Toho Water Authority

SOUTHERN

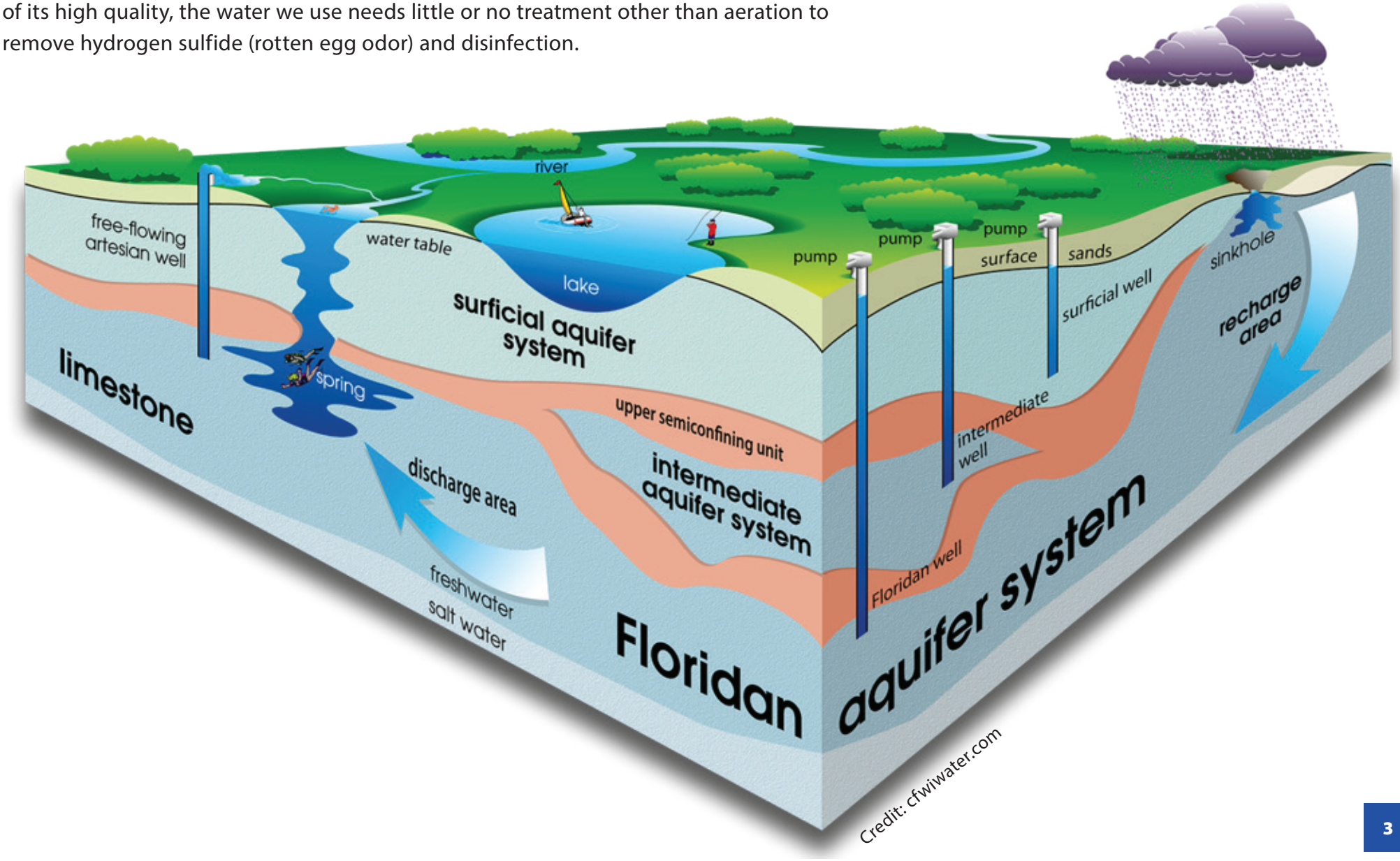
2025 Annual Water Quality Report

WATER QUALITY

Toho Water Authority (Toho) delivers to you water that is constantly tested for compliance with federal and state standards and regulations. During the period of January 1 to December 31, 2025, covered by this Consumer Confidence Report, highly trained scientists and technicians performed analyses on samples taken throughout your water system. The results of these analyses showed that the substances for which Toho is required to test, most were found to be at levels in the water substantially lower than the minimum acceptable levels. This brochure is a summary of the water quality provided to our customers. It is a record reflecting the hard work of our employees to bring you high quality water.

WATER SOURCE

Underneath Osceola County lies one of the largest pristine reservoirs of fresh groundwater in the country, the Floridan Aquifer. Water from this aquifer is of consistently high quality and is used as the source of potable water for Toho's water system. The aquifer is recharged by rainfall on the Lake Wales Ridge (US 27) in Osceola, Polk and Lake counties that is filtered through hundreds of feet of sand and rock in a natural cleansing process. Because of its high quality, the water we use needs little or no treatment other than aeration to remove hydrogen sulfide (rotten egg odor) and disinfection.



Credit: cfwiwater.com

AN EXPLANATION OF THE WATER-QUALITY DATA TABLE

The table shows the results of our water-quality analyses. Every regulated contaminant that we detected in the water, even in the minutest traces, is listed here. The table contains the name of each substance, the highest level allowed by regulation (MCL), the ideal goals for public health, the amount detected, the usual sources of such contamination, footnotes explaining our findings, and a key to units of measurement.

As authorized and approved by EPA, the State has reduced monitoring requirements for certain contaminants to less often than once per year because the concentrations of these contaminants are not expected to vary significantly from year to year. Some of our data, though representative, is more than one year old.

ABBREVIATIONS AND THEIR MEANING

ACTION LEVEL (AL): The concentration of a contaminant which, if exceeded, triggers treatment or other requirements which a water system must follow.

ND: Means not detected and indicates that the substance was not found by laboratory analysis.

N/A: Means not applicable.

RUNNING ANNUAL AVERAGE (RAA): The average of the monitoring period average for a year.

MAXIMUM CONTAMINANT LEVEL (MCL): The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology. MCLs are set at very stringent levels. To understand the possible health effects described for many regulated constituents, a person would have to drink 2 liters of water every day at the MCL level for a lifetime to have a one-in-a-million chance of having the described health effect.

MAXIMUM CONTAMINANT LEVEL GOAL (MCLG): The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.

MAXIMUM RESIDUAL DISINFECTANT LEVEL (MRDL): The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.

MAXIMUM RESIDUAL DISINFECTANT LEVEL GOAL (MRDLG): The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs to not reflect the benefits of the use of disinfectants to control microbial contaminants.

LOCATIONAL RUNNING ANNUAL AVERAGE (LRAA): The average of sample analytical results for samples taken at a particular monitoring location during the previous four calendar quarters.

PARTS PER MILLION (PPM) OR MILLIGRAMS PER LITER (MG/L): One part per million corresponds to one minute in two years or a single penny in $10,000.

PARTS PER BILLION (PPB) OR MICROGRAMS PER LITER (UG/L): One part per billion corresponds to one minute in 2,000 years, or a single penny in $10,000,000.

PICOCURIES PER LITER (PCI/L): Picocuries per liter is a measure of the radioactivity in water.

Poinciana Water System (PWS ID# 349-4429)

INORGANIC CONTAMINANTS

Contaminant and Unit of Measurement	Dates of sampling (mo/yr)	MCL Violation Y/N	Level Detected	Range of Results	MCLG	MCL	Likely Source of Contamination
Arsenic (ppb)	3/23	N	0.0015	ND - 0.0015	N/A	10	Erosion of natural deposits; runoff from orchards; runoff from glass and electronics production wastes
Barium (ppm)	3/23	N	0.016	0.011 - 0.016	2	2	Discharge of drilling wastes; discharge from metal refineries; erosion of natural deposits
Fluoride* (ppm)	3/23	N	0.65	0.37 - 0.65	4	4.0	Erosion of natural deposits; discharge from fertilizer and aluminum factories. Water additive which promoted strong teeth when at the optimum level of 0.7 ppm
Nitrate (as Nitrogen) (ppm)	3/25	N	1.8	ND - 1.8	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural de-posits
Selenium (ppb)	3/23	N	0.0012	ND - 0.0012	50	50	Discharge from petroleum and metal refineries; erosion of natural deposits; discharge from mines
Sodium (ppm)	3/23	N	12.5	6.5 - 12.5	N/A	160	Salt water intrusion, leaching from soil

* As of July 1, 2025, Toho discontinued adding fluoride to the water supply.

STAGE 1 DISINFECTANTS AND DISINFECTION BY-PRODUCTS

Disinfectant or Contaminant and Unit of Measurement	Dates of sampling (mo/yr)	MCL or MRDL Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Chlorine (ppm)	1/25 - 12/25	N	1.83 (RAA)	0.6 - 3.0	MRDLG = 4	MRDL = 4.0	Water additive used to control microbes

STAGE 2 DISINFECTANTS AND DISINFECTION BY-PRODUCTS

Disinfectant or Contaminant and Unit of Measurement	Dates of sampling (mo/yr)	MCL or MRDL Violation Y/N	Level Detected	Range of Results	MCLG or MRDLG	MCL or MRDL	Likely Source of Contamination
Haloacetic Acids (five) [HAA5] (ppb)	1/25 - 12/25	N	30.82 (LRAA)	21.1 - 41.7	N/A	MCL = 60	By-product of drinking water disinfection
Total Trihalomethanes [TTHM] (ppb)	1/25 - 12/25	N	49.27 (LRAA)	17.9 - 58.5	N/A	MCL = 80	By-product of drinking water disinfection

LEAD AND COPPER (TAP WATER)

Contaminant and Unit of Measurement	Dates of sampling (mo/yr)	AL Exceeded Y/N	90th Percentile Result	No. of sampling sites exceeding the AL	Range of Results	MCLG	AL (Action Level)	Likely Source of Contamination
Copper (tap water) (ppm)	6/25	N	0.16	0	ND - 0.89	1.3	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (tap water) (ppb)	6/25	N	0.6	0	ND - 4.5	0	15	Corrosion of household plumbing systems, erosion of natural deposits

In 2024, Toho completed an inventory of service line materials using historical data from before 1989, physical inspections at more than 400 randomly selected addresses of properties built before 1989, and extensive statistical analysis. Based on this proven statistical model for the inspection process, **Toho did not identify lead service lines within our service area.** This inventory can be found at **tohowater.com/lcp**.

Corrosion of pipes, plumbing fittings, and fixtures may cause lead and copper to enter drinking water. To assess corrosion of lead and copper, Poinciana Water System (conformed by Bella lago, Huron and Peabody) conducts tap sampling for lead and copper at selected sites Biannual. Poinciana Water System treats water using High Oxidation- Reduction Potencial (ORP) to control corrosion which was designated as the optimal corrosion control treatment by DEP.

If you would like more information on the EPA's Lead and Copper Rule, please call the Safe Drinking Water Hotline at (800) 426-4791. To learn more or for the complete report, contact Toho's Environmental Programs Manager at LCP@tohowater.com or 407-483-3889.

SOURCE WATER ASSESSMENT INFORMATION

In 2025 the Department of Environmental Protection performed a Source Water Assessment on our system. The assessment was conducted to provide information about any potential sources of contamination in the vicinity of our wells. There were 2 potential sources of contamination identified for this system with low susceptibility level, which are petroleum storage tanks. The assessment results are available on the FDEP Source Water Assessment and Protection Program website at prodapps.dep.state.fl.us/swapp or they can be obtained by calling (407) 824 4841.

REQUIRED ADDITIONAL HEALTH INFORMATION

Lead can cause serious health effects in people of all ages, especially pregnant people, infants (both formula-fed and breastfed), and young children. Lead in drinking water is primarily from materials and parts used in service lines and in home plumbing.

Toho is responsible for providing high quality drinking water and removing lead pipes but cannot control the variety of materials used in the plumbing in your home.

Because lead levels may vary over time, lead exposure is possible even when your tap sampling results do not detect lead at one point in time. You can help protect yourself and your family by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk.

Using a filter, certified by an American National Standards Institute accredited certifier to reduce lead, is effective in reducing lead exposures. Follow the instructions provided with the filter to ensure the filter is used properly.

Use only cold water for drinking, cooking, and making baby formula. Boiling water does not remove lead from water.

Before using tap water for drinking, cooking, or making baby formula, flush your pipes for several minutes. You can do this by running your tap, taking a shower, doing laundry or a load of dishes.

If you have a lead service line or galvanized requiring replacement service line, you may need to flush your pipes for a longer period.

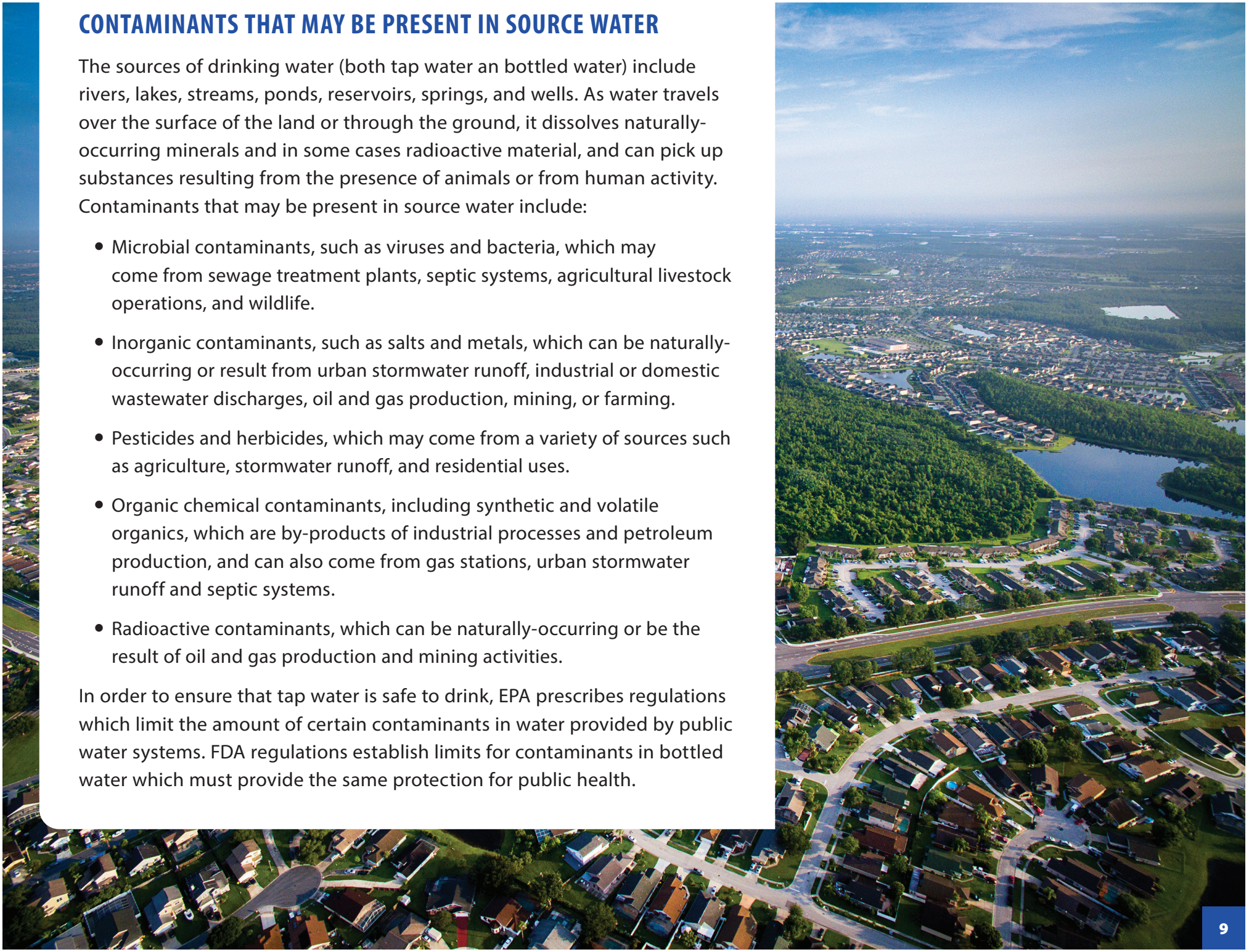
If you are concerned about lead in your water and wish to have your water tested, contact Toho's Environmental Programs Manager at 407-944-5000. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

CONTAMINANTS THAT MAY BE PRESENT IN SOURCE WATER

The sources of drinking water (both tap water an bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. As water travels over the surface of the land or through the ground, it dissolves naturally-occurring minerals and in some cases radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally-occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile organics, which are by-products of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff and septic systems.
- Radioactive contaminants, which can be naturally-occurring or be the result of oil and gas production and mining activities.

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. FDA regulations establish limits for contaminants in bottled water which must provide the same protection for public health.



DRINKING WATER, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

SOME PEOPLE may be more vulnerable to contaminants in drinking water than is the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800-426-4791).

National Primary Drinking Water Regulation Compliance

Water Quality Data for community water systems throughout the United States is available at www.epa.gov/safewater.

YOU COULD BE SELECTED

Toho collects and tests drinking water throughout its service area daily. Part of our water quality program requires us to collect water samples from residential homes. The addresses are selected at random and approved by the Department of Environmental Protection (DEP). The approved program may require sample collection on a quarterly basis or once every three years. The purpose is to provide an accurate overview of our water quality. Your home may be selected as part of the program. For more information, please visit our Water Quality Program page on tohowater.com.

CUSTOMER VIEWS WELCOME

If you are interested in learning more about the Toho and water quality or participating in the decision-making process, there are a number of opportunities available. We encourage you to attend our regularly scheduled Board meetings. These meetings are open to the public and take place on the second Wednesday of every month at 5 p.m. in the Administration building's Boardroom located at 951 Martin Luther King Blvd., Kissimmee, Florida 34741. To access meeting agendas, please visit our About Us section on tohowater.com.


Toho
Water
Authority