



November 15, 2021

Water plant repairs for west of I-4 customers, temporary water discoloration may occur

Kissimmee, Fla. (Monday, November 15, 2021) — Toho Water Authority (Toho) is announcing that the Southwest water plant that serves customers west of I-4 has been taken offline to conduct a repair on a system component.

The repair is expected to be completed by 1 p.m. today and the plant brought back online. Schedules could vary according to weather and other unforeseen circumstances.

During the repair, our Northwest water plant will provide water service to the area. While the Northwest water plant is providing service, customers may experience temporary water discoloration. This is due to the change in direction of water flow in the distribution system.

If you experience water discoloration, this can usually be resolved by running a cold and a hot water tap for 15 to 20 minutes to clear out the water lines within the home. If the problem persists, please contact our Customer Service Department at 407-944-5000.

Is my water safe to drink?

Yes, the water is safe to drink and meets all state and federal regulations. You can review the water quality report that we produce annually at www.tohowaterqualityreports.com

If you have any questions, please contact us at 407-944-5000 or send an email to customerservice@tohowater.com.

###

Established in October 2003 by a special act of the Florida legislature, Toho Water Authority (Toho) is the largest provider of water, wastewater and reclaimed water services in Osceola County. Toho currently serves over 100,000 customers in Kissimmee, Poinciana and unincorporated areas of Osceola County.