



January 17, 2024

Dear Midway Residents,

I hope this letter finds you and your families doing well. As you know our service area experienced an interruption in our normal service ability.

The following is an outline of the incident:

At or around 3:00 PM MCCWA was notified via a notice on the door at MCCWA that our area would be experiencing low water pressure due to an issue that had occurred at the construction site on Highway 46. At the same time I was notified via the Seminole County Schools Automated System due to the children in my household attending Midway Elementary School that a valve was broken affecting the Midway Area was broken.

Immediately the staff of MCCWA posted Boil Notices on the homes of residents in the Midway-Canaan Community as well as made updates to social media.

We were notified by some residents that they had no water, however, it appears that only some homes were experiencing this issue.

We were notified by some residents as well as the engineer on the construction site that all water was turned off in the Midway-Canaan Community. At the same time, I was notified via the Seminole County Schools Automated System due to the children in my home attending Midway Elementary School that the schools in the Midway-Canaan area would be closed on Wednesday, January 17, 2024.

We were notified that the water was turned back on and the broken valve had been fixed. However, the Boil Notice is still in effect. Residents will be notified when the Boil Notice is lifted.

Please note that MCCWA was not involved in breaking the valve that caused the water incident. In addition, we were not responsible or involved with any of the repairs. Therefore, we had to wait patiently as the City of Sanford and Seminole County corrected the problem. It is our belief that the repairs were made as quickly as possible and although it was an inconvenience it was repaired by morning.

We would like to add that due to the constant construction that is now occurring near the water lines in Midway this may happen again. If it does please check the Facebook page and look out for any notices that will be placed on your door immediately.

The staff of MCCWA would like to sincerely thank you for your patience and understanding. If you have any other comments or concerns please feel free to contact our office or Viola Posley directly via phone or email.

Sincerely,

MCCWA LTR 3/2021

Viola Posley
Chairman of the Board

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