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Toho Water Authority provides improved customer experience on new website

Mobile-friendly capabilities, chat assistance offered

Kissimmee, Fla. (Sept. 19, 2022) — Toho Water Authority (Toho) has welcomed a new look to its website, tohowater.com.

In development for more than a year, the website is now mobile-friendlier and more prominently displays the most clicked on information and services as part of a new design.

Research about the most popular clicks on the previous website enabled the utility to highlight the most used items and create a more streamlined experience for website visitors. Additionally, the upgraded website will include automated chat assistance and a multiple language translation option. The website was also designed for a mobile audience as the research revealed that many users visit the website via a mobile device.

As a dynamic website, multiple pages highlight images of Toho employees living the Toho Promise: “Our Customers, Our Community, and Our Employees Trust That Toho Cares.” The new website is among the latest examples of Toho keeping that Promise.

As Toho grows, the new version of the website will continue to evolve. On Oct. 1, Toho will be uniting with the water utility in St. Cloud. As part of the Toho /St. Cloud transition, the new Toho website will have a St. Cloud Customers button in the Quick Links section of the homepage.

The website is a one-stop resource for customers to make payments as well as inquire and use other self-service features.

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