



June 5, 2019

Notice: Low Reclaimed Water Pressure

During the recent hot, dry weather, Toho Water Authority (Toho) has observed a significant increase in the demand for reclaimed water. Reclaimed water is highly treated wastewater that is used for irrigation and other industrial purposes to help conserve and extend our potable water supplies. With this extremely high irrigation demand, Toho is receiving reports of low-pressure issues in the reclaimed water system, particularly in the areas located west of I-4.

In response to these concerns, Toho is taking the following actions:

- Monitoring pressures throughout the reclaimed water system to better assess current trends.
- Making operational adjustments at the Sandhill Water Reclamation facility to help improve pressure delivery.
- Providing supplemental potable water to our reuse system from our Indian Ridge Augmentation facility to meet high reuse demands.
- Servicing all large meters (3" and above) in the reclaim system to ensure efficient flow.
- Working with large reclaimed water users to adjust irrigation schedules to minimize peak demands to help provide adequate flow/pressure to others.

In addition to these steps, we ask all customers to assist by following the standard two-day per week irrigation schedule. The system is designed to meet this schedule; irrigating more frequently significantly impacts the reclaimed water system.

Toho will continue to monitor the status of reclaimed water pressures during this ongoing period of hot, dry weather. We believe the changes above coupled with assistance from our customers in following set reclaimed water schedules will help minimize further pressure issues in this area.

For more information on watering days and times, please visit our Ways to Conserve section on our website or call Water Conservation at 407-944-5121.

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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.