



**FOR IMMEDIATE RELEASE**  
**Friday, August 30, 2019**

## **Toho Water Authority Enters Emergency Response Mode for Hurricane Dorian**

**Kissimmee, Fla. (August 30, 2019)** — Toho Water Authority (Toho) is currently conducting Emergency Response preparations to mitigate hurricane impacts on the community's water and wastewater systems due to the anticipation of Hurricane Dorian. We are preparing our facilities including inventory of supplies to support hurricane response, storing extra fuel for generators at treatment plants in case of power outages, and preparing work vehicles for quick response and restoration efforts.

Beginning today (Friday, August 30) at 2:30 p.m. our administration office will be closed and will remain closed through Monday, September 2. Our call center will continue to manage emergency related issues. During this time, customers are requested to limit calls to emergency needs so that our staff can respond to these matters as promptly as possible. Please resume contact to our call center for non-emergency call topics such as billing questions and change of service, once normal operations have resumed. During this time, Toho is suspending all water service disconnects. Customers will not be disconnected for non-payment or outstanding balances until normal operations resume.

Communication options may be limited during the storm. If there is a service disruption, Toho will share updates in multiple ways. Notification efforts include using a reverse 911 phone call to affected customers for whom we have registered phone numbers. Distributing press releases to local media, and providing updates on [www.tohowater.com](http://www.tohowater.com), on Twitter (@Tohowater) and Facebook (@Tohowater). When safe to do so, and if necessary notices to customer's homes may be distributed.

Customers are also encouraged to sign up for their corresponding county's emergency alert system. Osceola County residents, please visit [www.alertosceola.com](http://www.alertosceola.com) and Polk County residents, please visit [www.alertpolk.com](http://www.alertpolk.com).

Customers can visit the Toho Water Authority's website [www.tohowater.com](http://www.tohowater.com) for updates regarding services. Customers should also stay tuned to media outlets for updates.

Toho Water Authority wants to thank customers for their patience and to be safe.

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*Established in October 2003 by a special act of the Florida legislature, Toho Water Authority (TWA) 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.*