



IMPORTANT NOTICE

EFFECTIVE MARCH 23, 2020

PLEASE BE ADVISED THAT THE PEMBROKE PINES UTILITIES CUSTOMER SERVICE LOBBY IS CLOSED TO WALK-IN SERVICE IN AN EFFORT TO PROTECT THE PUBLIC AND THE STAFF FROM THE SPREAD OF CORONAVIRUS (COVID-19) BY REDUCING FOOT TRAFFIC.

HOWEVER, THE OFFICE **WILL REMAIN OPERATIONAL VIA PHONE, FAX, AND EMAIL** FOR THE FOLLOWING SERVICES:

-  NEW SERVICE/WATER TURN-ONS
-  CANCELING SERVICE

DURING THE HOURS OF 7:00 AM – 5:45 PM M-TH

*TO CONTACT CUSTOMER SERVICE DURING THIS TIME, PLEASE CHOOSE ONE:

VIA PHONE: 954-518-9000

VIA FAX: 954-518-8900

VIA EMAIL: UTILITYCUSTOMERSERVICE@PPINES.COM

*A CUSTOMER SERVICE REPRESENTATIVE WILL ASSIST YOU WITH ALL INFORMATION NEEDED TO ACCOMMODATE YOUR REQUEST. PLEASE BE SURE TO INCLUDE YOUR NAME, CONTACT PHONE # AND CONTACT EMAIL ADDRESS TO ENSURE EFFICIENT RESPONSE.

PAYMENTS

WE ENCOURAGE THE FOLLOWING PAYMENT METHODS FOR YOUR CONVENIENCE AND SAFETY:

 **CREDIT CARD, DEBIT CARD OR E—CHECK:**

 **PAY BY PHONE:** 1-877-261-7681

 **VIA INTERNET:** WWW.PPINES.COM

 **CHECK PAYMENTS:** VIA USPS MAIL: P.O. BOX 269005, PEMBROKE PINES, FL. 33026

 **NIGHT DROP BOX AT UTILITIES OFFICE** (8300 S. PALM DRIVE), **CITY HALL** (601 CITY CENTER WAY) OR **WEST PEMBROKE PINES POLICE DEPT.**, 18400 JOHNSON STREET (BE SURE TO INCLUDE PROPERTY ADDRESS AND UTILITY ACCOUNT NUMBER – ***NO CASH PLEASE***)

 **CASH PAYMENTS:** WHILE DISCOURAGED, **WILL BE ACCEPTED HERE DURING THE HOURS OF 7:00 AM – 5:00 PM, M-TH *BY APPOINTMENT ONLY.***

PLEASE CALL 954-518-9000 TO MAKE AN APPOINTMENT

IF YOU ARE EXPERIENCING A UTILITIES EMERGENCY PLEASE CALL 954-986-5011

WE THANK YOU FOR YOUR UNDERSTANDING DURING THIS TIME. PLEASE STAY SAFE.