

Customer Info-Book



bringing you life's
most precious resource

toho
water
.com



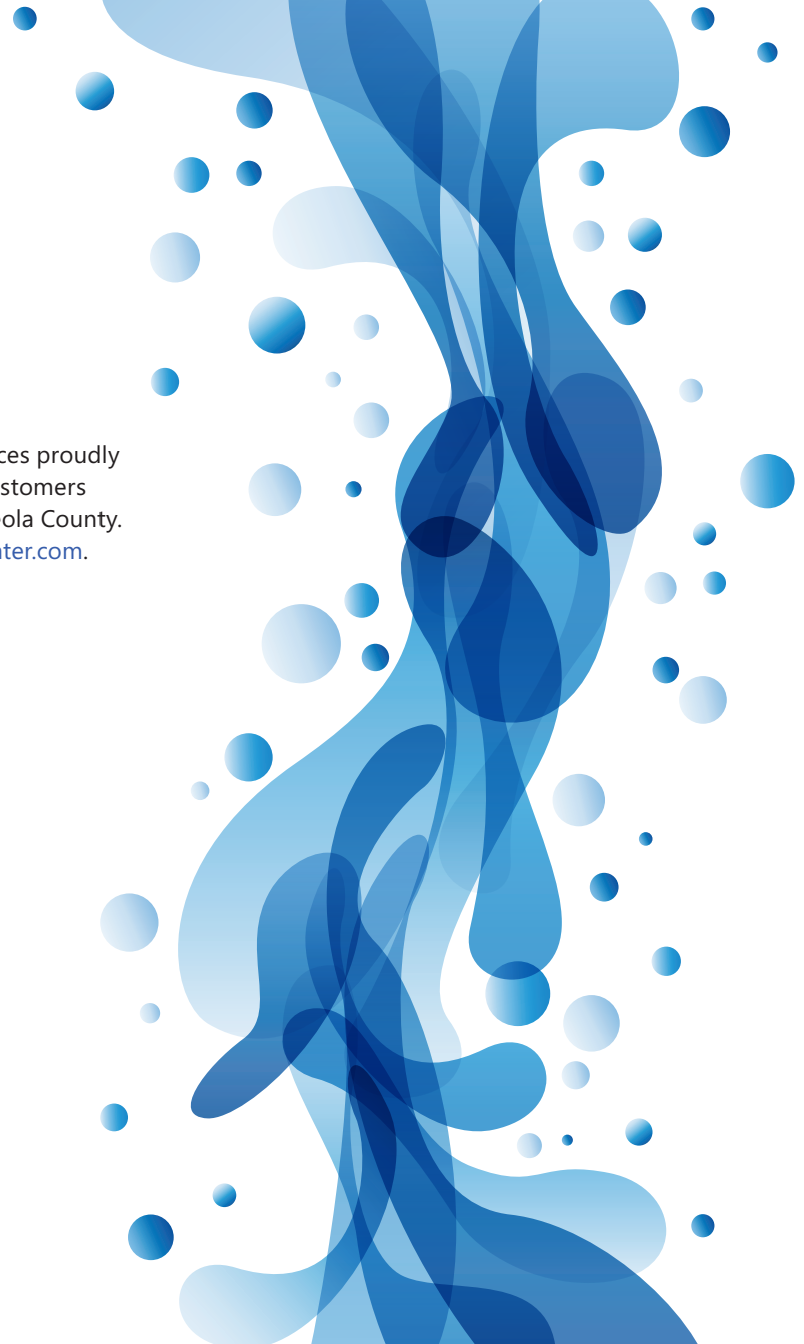
Hello

DEAR TOHO WATER AUTHORITY CUSTOMER -

This booklet provides useful information regarding your water services proudly provided to you by Toho Water Authority. We serve over 100,000 customers throughout Kissimmee, Poinciana and unincorporated areas of Osceola County. For more information about us please visit our website www.tohowater.com.

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Yes, OUR RATES ARE LOW

You will be glad to know we have some of the lowest rates in Central Florida. To learn more about our current rates and fees please visit our **View Rates** section located on the homepage of our website www.tohowater.com.

TOHO WATER AUTHORITY RATES SCHEDULE

Did you know we have one of the lowest rates in Central Florida?

BRINGING YOU Life's Most Precious Resource by providing reliable, cost effective and responsive water services to our customers while protecting the public health and the environment. The rates listed below allow us to accomplish this mission. If you have questions concerning the new rates, please contact our customer care call center at **407-944-5000** or email us at customerservice@tohowater.com.

WATER RATES

Monthly Base Charges by Meter Size		
Meter Size	Base Charge	
3/4"	Residential	Commercial
1"	\$ 6.60	\$ 5.60
1 1/2"	\$ 11.50	\$ 10.50
2"	\$ 19.69	\$ 18.69
3"	\$ 29.50	\$ 28.50
4"	\$ 55.69	\$ 54.69
6"	\$ 85.16	\$ 84.16
8"	\$ 166.99	\$ 165.99
10"	\$ 265.19	\$ 264.19
	\$ 379.77	\$ 378.77

Consumption Charges	
Residential Class	
Tier 1 (0 - 2,000 gal)	Charge (per 1000 gal) \$0.52
Tier 2 (2,001 - 5,000 gal)	\$1.80
Tier 3 (5,001 - 10,000 gal)	\$3.23
Tier 4 (10,001 - 20,000 gal)	\$5.15
Tier 5 (20,001+ gal)	\$7.75
Commercial Class	
Tier 1 - All use	Charge \$1.80

WASTEWATER RATES		
Monthly Charges by Meter Size		
Meter Size	Residential and Commercial Base Charge	
3/4"	\$13.89	
1"	\$31.28	
1 1/2"	\$60.22	
2"	\$94.96	
3"	\$187.62	
4"	\$291.82	
6"	\$581.36	
8"	\$928.78	
10"	\$1,334.11	

IRRIGATION RATES

Irrigation Tier Structure and Rates				
Residential and Commercial				
Meter Size	Base Charge	Tier 1 (per 1000gal)	Tier 2 (per 1000gal)	Tier 3 (per 1000gal)
3/4"	\$5.60	0 - 10	10 - 20	20+
1"	\$10.50	0 - 25	25 - 50	50+
1 1/2"	\$18.69	0 - 50	50 - 100	100+
2"	\$28.50	0 - 80	80 - 160	160+
3"	\$54.69	0 - 160	160 - 320	320+
4"	\$84.16	0 - 250	250 - 500	500+
6"	\$165.99	0 - 500	500 - 1,000	1,000+
8"	\$264.19	0 - 800	800 - 1,600	1,600+
10"	\$378.77	0 - 1,150	1,150 - 2,300	2,300+
	Tier Rates	\$ 3.23	\$ 5.15	\$ 7.75

Consumption Charges	
Residential Class	
Tier 1 (0 - 2,000 gal)	Charge (per 1000 gal) \$1.75
Tier 2 (2,001+ gal)	\$6.02
Commercial Class	
Tier 1 - All use	Charge \$6.02
Flat Rate Sewer Only (Based on 4,000 gal usage)	
Usage Charge	\$15.54
Base Charge	\$13.89
Flat Rate	\$29.43

GREASE TRAPS

Residential and Commercial	
Monthly Flat Rate Charge Per Grease Trap	\$27.09

Contacting Us

CALL US OR SEND US AN EMAIL

Even though many services can be completed on our website you can contact us with any inquires using the methods listed below.

Our customer service call center is available from 8 a.m. - 5 p.m. Monday - Friday.

- **By Phone** at 407-944-5000
We have a callback feature so we can return your call when it is convenient to you.
- **By email** at customerservice@tohowater.com

HERE'S OUR SIMPLE PHONE MENU

MAIN MENU

- Press 1** for Water/Sewer related emergencies
- Press 2** for customer service and all other inquiries
- Press *** for a company directory

CUSTOMER SERVICE MENU

- Press 1** to pay your bill
- Press 2** if you are an existing customer and have a bill inquiry
- Press 3** to start, stop or move your service
- Press 4** for all other inquiries
- Press 0** to hear this menu again



EMERGENCIES OR TO REPORT A LEAK

If you have a water or sewer related emergency or want to report a leak please call us 24/7 at 407-944-5000.

4 Easy Ways To Pay Your Bill

PAY ONLINE

Pay online at any time on tohowater.com.

ACCEPTED PAYMENT METHODS

eCheck or debit/credit cards

FEES

- Free for eCheck
- Free for debit/credit cards with your online payment account
- \$1.25 for every \$100.00 for debit/credit cards when using one-time payment option or Bill2Pay mobile app

PAY BY MAIL

Send payment along with bill stub to:

Toho Water Authority
PO Box 30527
Tampa, FL 33630-3527

Please make sure to include your Toho Water Authority account number on your check.

ACCEPTED PAYMENT METHODS

Check or money order

PAY BY PHONE

Call **407-944-5000** to make a payment any time using our automated phone system.

FEES

- Free for eCheck
- \$1.25 for every \$100.00 for debit/credit card

CASH PAYMENTS

Make your cash payment at any Amscot location or wherever MoneyGram is accepted. Please bring your remittance slip to the payment location.

ACCEPTED PAYMENT METHODS

Cash only

FEES

\$1.25 per transaction
Toho does NOT receive any portion of the convenience fees.

Find Amscot locations at:
www.amscot.com

Find MoneyGram agent locations at:
www.moneygram.com

PLEASE NOTE: TO ENSURE PRIVACY, SECURITY AND CUSTOMER SERVICE EFFICIENCY, TOHO WATER AUTHORITY FACILITIES ARE NOT EQUIPPED TO ACCEPT WALK-IN OR DROP-OFF PAYMENTS.

What Will Occur If My Bill Becomes Past Due?

REQUEST A PAYMENT EXTENSION BEFORE IT GOES PAST DUE

Request a payment extension before your bill goes past due. Find our **Payment Extension** application on tohowater.com under the Customer Service menu option or call us at 407-944-5000.

PAST DUE, LATE FEES & DISCONNECTION NOTICES

Your utility bill is for services rendered and is due upon receipt. Accounts not paid by the due date reflected on the remittance portion of your statement will be assessed a late charge of \$5.00 or 5% of the past due amount, whichever is greater. A disconnect notice will be mailed to all delinquent accounts notifying customers of their final date to pay prior to interruption of service.

WHEN ACCOUNTS BECOME DELINQUENT

Accounts that become delinquent will be assessed a \$50 fee and are subject to possible interruption of water services. Customers must notify our call center at 407-944-5000 that the account has been paid in full.

IMMEDIATE METHODS OF PAYMENT

eCheck or debit/credit card

- By phone by calling 407-944-5000
- Online at www.tohowater.com.

Cash

- Cash payments at any Amscot location or wherever MoneyGram is accepted



AVOID HAVING TO REMEMBER

Set up for Auto Pay

Toho Water Authority offers the ability to set up Auto Pay where customers can have payments withdrawn out of their accounts automatically each month to avoid being delinquent and late fee penalties. Notifications are sent prior to withdrawing the funds as well as the ability to set up electronic billing.

RECONNECTION OF WATER SERVICES

To expedite the restoration of services if disconnection for nonpayment has taken place, please use one of our immediate payment methods listed on the previous page. It is the customer's responsibility to notify our customer service department at 407-944-5000 that the account has been paid in full in order to ensure a timely response for the restoration of services. Account balance and assessed fees must be paid in full.

RECONNECTION SCHEDULE

WEEKDAYS:

Before 2 p.m. - Payments made before 2 p.m. will be connected the same day with no additional fee.

After 2 p.m. - Payment made after 2 p.m. to 7 p.m. will incur an additional fee of \$25 for premium same day reconnection. If the \$25 premium fee is declined, services will be reconnected on the next business day.

WEEKENDS AND HOLIDAYS:

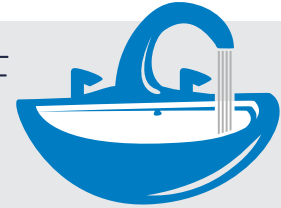
Any reconnection of services that occur on a weekend or holiday will incur an additional \$25 premium reconnect fee. If the \$25 premium fee is declined, services will be reconnected the next business day.

Same day reconnection - All payments must be made before 2 p.m. Payments after 2 p.m. services will be restored the following day.

Payments after 2 p.m. Sundays/holidays - Services will be restored next business day without \$25 premium reconnect fee.

MAKE SURE IT'S OFF

We cannot reconnect you if the water at the home is on



Reconnection of services will not occur if running water is detected when the meter is turned on. Please make sure all plumbing fixtures are turned off prior to reconnection.

RETURN ITEMS (CHECKS AND CREDIT CARDS)

Return items to your account will result in the assessment of a \$25 return item fee. Reissuance of payment in secure funds will be due within 24 hours of notification in order to avoid interruption of services to your property. Toho Water Authority will attempt to notify their customers via phone or email. If a customer has 2 returned items, their account will be placed in a "Cash Only Status" where secure funds will be the only accepted method of payment for 1 full year. If a 3rd occurrence of a returned item is placed on the account, it will result in an "Indefinite Cash Only Status" for the life of the account.

METERING TAMPERING INCURS A \$300 FINE

Customers are prohibited by law (Florida Statute 812.14) from removing, tampering with or bypassing the meter. Customers must also provide authorized company representatives access to the meter and the company's other equipment. The meter must be kept free from obstructions, pets must be restrained, and obstacles must be removed that would prevent the company representative from assessing or working with the meter. If a meter is found to be tampered with, a fine of \$300 will be imposed for each occurrence to the account holder.

TAP

TOHO ASSISTANCE PROGRAM

Life happens. Sometimes we find ourselves in financial situations where paying for basic necessities becomes a struggle. Even though we have one of the lowest rates, Toho understands this and has created a fund known as the Toho Assistance Program (TAP) in partnership with the Osceola Council on Aging (COA). The purpose of the fund is to assist those who cannot pay their monthly water utility bill.

TAP prioritizes assistance for income eligible customers whose service has been disconnected or is in the process of being disconnected as well as households with elderly or disabled individuals or families with children under the age of eighteen. To apply for the program, customers can call the COA at 407-846-8532 or apply online at tohowater.com/tap.



FOR MORE INFORMATION OR TO DONATE, VISIT
TOHOWATER.COM/TAP

Our Projects In The Community

CONTINUALLY IMPROVING OUR SERVICES AND
BUILDING FOR FUTURE GENERATIONS TO COME

Toho Water Authority projects and programs strive to make our community better by improving our service and meeting future demands. We realize these projects might create short-term inconveniences, which is why we do our best to keep you informed and minimize any inconveniences. Upon project completion, we'll return your neighborhood to pre-construction condition or better.

All of our projects and programs follow state and federal requirements to ensure everyone's safety.



TO LEARN MORE ABOUT OUR ONGOING PROJECTS
AND HOW THEY MAY AFFECT YOU PLEASE VISIT
[TOHOWATER.COM/PROJECTS](https://www.tohewater.com/projects)

Ways To Conserve

USING WATER WISELY IS A WIN-WIN FOR YOU AND FUTURE GENERATIONS

Toho Water Authority has an award-winning water conservation department dedicated to helping its customers reduce their water usage. In this section you will find useful information for using water efficiently and getting the most out of every drop.

YOU'LL LIKE THIS AUDIT

Want to use less water inside the home? Contact us and we'll evaluate your water usage. If we see an opportunity to reduce your usage we will schedule a site visit with you. Qualifying customers may receive free of charge:

- Faucet aerators
- Toilet flappers
- Showerheads



Tips for wise water use

INSIDE THE HOME

- Take a shower in five minute or less and save up to 1,000 gallons per month. Shortening your shower by one minute or two can save up to 150 gallons per month.
- Turn off the water while washing your hair and save up to 150 gallons per month.
- Turn off the water while brushing your teeth. For a family of four that saves up to 200 gallons a week.
- Run your washer and dishwasher only when they are full and save up to 1,000 gallons per month. Or when doing laundry match the water level to the size of the load.
- Make sure to fix all leaks. One drip every second adds up to five gallons per day.
- Install 1.28 gallon toilets and water saving aerators on all your faucets.
- A WaterSense® labeled showerhead can save up to 750 gallons per month. They are inexpensive and easy to install.
- Use the garbage disposal sparingly. Compost instead and save gallons every time.



REDUCE YOUR WATER BILL
When buying showerheads, faucets or toilets make sure they have the WaterSense® logo.

SIMPLE TESTS

Toilet Test: Put food coloring in your toilet tank. Wait a few minutes. If you notice food coloring in the toilet bowl you have a leak. It is most likely the toilet flapper. It's easy to fix and you can save more than 600 gallons a month.

Shower test: If your showerhead can fill a one gallon bucket in less than 20 seconds, then replace it with a water efficient showerhead.

Find more great information on our **Ways To Conserve** page located on www.tohowater.com.

OUTSIDE THE HOME

- Check your irrigation system once a month for leaks and adjust sprinklers so only your lawn is watered not the sidewalk, patio, house or street.
- Use mulch around plants to reduce evaporation.
- It is Florida Law to have a working rain sensor. Test your rain sensor annually and clear any debris from the sensor. Toho recommends that rain sensors be replaced every 5 years. Check the manufacturer's website for information on maintenance and testing.

REMEMBER NO WATERING BETWEEN 10 A.M. AND 4 P.M.

- Use porous materials for walkways and patios to keep water in your yard and prevent runoff.
- Plant during the spring or fall when the watering requirements are lower. Group plants with the same watering needs together to get the most out of your watering time.
- Adjust your lawn mower to a higher setting. Longer grass shades root systems and holds soil moisture better than a closely clipped lawn.
- Landscape with drought tolerant trees and plants. Check out www.floridayards.org for creating a Florida friendly landscape.
- Collect water in a rain barrel, this is great for watering potted plants and raised garden beds.



REDUCE YOUR ENERGY BILL

When buying household appliances make sure they have the Energy Star® logo.

Is Your Lawn Green?

BY THIS WE MEAN:

- watered only 2 times a week
- on the correct days
- and at the right times

DON'T KNOW WHAT YOUR WATERING DAYS AND TIMES ARE?

Visit our **Ways To Conserve** page on www.tohowater.com to find out.

Using water wisely saves you money and helps the environment.

- No watering between 10 a.m. and 4 p.m.
- Make sure your sprinklers are not watering impervious surfaces.
- Check your irrigation system for leaks and get them fixed.
- Make sure your rain sensor is working.

NOT SURE HOW TO SET YOUR TIMER?

We'll help you get the most out of every drop of water. Call us at 407-944-5121 or email us at waterconservation@tohowater.com.

ANOTHER AUDIT YOU'LL LIKE

We can also do a usage evaluation to determine whether your system can run more efficiently. Call us at 407-944-5121 or email us at waterconservation@tohowater.com.

- Umbrella
- Jacket
- Rain Sensor



***Test your rain sensor annually**

*It is actually Florida Law to have a working rain sensor. Test your rain sensor annually and clear any debris from the sensor. Toho recommends that rain sensors be replaced every 5 years. Check the manufacturer's website for information on maintenance, testing and replacing the rain sensor.

Purple Sprinklers?

CAN BE FOUND IN YOUR YARD AND AROUND TOWN

Purple sprinklers means reclaimed water is being used to irrigate your lawn. Reclaimed water is the final product of a multiple stage advanced wastewater treatment process. Watering landscapes with reclaimed water is a smart alternative to using potable water. Proper use by all reclaimed water customers will help ensure the continued availability of this resource.

RECLAIMED WATER IS NOT SUITABLE FOR:

- Consumption by humans.
- Connection to a residential dwelling for toilet flushing, bathing, cooking or other household uses.
- Any interconnection with another water source.
- Filling of swimming pools.
- Recreational use involving body contact like swimming pools, outdoor showers or water toys.
- Irrigation of edible crops which are not peeled, cooked or thermally processed before being consumed.
- Above-ground hose bibs, faucets, quick couplers or hoses, etc.



POTABLE OR RECLAIMED?
 USE **FLORIDAYARDS.ORG**
 TO CREATE A FLORIDA-FRIENDLY YARD.

Whether you're using potable or reclaimed water to irrigate your yard, you can create a Florida-Friendly yard. Visit **www.floridayards.org**. Here you will find tips and examples on how to create the perfect landscape for you and the environment. Make use of their easy to use plant database to select the right plants for your yard. It contains a list of recommended trees, palms, shrubs, flowers, groundcovers, grasses and vines developed by University of Florida/IFAS horticulture experts. The plants included in the database are available at nurseries throughout Florida. Start now and reduce your irrigation and fertilizer use.

IT'S AN EXCELLENT FERTILIZER

Reclaimed Water acts as an excellent fertilizer supplement for ornamental plants and turf grass. You don't need to fertilize as often or use phosphorus due to the high content already naturally present in the soil. To find out more about the fertilizer concentrations of nitrogen and phosphorus you should be using on your landscape please call our Water Conservation Department at 407-944-5121.

Things To Know About Central Florida's Water

A GUIDE FOR YOUR HOME'S WATER QUALITY AND OUTPUT

The water that Toho Water Authority (Toho) provides its customers is tested every day following federal and state requirements. Toho is responsible for its quality up to the connection to your water meter. From there, preventing water quality issues or nuisances becomes the responsibility of the resident or property owner.

Central Florida is a region known for its hard water. Hard water contains several minerals such as magnesium and calcium. Over time these minerals can create deposits on plumbing fixtures. The deposits can cause water discoloration and leave sediment. Sediment in small amounts can accumulate and lead to plumbing issues and place unnecessary strain on household appliances that utilize water.

Odors are usually caused by low concentrations of hydrogen sulfide and related sulfur compounds that are naturally present in water. This "rotten egg" smell is due to the sulfur content of the water. This is a typical characteristic of Central Florida water.

Also fixtures such as faucet aerators, toilet tanks and showerheads can serve as places for mold and mildew to grow due to their moist environment and exposure to air.

Here you'll find tips on what to do when you first notice buildup or your water is having discoloration, sediment and/or odor.



IS YOUR WATER DISCOLORED, HAVE ODOR OR SEDIMENT?

Sometimes hard water buildup and sediment can accumulate in faucets, fixtures and appliances that aren't used frequently creating water discoloration, odor and/or sediment. The magnesium, calcium and sulfur naturally present in the water contribute to this hard water buildup.

Usually letting the water run for a few minutes should make it become clear again. If the water doesn't become clear of discoloration, odor and/or sediment please notify our customer service center by calling us 407-944-5000.

New to the area? We're here to help.

Please do not hesitate to call our customer service with any questions or concerns at 407-944-5000 or send us an email to customerservice@tohowater.com.

Things you can do to ensure your home's water quality

FAUCET AERATORS

Over time your faucet aerators can accumulate deposits causing water discoloration or sediment. They can easily be detached from the faucet and cleaned to remove the deposits. They are also inexpensive to replace.

SHOWERHEADS

Showerheads can also accumulate deposits over time causing water discoloration, odors and/or sediment. These can be cleaned or replaced just like faucet aerators.

WATER CONNECTOR HOSES, GASKETS AND VALVES

Check these. They tend to deteriorate over time causing sediment or black specks to appear in your water. They should be replaced about every 10-15 years. Consider replacing the hoses connected to your washing machine with stainless steel braided hoses which better withstand water hammer caused by normal appliance usage. For other appliances and fixtures consider using PEX hoses and Poly braided hoses.

WATER FILTERS

To ensure your water filters are operating at their optimum level please follow the manufacturers' recommendations.

HOT WATER TANK

If you detect discoloration, odor and/or sediment coming only from the hot water

DO YOU HAVE A WATER SOFTENER?

YES

Make sure your water softener is free of leaks and given routine maintenance following the manufacturers' manual.

If you are experiencing odor, discoloration and/or sediment from both of your hot and cold water taps, contact your water softener repair service. Since all water filters through the water softener, this is the likely source of the odor. Have the unit and its filter thoroughly cleaned.

NO

If you do not have a water softener installed and are experiencing odor, discoloration and/or sediment in both the hot and cold water or just the cold water which doesn't clear after running for a few minutes please notify our customer service center.

then your hot water heater may need to be serviced and/or flushed. It is recommended that the tank on hot water heaters be flushed about once a year due to sediment and hard water build up. This can be done by yourself by following the manufacturer's manual or by contacting a plumber.

Older water heaters installed in the 1990s may have defective "dip tubes" that prematurely deteriorate and accumulate debris in the tank water. Check with your plumber.

HOT WATER HEATER EXPANSION TANK

Some hot water heaters have an expansion tank. These have a rubber bladder inside that can deteriorate over time causing sediment or black specks to appear in your water.

INLINE (TANKLESS) WATER HEATERS

The presence of sediment or sand-like material in the water fixtures is likely being produced by the inline (tankless) water heaters in a customer's home due to a reaction with natural hardness of the water. Many manufacturers of in-line water heaters recommend that customers install a water softener treatment system in their homes. We advise that customers follow the manufacturer's recommendations and guidelines for their inline water heater.

WATER QUALITY YEAR ROUND

It's important to follow the manufacture's maintenance guidelines so your appliances function optimally. Fix any leaks around the home. Leaks are a big factor for mold and black algae growth. Algae can be eliminated with household bleach or cleaning products containing chlorine. Toilets with algae "rings" can be treated the same way.

Also if your house has been empty for an extended time period flush your faucets for a few minutes to refresh the water that may have been sitting in the pipes. Do the same for your hot water heater following the manufacture's guidelines.

Your Home

AND OUR WATER QUALITY PROGRAM

Toho Water Authority collects water samples at residential properties as part of its water quality program. This program is required and approved by the Department of Environmental Protection. Your home may or may not be selected as part of the program.

Residential addresses are selected at random. 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.

OUR TECHNICIANS

Our certified technicians collect samples following state and federal requirements. They are clearly identified with Toho Water Authority issued name badges and wear shirts with our logo. Their vehicles also have our logo on the driver and front passenger door. You may call our customer service at 407-944-5000 to verify identification.

FOR PROGRAM DETAILS PLEASE VISIT THE
OUR WATER SECTION ON TOHOWATER.COM



Water Quality Reports

OUR WATER IS TESTED DAILY FOLLOWING FEDERAL AND STATE DRINKING WATER STANDARDS

OUR 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 the Toho Water Authority 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 and is chlorinated for disinfection.

BRINGING YOU HIGH QUALITY WATER

Toho Water Authority delivers to you water that is constantly tested for compliance with federal and state standards and regulations. Throughout the year highly trained scientists and technicians perform analysis on samples taken throughout your water system. The results are published during the year which are located on www.tohewaterqualityreports.com.



FIND OUR WATER QUALITY REPORTS AT
WWW.TOHOWATERQUALITYREPORTS.COM

What Is A Boil Water Advisory?

Boil water advisories are sometimes issued when the water system experiences a loss in pressure or during a hurricane event. A boil water advisory is a public notification advising customers to boil their tap water before consuming it.

3 KINDS WE MAY ISSUE

PRECAUTIONARY BOIL WATER ADVISORY

Precautionary boil water advisories are issued when a water system experiences a loss in pressure which could affect water quality. The water must therefore be tested for quality assurance. In the meantime, customers are advised to boil their water until the notice is lifted.

MANDATORY BOIL WATER ADVISORY

Mandatory boil water advisories are issued when contamination is confirmed in the water system. Customers are instructed to boil the water until the notice is lifted.

DON'T DRINK THE WATER NOTICE

A Don't Drink the Water Notice is issued when contamination is confirmed in the water system and boiling the water will not make it safe to consume.

SIGN UP to receive water advisories on your phone.

OSCEOLA COUNTY RESIDENTS
Sign up at www.alertosceola.org

POLK COUNTY RESIDENTS
Sign up at www.alertpolk.com



DATE/FECHA _____

PRECAUTIONARY BOIL WATER ADVISORY IN EFFECT FOR THIS AREA

Due to an interruption of water service in your area Toho Water Authority has issued a precautionary boil water advisory effective immediately.

Residents are advised to boil water used for consumption until the advisory has been lifted by Toho Water Authority.

Water should be brought to a rapid boil for approximately five (5) minutes before consumption. This boil water notice applies to any water used for drinking, cooking, brushing teeth, etc. Water used for laundry, bathing and/or showering does not need to be boiled. Toho Water Authority will notify customers when this precautionary boil water advisory is lifted.

For more information please visit www.tohowater.com or call our customer service center at 407-944-5000.

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water
.com



Getting Ready

IN THE EVENT OF A HURRICANE, IT IS POSSIBLE YOU MAY LOSE WATER SERVICE

FLORIDA EXPERIENCES HURRICANES. Due to damaged infrastructure you could be left without running water for days. Once water services are restored boil water advisories may be in effect. The best strategy is to have water supplies on hand before the hurricane arrives.

POTABLE WATER

Before the hurricane arrives make sure you have water you'll use for drinking, cooking, brushing your teeth and washing dishes. Fill clean containers that have caps with the tap water.

YOU SHOULD HAVE:

1 gallon of potable water per person per day for at least 3 days.



NON-POTABLE WATER

You'll also need water for flushing toilets, bathing and any other way you use water that doesn't involve food preparation or ingestion.

- Fill up the tub (Make sure the drain doesn't leak).
- Fill a new garbage can.
- Fill coolers or any large clean container.

PURIFYING WATER

You may have run out of potable water or there may be a boil water advisory issued for your area.

- Boil water for about 1 minute.
- If you can't boil water, add eight drops of unscented household liquid bleach per gallon of water, stir well and let stand for 30 minutes before using.
- OR use purification tablets which can be found at most sporting goods stores and pharmacies.

HOW WILL I KNOW IF A BOIL WATER ADVISORY IS IN EFFECT OR HAS BEEN LIFTED?

VISIT our **Alerts** section on the homepage of www.tohowater.com.

CHECK your local news services.

CALL your county's emergency hotline.

Cross-Connection Control Program

RESIDENTIAL BACKFLOWS ARE MAINTAINED BY US

The Cross-Connection Control Program is mandated by the Florida Department of Environmental Protection (FDEP). Following the requirements of this program, Toho Water Authority (Toho) installs, tests and maintains backflow assemblies for residential customers at a monthly \$3 fee to customers.

WHAT IS A BACKFLOW ASSEMBLY?

A backflow assembly prevents contaminated water from siphoning back into the water distribution system creating a health hazard and noncompliance with state regulations.

WHERE IS THE BACKFLOW ASSEMBLY TYPICALLY LOCATED ON MY PROPERTY?

The backflow assembly is located on the outside of the property connected to a water source.

WHEN WILL THESE BACKFLOW ASSEMBLIES BE TESTED?

Following the guidelines set by the Florida Department of Environmental Protection (FDEP) your residential backflow assembly will be tested once every two years by Toho technicians or a Toho contractor. The backflow tests and repairs are done Monday-Friday from 8 a.m. to 4 p.m. Toho technician and contractor vehicles will have a Toho Water Authority logo on them.



WILL I BE NOTIFIED?

Upon arrival to a customer's residence, the contractor will inform the customer of the test and/or repairs to be conducted on the backflow. If the customer is away, the contractor will leave a door hanger stating that the backflow was tested, repaired and/or if a follow-up visit is required.

CAN I PLACE DECORATION AROUND THE BACKFLOW TO HIDE IT?

Yes, you can place rocks, plants, shrubs or other decorative items around the backflow. Make sure to leave enough space for easy access to the backflow. Decorative fake rocks or enclosures are also available from retailers to cover the backflow.

WHAT ABOUT COMMERCIAL CUSTOMERS?

Commercial customers are still required to test and maintain their backflows on an annual basis and will be notified by Toho Water Authority when testing needs to be completed.

IF YOU HAVE ANY QUESTIONS, PLEASE CONTACT US

Call our Backflow Department at (407) 944-5059 or send an email to BackflowCompliance@tohowater.com.

VISIT OUR WATER PAGE ON WWW.TOHOWATER.COM
FOR MORE INFORMATION REGARDING THIS PROGRAM

Call Us Before Calling A Plumber

TO SAVE YOU UNNECESSARY COSTS, WE CAN EVALUATE IF THE SERVICE OF A PLUMBING CONTRACTOR IS NECESSARY

If you have a water, backflow or sewer concern please contact Toho Water Authority before calling a plumbing contractor. We can evaluate if the service of a plumbing contractor is necessary. If a plumbing contractor is contacted first, Toho Water Authority will not assume responsibility for any incurred costs. Call us at 407-944-5000 or email customerservice@tohowater.com.

TRASH IS BLOCKING THE SEWER SYSTEMS CAUSING SEWER BACKUPS IN YOUR NEIGHBORHOOD AND HOME.

Please don't dispose of these down your toilets and drains:

LIST OF NO-NO'S

- wet wipes
(even the 'flushable' ones)
- oils
- fats
- grease
- feminine products
- hygiene products
- kitchen towels
- tissues
- diapers
- cloths
- dental floss
- whitening strips
- condoms
- medicines
- vitamins
- hair
- bandages
- cotton swabs
- kitty litter
- dairy products
- food scraps
- baking goods
- sauces





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