FOR IMMEDIATE RELEASE
February 21, 2026

Lifted: Neptune road area precautionary boil water advisory

02/21/26 - The precautionary boil water advisory has been lifted. Customers are no longer advised to boil their water prior to consumption. Water filters do not need to be cleaned or replaced.

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Neptune road area precautionary boil water advisory

02/19/26 - Once service is restored, a precautionary boil water advisory will be in effect for customers located at 2727 Neptune Road. The precautionary boil water advisory will be in effect until lifted by Toho.

As a precautionary measure, customers are advised to boil their water for one minute prior to consumption (drinking, cooking, making ice, brushing teeth or washing dishes). As an alternative bottled water may be used. Water used for laundry or bathing/showering does not need to be boiled.

A two-day minimum of regulatory testing is required to make sure the water meets drinking water standards. An update will be provided by Saturday, February 21, 2026.

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Neptune Road area disruption of service

02/19/26 - Toho Water Authority (Toho) is announcing an unplanned disruption of service for customers in the area near 2727 Neptune Road. Customers may be experiencing low to no water pressure.

This is due to a contractor caused line break in the area. Crews are onsite, and a timeframe for service is restoration has not been determined yet. Schedules may change due to weather or unforeseen circumstances.

Updates will be provided as they become available.

For more information, contact Toho's customer service at 407-944-5000 or visit our News & Alerts section on tohowater.com.

Toho Water Authority (Toho) is the largest provider of water, wastewater and reclaimed water services in Osceola County. Formed in 2003 by a special act by the Florida Legislature, it currently serves over 160,000 customers in St. Cloud, Kissimmee, Poinciana and unincorporated areas of Osceola Polk and Orange counties.