



**FOR IMMEDIATE RELEASE**

June 20, 2025

**Lifted - Once service is restored, a precautionary boil water advisory will be in effect for customers in the Shadow Bay & Thacker Ave. area**

**Kissimmee, Florida** - The advisory has been lifted. Customers are no longer advised to boil their water prior to consumption.

**Update June 18 at 5 p.m.** - Due to unforeseen circumstances, service is now expected to be restored by 8 p.m.

**June 18, 2025, Kissimmee, Florida** - Toho Water Authority (Toho) is announcing an unplanned disruption of service for customers in the Shadow Bay & Thacker Area. Customers may experience low to no water pressure.

This is due to a line break in the area. Crews are onsite and service is expected to resume by 5 p.m. Schedules may change due to weather or unforeseen circumstances.

Once service is restored, a precautionary boil water advisory will be in effect. 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. Food industry guidelines are located in the documents section to the left.

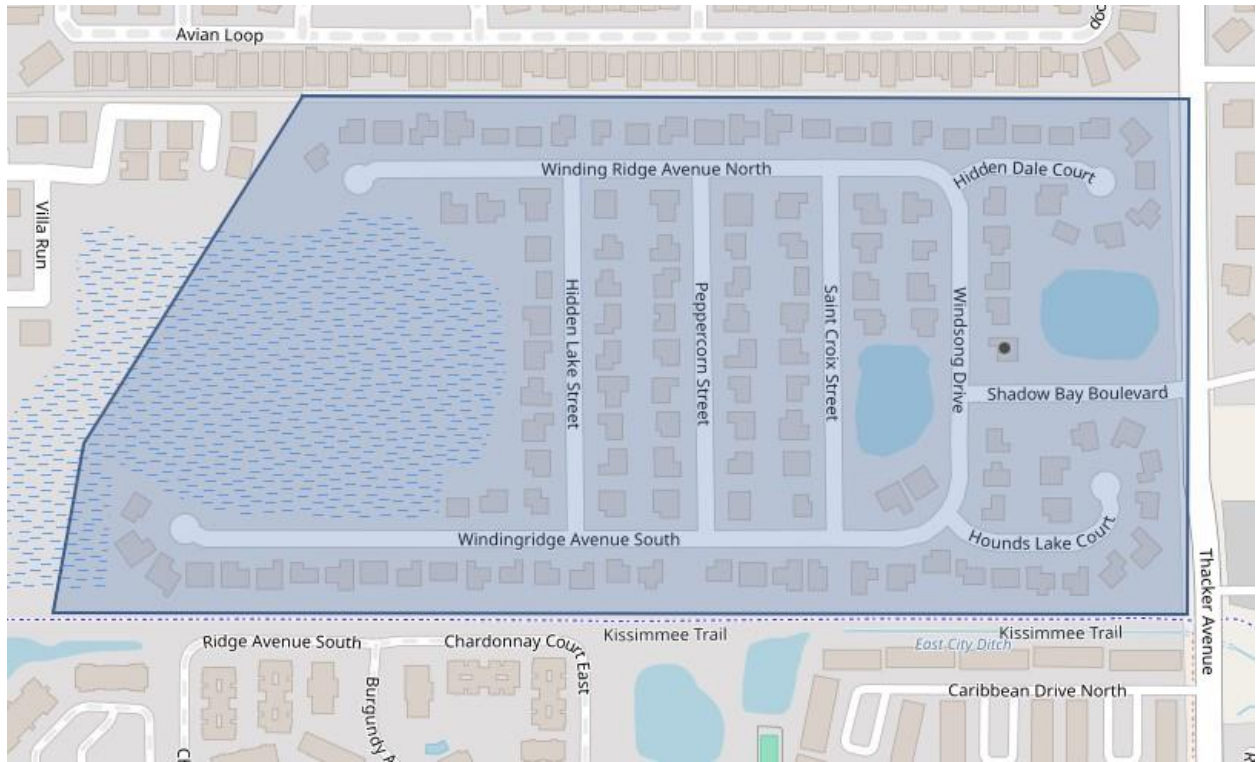
Once service is restored, regulatory testing will take place to make sure the water meets drinking water standards. An advisory status update will be provided by Friday, June 20.

For more information, contact Toho's customer service at 407-944-5000 or visit our News & Alerts section on [tohowater.com](http://tohowater.com).

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*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.*





**INDUSTRY BULLETIN for Florida's Food Industry SUBJECT: BOIL WATER NOTICE GUIDELINES** April 2024

**BOIL WATER NOTICE, By Authority of Section 381.006 and 403.855-857, Florida Statutes**

These procedures **must** be observed while a "BOIL WATER NOTICE" is in effect:

**TAP WATER**

- ◆ Do not serve water from faucets until local health authorities advise the water is safe for consumption. Use only bottled water from an approved source and/or boiled tap water. Boil water at a rolling boil for one minute to kill infectious organisms.
- ◆ An alternative method for areas without power is disinfection by mixing eight drops (one eighth teaspoon) of unscented household bleach (four to six percent chlorine) per gallon of tap water and allow to stand for 30 minutes. If the water is cloudy in appearance, add another 8 drops and let stand again for 30 minutes. (Water will not be toxic but may have a chlorine odor and taste.) Note: Using bleach may not kill all parasites that may be present. Boiling is recommended if practical.

**ICE, ICE-MAKING, BEVERAGE, & WATER VENDING**

- ◆ Ice bagged or made prior to the issuance of the boil water notice may be used.
- ◆ Ice produced in ice machines after the issuance of a boil water notice must be discarded and machines not restarted until the water supply is deemed safe by local health authority. Sanitize the interior of the ice machine, ice trays and built-in icemakers with two teaspoons (100+ ppm) of household bleach in one gallon of water prior to restarting the ice machine or icemaker.
- ◆ Disconnect or turn off water vending machines, drinking fountains, misters, ice-making units and soda machines and prevent their use.
- ◆ Filters in water lines should be replaced if the water supplier detected bacteria in the water samples or if debris accumulation is observed in the filter(s). Information regarding the presence of bacteria will be provided by your water supplier or through the news media.

**HANDWASHING**

- ◆ Do not use tap water for handwashing. Use only bottled water from an approved source, or boiled (and safely cooled) tap water or disinfected (chlorinated) tap water. After proper handwashing, use a sanitizing solution on the hands. This may be accomplished by using a commercial hand sanitizer that requires no rinse or use a chlorine bleach solution of two teaspoons of household bleach in one gallon of water. Single-use gloves may be used to provide additional protection after proper handwashing.
- ◆ No bare hand contact with ready-to-eat food is allowed while boil water notice is in effect.

**COOKING & CLEANING**

- ◆ Food equipment, utensils and food-contact surfaces that must be cleaned in place (does not fit into a three-compartment sink) may be cleaned with steam with no additives, a sanitizing mix of bottled or boiled water and bleach (50-100 ppm) or other approved sanitizing solution.
- ◆ Do not use tap water for food processing or food preparation until the BOIL WATER NOTICE is lifted by local authorities. Use only bottled water from an approved source and/or boiled tap water for these purposes.

**DISHWASHING/WAREWASHING**

- ◆ Manually wash, rinse and sanitize dishes, food equipment and utensils with bottled water from an approved source, or with boiled tap water or disinfected tap water utilizing a three-compartment sink in the approved manner. Use single-service articles when possible.
- ◆ Mechanical dishwashers may be used only to remove food residue and debris, if followed by a manual wash, rinse and sanitization as described above.

**RESCINDING THE BOIL WATER NOTICE**

- ◆ You will be advised by the local Health Department directly or through the news media when a "BOIL WATER NOTICE" has been rescinded (lifted). AFTER the "BOIL WATER NOTICE" is lifted, allow water to run for five minutes at each tap to flush the lines with safe water. Remember to include misters, drinking fountains, ice makers (discard the first binful), soda machines, etc., when flushing the lines.

If you require further information, please contact your local water supplier. If you have questions about the Boil Water Notice Guidelines, please contact your licensing agency.

**Florida Department of Agriculture and Consumer Services: 850-245-5520**

**Florida Department of Business and Professional Regulation:  
850-487-1395**

**Florida Agency for Persons with Disabilities: 850-488-4257**

**Agency for Health Care Administration: 888-419-3456**

**Department of Children and Families: 850-487-1111**

**Florida Department of Health:  
Local County Health Department**

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