

Split Oak Estates

FREQUENTLY ASKED QUESTIONS

Split Oak Estates background

The Split Oak Estates Community is located in northern Osceola County near Narcoosee Road and Cyrils Road. Residents in the community are Toho Water Authority (Toho) customers. Presently Toho does not have pipelines or water plants in this area and purchases water from the City of St. Cloud to serve our customers.

How did Toho become aware of this issue?

Toho received calls from several new residents in the Split Oak community advising of pressure concerns. Based upon these calls, Toho began investigating system pressures to identify the source of concerns.

What did Toho's investigation of the water pressure concerns in Split Oak determine?

To better understand the residents' concerns, Toho began collecting daily pressure readings in the area. This investigation revealed that water pressures below our target service level of 40 psi were routinely occurring in the early mornings on designated irrigation days (Wednesday, Thursday, Saturday and Sunday). We also reviewed water usage data and found that the early morning irrigation demands along Narcoosee Road were much higher than normal.

What has been done to improve water pressure in this area?

Toho and St. Cloud have been working together to improve water pressure in the area. Since this issue was identified, we have taken the following steps:

- Modified the piping connection between the St. Cloud and Toho systems to improve water flow.
- Developed and implemented a customized irrigation schedule for this area to minimize irrigation demands during the peak morning hours from approximately 3 a.m. to 7 a.m.
- Worked directly with larger irrigation users such as HOA common areas to change their irrigation times and practices to minimize the impact on this area.
- Toho and St. Cloud are working cooperatively to make operational adjustments to increase pressures in the area.

Toho and St. Cloud are meeting frequently to review pressure monitoring data and identify additional or modified steps for improving the water pressures in this area.

Why is following the customized irrigation schedule important?

When too many homes irrigate at one time, water pressure can be affected. The customized irrigation schedule minimizes the number of homes irrigating during the timeframe when pressure issues have been observed. Following this schedule will help minimize these pressure issues until longer term improvements can be put in place.

What else is being done to improve pressures for Split Oak?

To permanently improve service levels for Split Oak and other Toho customers in this area, three projects are underway:

Expected to be installed and operating by Fall 2019

- St. Cloud and Toho are working together to install a booster pump that will supplement pressures during peak demand periods.

Expected to be complete by the close of 2020

- Toho will be installing a water main down Narcoossee Road to connect this area with the rest of Toho's water system.
- A water plant is currently under design that will supply water directly to the Toho customers located in the vicinity of Cyrils Road.

What are the next steps?

Toho and St. Cloud will continue to work together to identify short and long term solutions that provide the service levels that our customers expect and deserve. Toho will continue to update this FAQ document as additional information or details are identified.

Where can residents find more information?

Residents can visit www.tohoprojects.com to find updates or contact Toho Water Authority's Public Information Officer at 407-944-5142 or by email at pio@tohowater.com.



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