.

- 1 High-Cost Program.** The High-Cost program is designed to ensure that consumers in rural, insular, and high-cost areas have access to modern communications networks capable of providing voice and broadband service, both fixed and mobile, at rates that are reasonably comparable to those in urban areas. The E-Rate program fulfills this universal service goal by allowing eligible carriers who serve these areas to recover some of their costs from the federal USF. With a \$4.5 billion annual budget, it is the largest of the four USF programs.
- 2 Schools and Libraries (or E-rate) Program.** The E-rate program helps to ensure that the nation's classrooms and libraries receive access to the vast array of educational resources that are accessible through the telecommunications network. While funding for the program is capped, the FCC has included an index for inflation to preserve the purchasing power of the program. The FCC established an annual cap of \$4.77 billion for funding year 2023. The new cap represents a 7 percent inflation-adjusted increase from the previous year. The E-Rate program offers eligible schools and libraries discounts on telephone service, Internet access, and internal connections (i.e., network wiring) within school and library buildings. The discounts range from 20 percent to 90 percent, depending on the school's eligibility for the National School Lunch program (or a federally approved alternative mechanism) and whether or not the school or library is located in an urban or rural area.
- 3 Rural Health Care Program.** The Rural Health Care Program supports health care facilities in bringing world class medical care to rural areas through increased connectivity. It provides up to \$682 million annually in reduced rates for broadband and telecom services. Beginning with FY 2018, the funding cap is annually adjusted to reflect inflation and a process was established to carry-forward unused funds from past funding years. There are two subprograms in the Rural Health Care Program: the Healthcare Connect Fund Program and the Telecommunications Program.

**Rural Health Care Program** (continued)

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

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

- **Monthly Lifeline Credit:** Under the FCC's rules, federal Lifeline support consists of a \$9.25 monthly credit on broadband or bundled (broadband and voice) services. Support was reduced to \$5.25 for voice-only services beginning December 1, 2020, and is scheduled to completely phase out by December 1, 2025. 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, 2025 phase out.
- **Lifeline Service Standards:** Lifeline provides one discount per household on services that meet the following minimum service standards:
  - Mobile voice: at least 1,000 minutes
  - Mobile broadband: usage of at least 4.5GB per month
  - Fixed broadband: speed of 25/3 Mbps and usage of at least 1,230 terabytes per month

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

- **Wireless Lifeline Service:** Wireless providers offering Lifeline do not currently charge consumers for the minimum amount of minutes and data required by the FCC. Those costs are covered by the credit from the Lifeline program. Free cellphones may be offered to Lifeline consumers; however, the costs of these phones are not part of the Lifeline program.
- **Qualification:** Customers can qualify based on either their income (135 percent or less than the federal poverty guidelines) or participation in any of the following programs.

**Low-Income Program** (continued)

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

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

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

Source:

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



### Universal Service Support Mechanisms by Program for Florida

#### 2023 (Annual Payments and Contributions in Thousands)

Program	Payments from USAC	Estimated Contributions to USAC	Estimated Net Dollar Flow
High-Cost	\$27,592	\$254,508	(\$226,916)
Low-Income	\$44,428	\$55,911	(\$11,483)
Schools & Libraries	\$140,882	\$144,144	(\$3,262)
Rural Health Care	\$9,179	\$37,992	(\$28,813)
Administrative Expense		\$21,439	(\$21,439)
<b>Total</b>	<b>\$222,081</b>	<b>\$513,993</b>	<b>(\$291,912)</b>

#### 2022 (Annual Payments and Contributions in Thousands)

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

#### 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)
<b>Total</b>	<b>\$156,670</b>	<b>\$499,054</b>	<b>(\$342,384)</b>

Source:

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

## Universal Service Support Mechanisms by State (2023)

State	Payments from USAC (In Thousands)	Estimated Contributions to USAC (In Thousands)	Estimated Net Dollar Flow
Alabama	\$122,318	\$106,009	\$16,308
Alaska	\$535,900	\$21,115	\$514,785
American Samoa	\$4,479	\$1,010	\$3,469
Arizona	\$173,496	\$164,314	\$9,182
Arkansas	\$164,047	\$66,973	\$97,074
California	\$502,581	\$1,117,323	-\$614,742
Colorado	\$94,077	\$157,147	-\$63,070
Connecticut	\$35,919	\$109,697	-\$73,778
Delaware	\$7,805	\$29,248	-\$21,443
District of Columbia	\$10,306	\$50,694	-\$40,389
Florida	\$222,081	\$514,358	-\$292,276
Georgia	\$231,865	\$268,449	-\$36,584
Guam	\$16,245	\$3,746	\$12,500
Hawaii	\$33,802	\$37,891	-\$4,089
Idaho	\$72,769	\$40,273	\$32,496
Illinois	\$237,545	\$337,697	-\$100,152
Indiana	\$178,671	\$151,706	\$26,965
Iowa	\$230,475	\$83,748	\$146,727
Kansas	\$189,081	\$70,896	\$118,185
Kentucky	\$186,569	\$108,127	\$78,443
Louisiana	\$150,750	\$103,722	\$47,028
Maine	\$49,892	\$41,236	\$8,656
Maryland	\$44,169	\$175,867	-\$131,698
Massachusetts	\$56,378	\$235,453	-\$179,075
Michigan	\$209,447	\$227,958	-\$18,512
Minnesota	\$209,939	\$168,042	\$41,897
Mississippi	\$196,135	\$55,848	\$140,288
Missouri	\$213,416	\$147,960	\$65,456
Montana	\$148,087	\$27,119	\$120,968
Nebraska	\$125,043	\$54,776	\$70,267
Nevada	\$43,401	\$70,669	-\$27,268
New Hampshire	\$12,540	\$48,000	-\$35,460
New Jersey	\$66,980	\$283,134	-\$216,154
New Mexico	\$146,942	\$49,194	\$97,748
New York	\$264,991	\$633,599	-\$368,608
North Carolina	\$227,686	\$254,235	-\$26,549
North Dakota	\$194,113	\$22,815	\$171,298
N. Mariana Islands	\$1,271	\$1,332	-\$61
Ohio	\$165,343	\$286,298	-\$120,955
Oklahoma	\$280,093	\$82,709	\$197,384
Oregon	\$128,917	\$108,663	\$20,254
Pennsylvania	\$159,495	\$367,152	-\$207,657
Puerto Rico	\$179,357	\$69,508	\$109,850
Rhode Island	\$8,862	\$27,898	-\$19,036
South Carolina	\$222,663	\$116,380	\$106,284
South Dakota	\$131,457	\$24,517	\$106,940
Tennessee	\$201,300	\$164,000	\$37,300
Texas	\$535,162	\$681,401	-\$146,239
Utah	\$69,305	\$75,071	-\$5,766
Vermont	\$23,652	\$22,396	\$1,256
Virgin Islands	\$16,633	\$2,423	\$14,211
Virginia	\$139,614	\$251,290	-\$111,677
Washington	\$131,916	\$213,411	-\$81,495
West Virginia	\$83,897	\$42,474	\$41,423
Wisconsin	\$243,636	\$149,631	\$94,005
Wyoming	\$44,253	\$14,789	\$29,464
Total	\$8,376,768	\$8,741,379	-\$364,612

\* Estimated contributions include an administrative cost of approximately \$365 million.

Source:

FCC's 2024 USF Monitoring Report, Table 1.9 <http://www.fcc.gov/encyclopedia/federal-state-joint-board-monitoring-reports>

## Telephone Subscribership

### Percentage of Households with Telephone in Unit

	2019	2020	2021	2022	2023
Florida	93.0%	94.1%	92.2%	93.1%	92.2%

## Lifeline Subscribership

### Lifeline Assistance Subscribers in Florida

Date	Lifeline Enrollment	Eligible Households	Participation Rate
6/2019	604,693	1,540,682	39.25%
6/2020	371,180	2,151,503	17.25%
6/2021	273,641	1,882,842	14.53%
6/2022	300,285	1,590,216	18.88%
6/2023	300,229	1,658,694	18.10%
6/2024	212,244	1,661,381	12.78%

#### Sources:

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

<https://www.floridapsc.com/files/PDF/publications/reports/telecommunication/telecommunicationsindustry/2024.pdf>

FPSC's *Florida Lifeline Assistance Report*, December 2024

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/LifelineReport/2024.pdf>

## Lifeline Subscribership

### Lifeline Subscribership by Eligible Telecommunications Carriers As of June 2024

Company	Access Lines Subscribed to Lifeline Service
Access Wireless*	2,705
Assurance*	116,807
Blue Stream Fiber (ITS)**	37
Century Link**	1,259
Conexon**	18
Consolidated Communications**	121
Frontier Florida**	592
Frontier of the South**	18
NEFCOM**	109
Phone Club**	95
Smart City**	2
TDS Telecom**	51
TracFone*	89,548
Viasat***	0
Windstream/Kinetic**	810
WOW!**	71
<b>Total</b>	<b>212,243</b>

\* Wireless

\*\* Wireline

\*\*\* Satellite

Source:

FPSC's Florida Lifeline Assistance Report, December 2024

<https://www.floridapsc.com/pscfiles/website-files/PDF/Publications/Reports/Telecommunication/LifelineReport/2024.pdf>

# Florida Water and Wastewater Industry

## Regulatory Authority

Pursuant to Chapter 367, F.S., in 2024, the FPSC has jurisdiction over 153 investor-owned water and/or wastewater utilities in 40 of Florida's 67 counties.

## Use of Reclaimed Water Data (2023)

- Approximately 891 mgd\* of reclaimed water from these facilities was reused for beneficial purposes and represents approximately 55 percent of the total domestic water flow in the state.
- The 2,503 mgd of reuse capacity represents approximately 59 percent of the total domestic wastewater treatment capacity in the state.

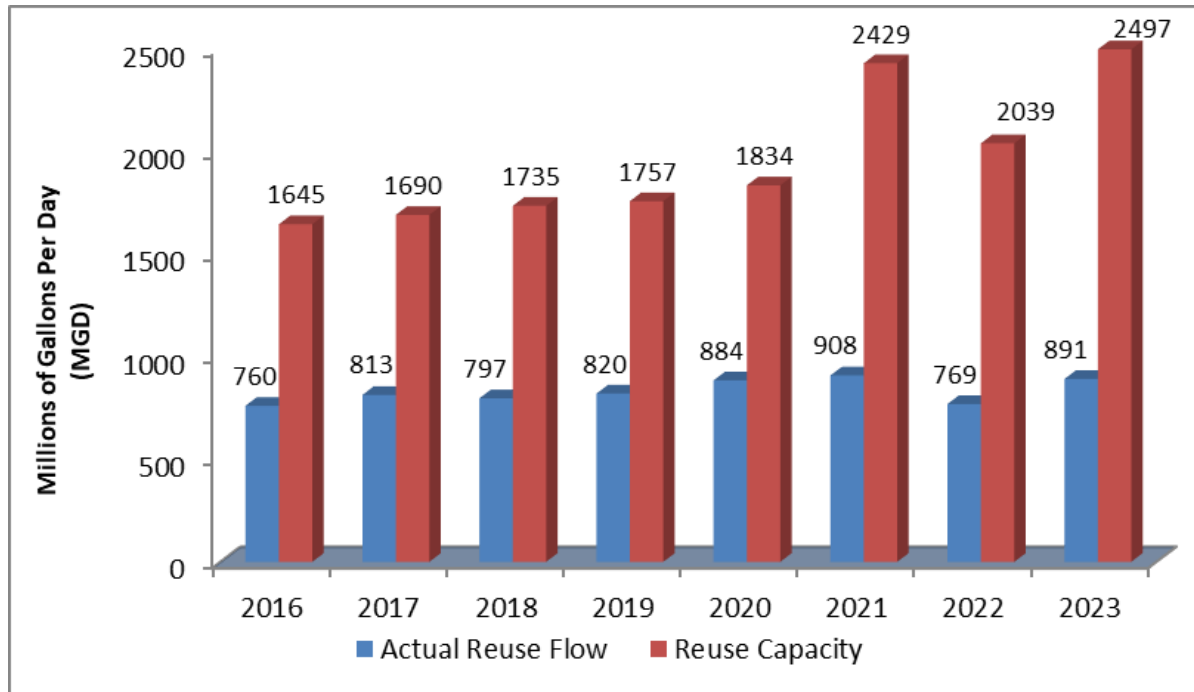
\* Million gallons per day

Source:

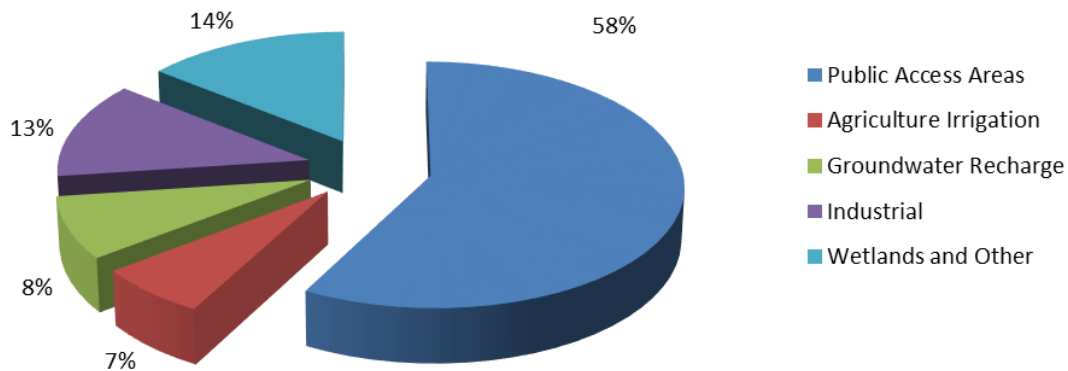
Florida Department of Environmental Protection's *2023 Reuse Inventory Report*, November 2024  
<https://floridadep.gov/sites/default/files/2023%20Reuse%20Inventory.pdf>

## Florida's Reuse Growth

Millions of Gallons Per Day (mgd)



## Reclaimed Water Utilization (2023)



Source:

Florida Department of Environmental Protection's 2023 Reuse Inventory Report, February 2025

<https://floridadep.gov/sites/default/files/2023%20Reuse%20Inventory.pdf>

## Utility Classifications

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

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

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

## Rate Structure

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

## Residential Wastewater Gallonage Cap

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

## Water & Wastewater Utility Rates

- The rates charged by all water and wastewater utilities under the Commission's jurisdiction are shown in alphabetical order by county in the FPSC's *Comparative Rate Statistics Report*, available online at <https://www.floridapsc.com/pscfiles/websitefiles/PDF/Publications/Reports/General/Comparative/December%2031,%202023.pdf>

Source:



## Water & Wastewater Jurisdictional Counties

### WATER & WASTEWATER 40 Jurisdictional Counties

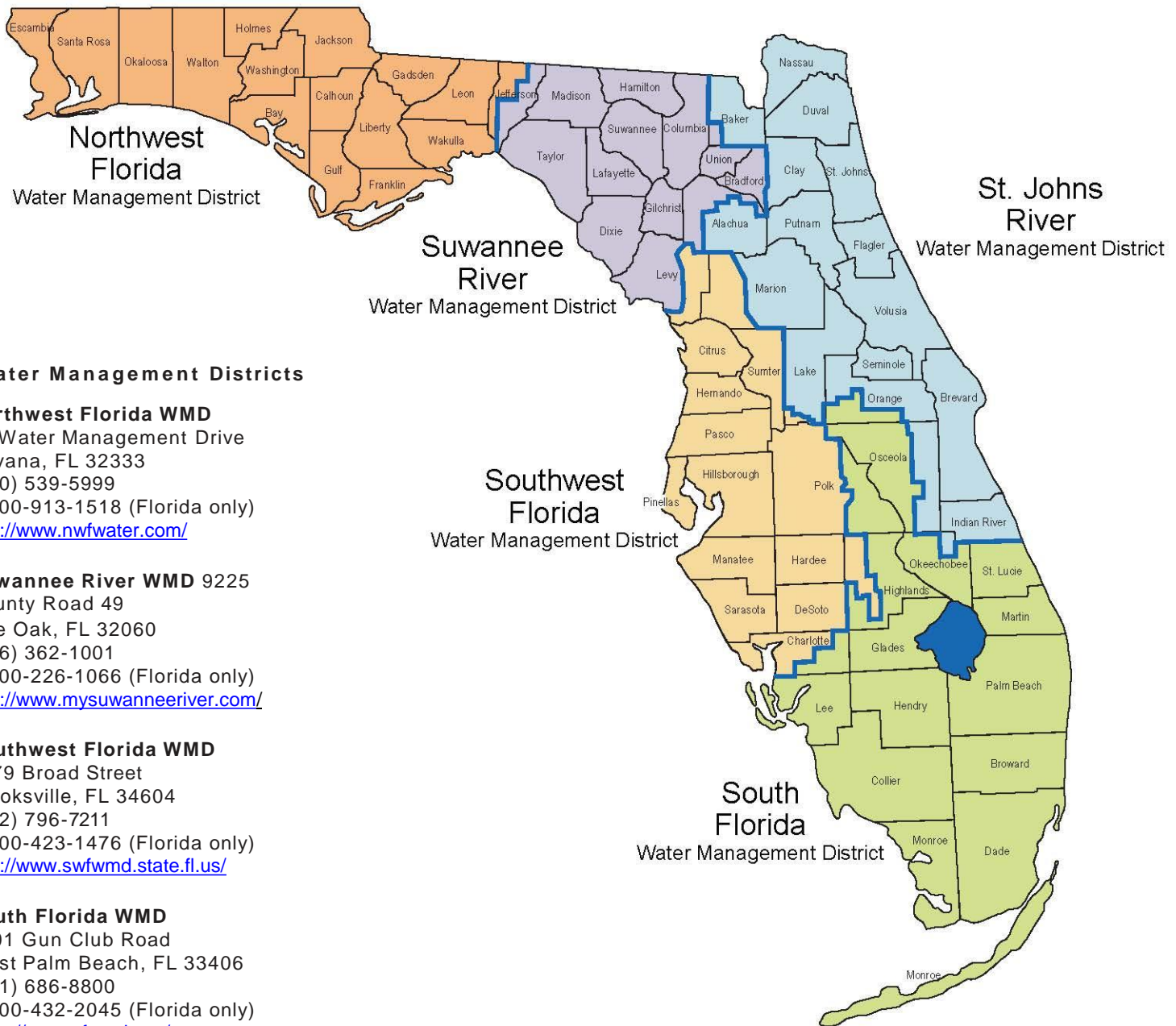


Source:

Florida Public Service Commission Map

<https://www.floridapsc.com/pscfiles/website-files/PDF/Utilities/WaterAndWastewater/wawmap.pdf>

## Florida's Water Management Districts (5)



### Water Management Districts

#### Northwest Florida WMD

81 Water Management Drive  
Havana, FL 32333  
(850) 539-5999  
1-800-913-1518 (Florida only)  
<http://www.nwfwater.com/>

#### Suwannee River WMD 9225

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

#### Southwest Florida WMD

2379 Broad Street  
Brooksville, FL 34604  
(352) 796-7211  
1-800-423-1476 (Florida only)  
<http://www.swfwmd.state.fl.us/>

#### South Florida WMD

3301 Gun Club Road  
West Palm Beach, FL 33406  
(561) 686-8800  
1-800-432-2045 (Florida only)  
<https://www.sfwmd.gov/>

#### St. Johns River WMD

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

Source:

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



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

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

**Or write to the**

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

**See our Internet home page at**

**[www.FloridaPSC.com](http://www.FloridaPSC.com)**

