2016

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:

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

**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
Operating Nuclear Power Reactors ......................................... 8

**Maps**

Reliability Councils ................................................................ 9
Investor-Owned Electric Utilities ............................................ 10
Municipal Electric Utilities ...................................................... 11
Rural Electric Cooperatives .................................................. 12
## Quick Facts
- Regulatory Authority ................................................................. 30
- Reuse of Reclaimed Water Data .................................................. 30
- Florida’s Reuse Growth ............................................................... 31
- Reclaimed Water Utilization ....................................................... 31

## Customers & Rates
- Utility Classifications ................................................................ 32
- Rate Structure ........................................................................... 32
- Residential Wastewater Gallonage Cap ...................................... 32
- Water & Wastewater Utility Rates .............................................. 32

## Maps
- Water & Wastewater Jurisdictional Counties ............................ 33
- Florida’s Water Management Districts ...................................... 34
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

2015 Ten-Year Site Plan Workshop FRCC Studies and Reports
Florida Energy Generation by Fuel Type

Energy Sources (GWH)

<table>
<thead>
<tr>
<th>Fuel Type</th>
<th>2014 Actual</th>
<th>2024 Forecast</th>
</tr>
</thead>
<tbody>
<tr>
<td>Natural Gas</td>
<td>164,320</td>
<td>131,401</td>
</tr>
<tr>
<td>Coal</td>
<td>43,953</td>
<td>47,598</td>
</tr>
<tr>
<td>Nuclear</td>
<td>29,552</td>
<td>27,730</td>
</tr>
<tr>
<td>Other</td>
<td>12,841</td>
<td>10,718</td>
</tr>
<tr>
<td>Renewables</td>
<td>3,368</td>
<td>5,127</td>
</tr>
<tr>
<td>Oil</td>
<td>208</td>
<td>176</td>
</tr>
</tbody>
</table>

Source:
http://www.floridapsc.com/Files/PDF/Utilities/Electricgas/TenYearSitePlans/2015/FRCC.pdf
Florida’s Renewable Capacity in MW (2014)
(Total: 1,638 MW)

- **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.

Total Florida Renewable Capacity: 1,638 MW
Total Florida Electric Generation Capacity: 57,999 MW (Summer)

Source:
## Average Number of Customers

### Average Number of Customers for Investor-Owned Utilities

**By Class of Service**

**2014**

<table>
<thead>
<tr>
<th>Utility</th>
<th>Residential</th>
<th>Commercial</th>
<th>Industrial</th>
<th>Other</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida Power &amp; Light Co.</td>
<td>4,169,028</td>
<td>525,591</td>
<td>10,415</td>
<td>3,795</td>
<td>4,708,829</td>
</tr>
<tr>
<td>Florida Public Utilities</td>
<td>23,865</td>
<td>4,382</td>
<td>2</td>
<td>3,023</td>
<td>31,272</td>
</tr>
<tr>
<td>Gulf Power Company</td>
<td>386,765</td>
<td>54,749</td>
<td>258</td>
<td>598</td>
<td>442,370</td>
</tr>
<tr>
<td>Duke Energy Florida</td>
<td>1,489,502</td>
<td>165,899</td>
<td>2,328</td>
<td>25,725</td>
<td>1,683,454</td>
</tr>
<tr>
<td>Tampa Electric Company</td>
<td>623,846</td>
<td>72,647</td>
<td>1,572</td>
<td>8,095</td>
<td>706,161</td>
</tr>
</tbody>
</table>

**Total**                      | **6,693,006** | **823,268** | **14,575** | **41,236** | **7,572,085**

Source:

*Statistics of the Florida Electric Utility*, October 2015, Table 33
### Typical Electric Bill Comparisons

#### Residential Service Provided by Investor-Owned Utilities

**December 31, 2015**

<table>
<thead>
<tr>
<th>Utility</th>
<th>Minimum Bill or Customer Charge*</th>
<th>1,000 Kilowatt Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida Power &amp; Light Company</td>
<td>$7.57</td>
<td>$94.30</td>
</tr>
<tr>
<td>Duke Energy Florida</td>
<td>$8.76</td>
<td>$118.55</td>
</tr>
<tr>
<td>Tampa Electric Company</td>
<td>$15.00</td>
<td>$106.20</td>
</tr>
<tr>
<td>Gulf Power Company</td>
<td>$18.60</td>
<td>$135.81</td>
</tr>
<tr>
<td>Florida Public Utilities Company</td>
<td>$14.00</td>
<td>$137.57</td>
</tr>
<tr>
<td>Northwest</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Northeast</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Commercial/Industrial Service

**Provided by Investor-Owned Utilities**

**December 31, 2015**

<table>
<thead>
<tr>
<th>Utility</th>
<th>400,000 Kilowatt Hours</th>
<th>1,000 KW Demand*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Florida Power &amp; Light Company</td>
<td>$31,030</td>
<td></td>
</tr>
<tr>
<td>Duke Energy Florida</td>
<td>$34,023</td>
<td></td>
</tr>
<tr>
<td>Tampa Electric Company</td>
<td>$34,248</td>
<td></td>
</tr>
<tr>
<td>Gulf Power Company</td>
<td>$38,001</td>
<td></td>
</tr>
<tr>
<td>Florida Public Utilities Company</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Northwest</td>
<td>$44,562</td>
<td></td>
</tr>
<tr>
<td>Northeast</td>
<td>$44,562</td>
<td></td>
</tr>
</tbody>
</table>

* 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
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.

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

* 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.

<table>
<thead>
<tr>
<th>Reactor</th>
<th>Utility</th>
<th>Estimated In-Service Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Turkey Point 6</td>
<td>FPL</td>
<td>2027</td>
</tr>
<tr>
<td>Turkey Point 7</td>
<td>FPL</td>
<td>2028</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>State</th>
<th>Reactor Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>Browns Ferry Units 1, 2, and 3</td>
</tr>
<tr>
<td></td>
<td>Joseph M. Farley Units 1 and 2</td>
</tr>
<tr>
<td>Arizona</td>
<td>Palo Verde Units 1, 2, and 3</td>
</tr>
<tr>
<td>Arkansas</td>
<td>Arkansas Nuclear One Units 1 and 2</td>
</tr>
<tr>
<td>California</td>
<td>Diablo Canyon Units 1 and 2</td>
</tr>
<tr>
<td>Connecticut</td>
<td>Millstone Units 1 and 2</td>
</tr>
<tr>
<td>Florida</td>
<td>St. Lucie Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Turkey Point Units 3 and 4</td>
</tr>
<tr>
<td>Georgia</td>
<td>Edwin I. Hatch Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Vogtle Units 1 and 2</td>
</tr>
<tr>
<td>Illinois</td>
<td>Braidwood Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Byron Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Clinton</td>
</tr>
<tr>
<td></td>
<td>Dresden Units 2 and 3</td>
</tr>
<tr>
<td>Illinois (continued)</td>
<td>La Salle County Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Quad Cities Units 1 and 2</td>
</tr>
<tr>
<td>Iowa</td>
<td>Duane Arnold</td>
</tr>
<tr>
<td>Kansas</td>
<td>Wolf Creek</td>
</tr>
<tr>
<td>Louisiana</td>
<td>River Bend</td>
</tr>
<tr>
<td>Maryland</td>
<td>Calvert Cliffs Units 1 and 2</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>Pilgrim</td>
</tr>
<tr>
<td>Michigan</td>
<td>D. C. Cook Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Fermi Unit 2</td>
</tr>
<tr>
<td></td>
<td>Palisades</td>
</tr>
<tr>
<td>Minnesota</td>
<td>Monticello</td>
</tr>
<tr>
<td></td>
<td>Prairie Island Units 1 and 2</td>
</tr>
<tr>
<td>Missouri</td>
<td>Callaway</td>
</tr>
<tr>
<td>Nebraska</td>
<td>Cooper</td>
</tr>
<tr>
<td>Nebraka (continued)</td>
<td>Fort Calhoun</td>
</tr>
<tr>
<td></td>
<td>Quad Cities Units 1 and 2</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>Seabrook</td>
</tr>
<tr>
<td>New Jersey</td>
<td>Hope Creek</td>
</tr>
<tr>
<td></td>
<td>Oyster Creek</td>
</tr>
<tr>
<td></td>
<td>Salem Units 1 and 2</td>
</tr>
<tr>
<td>New York</td>
<td>James A. Fitzpatrick</td>
</tr>
<tr>
<td></td>
<td>Ginna</td>
</tr>
<tr>
<td></td>
<td>Indian Point Units 2 and 3</td>
</tr>
<tr>
<td></td>
<td>Nine Mile Point Units 1 and 2</td>
</tr>
<tr>
<td>North Carolina</td>
<td>Brunswick Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>McGuire Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Shearon Harris</td>
</tr>
<tr>
<td>Ohio</td>
<td>Davis-Besse</td>
</tr>
<tr>
<td></td>
<td>Perry</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>Beaver Valley Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Limerick Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Peach Bottom Units 2 and 3</td>
</tr>
<tr>
<td>Pennsylvania (continued)</td>
<td>Susquehanna Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Three Mile Island</td>
</tr>
<tr>
<td>South Carolina</td>
<td>Catawba Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Oconee Units 1, 2, and 3</td>
</tr>
<tr>
<td></td>
<td>H. B. Robinson Unit 2</td>
</tr>
<tr>
<td></td>
<td>Summer</td>
</tr>
<tr>
<td>Tennessee</td>
<td>Sequoyah Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Watts Bar Units 1 and 2</td>
</tr>
<tr>
<td>Texas</td>
<td>Comanche Peak Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>South Texas Project Units 1 and 2</td>
</tr>
<tr>
<td>Virginia</td>
<td>North Anna Units 1 and 2</td>
</tr>
<tr>
<td></td>
<td>Surry Units 1 and 2</td>
</tr>
<tr>
<td>Washington</td>
<td>Columbia Generating Station</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>Point Beach Units 1 and 2</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>FRCC</td>
<td>Florida Reliability Coordinating Council</td>
</tr>
<tr>
<td>MRO</td>
<td>Midwest Reliability Organization</td>
</tr>
<tr>
<td>NPCC</td>
<td>Northeast Power Coordinating Council</td>
</tr>
<tr>
<td>RF</td>
<td>ReliabilityFirst</td>
</tr>
<tr>
<td>SERC</td>
<td>SERC Reliability Corporation</td>
</tr>
<tr>
<td>SPP RE</td>
<td>Southwest Power Pool, RE</td>
</tr>
<tr>
<td>Texas RE</td>
<td>Texas Reliability Entity</td>
</tr>
<tr>
<td>WECC</td>
<td>Western Electricity Coordinating Council</td>
</tr>
</tbody>
</table>

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

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
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
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
Pursuant to Chapter 366, F.S., as of December 31, 2015, the FPSC has regulatory authority over:

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

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

- **Major**
  1. Florida Gas Transmission Company (FGT)
  2. Gulfstream Natural Gas System

- **Small**
  1. Gulf South Pipeline Company
  2. Southern Natural Gas

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

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

Gulfstream Natural Gas System
http://wp.gulfstreamgas.com/
### Number of Customers for Investor-Owned Utilities
#### By Customer Type
#### December 31, 2014

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

* 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

<table>
<thead>
<tr>
<th>Utility</th>
<th>Residential</th>
<th>Commercial</th>
<th>Industrial</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Minimum Bill or Customer Charge</td>
<td>Therms Sold (20)</td>
<td>Minimum Bill or Customer Charge</td>
</tr>
<tr>
<td>Florida City Gas</td>
<td>$9.50 - $15</td>
<td>$41.44</td>
<td>$11 - $15</td>
</tr>
<tr>
<td>Florida Division of Chesapeake Utilities *</td>
<td>$19 - $40</td>
<td>$33.41</td>
<td>$19 - $108</td>
</tr>
<tr>
<td>Florida Public Utilities</td>
<td>$11.00</td>
<td>$45.04</td>
<td>$20.00</td>
</tr>
<tr>
<td>Florida Public Utilities - Ft. Meade Division</td>
<td>$8.50</td>
<td>$41.61</td>
<td>$17.50</td>
</tr>
<tr>
<td>Florida Public Utilities - Indiantown Division *</td>
<td>$9 - $25</td>
<td>$18.62</td>
<td>$9 - $25</td>
</tr>
<tr>
<td>Peoples Gas System</td>
<td>$15 - $20</td>
<td>$39.24</td>
<td>$25 - $35</td>
</tr>
<tr>
<td>Sebring Gas System *</td>
<td>$9 - $35</td>
<td>$23.49</td>
<td>$12 - $35</td>
</tr>
<tr>
<td>St. Joe Natural Gas Company</td>
<td>$13 - $20</td>
<td>$46.67</td>
<td>$20 - $70</td>
</tr>
</tbody>
</table>

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.

Source: Company Tariffs
## Annual Therm Sales

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

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

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

INVESTOR-OWNED

- Chesapeake Utilities Corp.
- Florida City Gas
- Florida Public Utilities Company (FPUC)
- FPUC - Ft. Meade Division
- FPUC - Indiantown Division
- Peoples Gas System
- Sebring Gas System, Inc.
- St. Joe Natural Gas Company

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

- **10 incumber 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)**
- **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

*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*  
**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.

<table>
<thead>
<tr>
<th>Florida Access Lines</th>
<th>Residential*</th>
<th>Business*</th>
<th>Total*</th>
<th>Change since 2013</th>
</tr>
</thead>
<tbody>
<tr>
<td>AT&amp;T Florida</td>
<td>694</td>
<td>784</td>
<td>1,478</td>
<td>-21%</td>
</tr>
<tr>
<td>CenturyLink FL</td>
<td>609</td>
<td>292</td>
<td>901</td>
<td>-5%</td>
</tr>
<tr>
<td>Verizon FL</td>
<td>223</td>
<td>226</td>
<td>449</td>
<td>-12%</td>
</tr>
<tr>
<td>Rural ILECs</td>
<td>88</td>
<td>30</td>
<td>118</td>
<td>-12%</td>
</tr>
<tr>
<td>CLECs</td>
<td>22</td>
<td>842</td>
<td>864</td>
<td>-22%</td>
</tr>
<tr>
<td>Total</td>
<td><strong>1,636</strong></td>
<td><strong>2,174</strong></td>
<td><strong>3,810</strong></td>
<td>-17%</td>
</tr>
</tbody>
</table>

* In thousands, rounded to the nearest thousand.

Sources:
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.
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

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

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

### 2013
**Annual Payments and Contributions in Thousands**

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

### 2012
**Annual Payments and Contributions in Thousands**

<table>
<thead>
<tr>
<th>Program</th>
<th>Payments from USAC</th>
<th>Estimated Contributions to USAC</th>
<th>Estimated Net Dollar Flow</th>
</tr>
</thead>
<tbody>
<tr>
<td>High-Cost</td>
<td>$59,281</td>
<td>$268,520</td>
<td>($209,239)</td>
</tr>
<tr>
<td>Low-Income</td>
<td>$118,154</td>
<td>$141,767</td>
<td>($23,613)</td>
</tr>
<tr>
<td>Schools &amp; Libraries</td>
<td>$80,450</td>
<td>$143,625</td>
<td>($63,175)</td>
</tr>
<tr>
<td>Rural Health Care</td>
<td>$450</td>
<td>$1,064</td>
<td>($9,607)</td>
</tr>
<tr>
<td>Administrative Expense</td>
<td>$7,172</td>
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</tr>
<tr>
<td><strong>Total</strong></td>
<td>$258,342</td>
<td>$571,148</td>
<td>($312,806)</td>
</tr>
</tbody>
</table>

Source:
Federal Communications Commission’s *Universal Service Monitoring Reports*
https://transition.fcc.gov/web/iatd/monitor.html
| **Universal Service Support Mechanisms by State (2014)** |

<table>
<thead>
<tr>
<th>State</th>
<th>Payments from USAC (in Thousands)</th>
<th>Estimated Contributions to USAC (in Thousands)</th>
<th>Estimated Net Dollar Flow</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>$164,459</td>
<td>$118,102</td>
<td>$46,357</td>
</tr>
<tr>
<td>Alaska</td>
<td>$314,912</td>
<td>$19,703</td>
<td>$295,209</td>
</tr>
<tr>
<td>American Samoa</td>
<td>$4,274</td>
<td>$700</td>
<td>$3,575</td>
</tr>
<tr>
<td>Arizona</td>
<td>$194,132</td>
<td>$160,889</td>
<td>$33,243</td>
</tr>
<tr>
<td>Arkansas</td>
<td>$128,596</td>
<td>$69,019</td>
<td>$59,577</td>
</tr>
<tr>
<td>California</td>
<td>$581,185</td>
<td>$880,639</td>
<td>($279,454)</td>
</tr>
<tr>
<td>Colorado</td>
<td>$104,790</td>
<td>$146,549</td>
<td>($41,759)</td>
</tr>
<tr>
<td>Connecticut</td>
<td>$30,658</td>
<td>$197,376</td>
<td>($166,718)</td>
</tr>
<tr>
<td>Delaware</td>
<td>$9,391</td>
<td>$26,232</td>
<td>($16,841)</td>
</tr>
<tr>
<td>Dist. of Columbia</td>
<td>$13,660</td>
<td>$45,702</td>
<td>($32,042)</td>
</tr>
<tr>
<td><strong>Florida</strong></td>
<td>$251,944</td>
<td>$496,657</td>
<td>($244,712)</td>
</tr>
<tr>
<td>Georgia</td>
<td>$268,633</td>
<td>$262,668</td>
<td>$5,964</td>
</tr>
<tr>
<td>Guam</td>
<td>$11,614</td>
<td>$3,964</td>
<td>$7,650</td>
</tr>
<tr>
<td>Hawaii</td>
<td>$34,965</td>
<td>$42,904</td>
<td>($7,938)</td>
</tr>
<tr>
<td>Idaho</td>
<td>$52,524</td>
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<td>$14,633</td>
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<tr>
<td>Illinois</td>
<td>$265,963</td>
<td>$327,141</td>
<td>($61,177)</td>
</tr>
<tr>
<td>Indiana</td>
<td>$157,827</td>
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<td>$7,548</td>
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<td>Iowa</td>
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<td>Kansas</td>
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<td>$109,220</td>
</tr>
<tr>
<td>Kentucky</td>
<td>$188,060</td>
<td>$102,829</td>
<td>$85,231</td>
</tr>
<tr>
<td>Louisiana</td>
<td>$165,016</td>
<td>$110,174</td>
<td>$54,842</td>
</tr>
<tr>
<td>Maine</td>
<td>$44,479</td>
<td>$36,025</td>
<td>$8,454</td>
</tr>
<tr>
<td>Maryland</td>
<td>$55,891</td>
<td>$171,382</td>
<td>($115,491)</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>$69,051</td>
<td>$186,538</td>
<td>($117,487)</td>
</tr>
<tr>
<td>Michigan</td>
<td>$162,965</td>
<td>$228,159</td>
<td>($65,194)</td>
</tr>
<tr>
<td>Minnesota</td>
<td>$149,969</td>
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<td>$9,483</td>
</tr>
<tr>
<td>Mississippi</td>
<td>$237,256</td>
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<td>$173,017</td>
</tr>
<tr>
<td>Missouri</td>
<td>$156,490</td>
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<td>$8,309</td>
</tr>
<tr>
<td>Montana</td>
<td>$101,915</td>
<td>$27,165</td>
<td>$74,751</td>
</tr>
<tr>
<td>Nebraska</td>
<td>$88,426</td>
<td>$54,562</td>
<td>$33,864</td>
</tr>
<tr>
<td>Nevada</td>
<td>$53,719</td>
<td>$70,418</td>
<td>($16,699)</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>$15,573</td>
<td>$37,074</td>
<td>($21,501)</td>
</tr>
<tr>
<td>New Jersey</td>
<td>$94,859</td>
<td>$250,777</td>
<td>($155,918)</td>
</tr>
<tr>
<td>New Mexico</td>
<td>$119,122</td>
<td>$47,684</td>
<td>$71,438</td>
</tr>
<tr>
<td>New York</td>
<td>$278,503</td>
<td>$532,216</td>
<td>($253,712)</td>
</tr>
<tr>
<td>North Carolina</td>
<td>$216,238</td>
<td>$250,660</td>
<td>($34,422)</td>
</tr>
<tr>
<td>North Dakota</td>
<td>$103,105</td>
<td>$19,004</td>
<td>$84,102</td>
</tr>
<tr>
<td>Northern Mariana</td>
<td>$2,204</td>
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<td>$1,387</td>
</tr>
<tr>
<td>Ohio</td>
<td>$187,723</td>
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<td>($90,802)</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>$325,587</td>
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<td>Oregon</td>
<td>$99,814</td>
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<td>Pennsylvania</td>
<td>$213,938</td>
<td>$344,628</td>
<td>($130,690)</td>
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<tr>
<td>Puerto Rico</td>
<td>$172,976</td>
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<td>($90,083)</td>
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<tr>
<td>Rhode Island</td>
<td>$13,764</td>
<td>$26,931</td>
<td>($13,168)</td>
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<tr>
<td>South Carolina</td>
<td>$175,214</td>
<td>$117,869</td>
<td>$57,346</td>
</tr>
<tr>
<td>South Dakota</td>
<td>$85,247</td>
<td>$22,151</td>
<td>$63,095</td>
</tr>
<tr>
<td>Tennessee</td>
<td>$152,406</td>
<td>$159,956</td>
<td>($7,550)</td>
</tr>
<tr>
<td>Texas</td>
<td>$532,047</td>
<td>$559,963</td>
<td>($27,916)</td>
</tr>
<tr>
<td>Utah</td>
<td>$50,136</td>
<td>$65,988</td>
<td>($15,852)</td>
</tr>
<tr>
<td>Vermont</td>
<td>$22,582</td>
<td>$18,887</td>
<td>$3,696</td>
</tr>
<tr>
<td>Virgin Islands</td>
<td>$20,757</td>
<td>$6,179</td>
<td>$14,578</td>
</tr>
<tr>
<td>Virginia</td>
<td>$144,213</td>
<td>$232,939</td>
<td>($88,726)</td>
</tr>
<tr>
<td>Washington</td>
<td>$130,160</td>
<td>$166,485</td>
<td>($36,325)</td>
</tr>
<tr>
<td>West Virginia</td>
<td>$76,483</td>
<td>$52,697</td>
<td>$23,786</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>$184,620</td>
<td>$143,751</td>
<td>$40,869</td>
</tr>
<tr>
<td>Wyoming</td>
<td>$46,457</td>
<td>$15,739</td>
<td>$30,718</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>$7,855,451</td>
<td>$7,974,372</td>
<td>($118,921)</td>
</tr>
</tbody>
</table>

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

Source: Federal Communications Commission’s 2015 USF Monitoring Report, Table 1.9
### Telephone Subscribership

#### Percentage of Households with Telephone in Unit

<table>
<thead>
<tr>
<th>Year</th>
<th>Florida</th>
</tr>
</thead>
<tbody>
<tr>
<td>2010</td>
<td>93.7%</td>
</tr>
<tr>
<td>2011</td>
<td>93.2%</td>
</tr>
<tr>
<td>2012</td>
<td>94.2%</td>
</tr>
<tr>
<td>2013</td>
<td>93.5%</td>
</tr>
<tr>
<td>2014</td>
<td>94.1%</td>
</tr>
</tbody>
</table>

### Lifeline Subscribership

#### Lifeline Assistance Subscribers in Florida

<table>
<thead>
<tr>
<th>Date</th>
<th>Lifeline Enrollment</th>
<th>Eligible Households</th>
<th>Participation Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>6/2008</td>
<td>183,972</td>
<td>1,186,015</td>
<td>15.5%</td>
</tr>
<tr>
<td>6/2009</td>
<td>618,774</td>
<td>1,185,516</td>
<td>52.2%</td>
</tr>
<tr>
<td>6/2010</td>
<td>642,129</td>
<td>1,422,837</td>
<td>45.1%</td>
</tr>
<tr>
<td>6/2011</td>
<td>943,854</td>
<td>1,690,512</td>
<td>55.8%</td>
</tr>
<tr>
<td>6/2012</td>
<td>1,035,858</td>
<td>1,864,183</td>
<td>55.6%</td>
</tr>
<tr>
<td>6/2013</td>
<td>918,245</td>
<td>1,952,890</td>
<td>47.0%</td>
</tr>
<tr>
<td>6/2014</td>
<td>957,792</td>
<td>1,930,106</td>
<td>49.6%</td>
</tr>
<tr>
<td>6/2015</td>
<td>833,612</td>
<td>2,011,166</td>
<td>41.4%</td>
</tr>
</tbody>
</table>

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

## Lifeline Subscribership

### Lifeline Subscribership by Eligible Telecommunications Carriers

**As of June 2015**

<table>
<thead>
<tr>
<th>Company</th>
<th>Access Lines Subscribed to Lifeline Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>SafeLink**</td>
<td>470,695</td>
</tr>
<tr>
<td>Assurance**</td>
<td>208,902</td>
</tr>
<tr>
<td>i-wireless/Access**</td>
<td>106,440</td>
</tr>
<tr>
<td>AT&amp;T</td>
<td>18,302</td>
</tr>
<tr>
<td>CenturyLink</td>
<td>16,163</td>
</tr>
<tr>
<td>Verizon</td>
<td>4,721</td>
</tr>
<tr>
<td>Windstream</td>
<td>2,746</td>
</tr>
<tr>
<td>T-Mobile**</td>
<td>2,110</td>
</tr>
<tr>
<td>Fairpoint</td>
<td>671</td>
</tr>
<tr>
<td>Cox Telecom*</td>
<td>659</td>
</tr>
<tr>
<td>NEFCOM</td>
<td>452</td>
</tr>
<tr>
<td>TeleCircuit*</td>
<td>337</td>
</tr>
<tr>
<td>TDS Telecom</td>
<td>264</td>
</tr>
<tr>
<td>Non-ETC Reseller</td>
<td>195</td>
</tr>
<tr>
<td>Global Connection*</td>
<td>194</td>
</tr>
<tr>
<td>Budget Phone*</td>
<td>161</td>
</tr>
<tr>
<td>Knology d/b/a WOW*</td>
<td>138</td>
</tr>
<tr>
<td>ITS Telecom</td>
<td>80</td>
</tr>
<tr>
<td>Frontier</td>
<td>46</td>
</tr>
<tr>
<td>FLATEL*</td>
<td>23</td>
</tr>
<tr>
<td>Smart City</td>
<td>7</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>833,612</strong></td>
</tr>
</tbody>
</table>

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

• 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#.

Source: FPSC Staff
Water & Wastewater Jurisdictional Counties (37)

Source:
Florida Public Service Commission Map
Florida’s Water Management Districts (5)

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

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

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

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

St. Johns River Water Management District
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/