

Customer Service Information

The City of Pembroke Pines will be performing a chlorination preventive maintenance procedure (a free chlorine burn) on our water distribution System. The procedure will run for three (3) weeks from **MARCH 22nd to APRIL 12th, 2026**.

During this period, the City's Drinking Water Distribution System will continue to meet all State and Federal water quality standards.

You may notice a slight chlorine taste and/or chlorine smell in the water.

Residents on kidney dialysis or those who have other medical conditions are advised to consult their healthcare providers for guidance on managing the temporary chemical change in the water.

Fish owners should also take necessary precautions during this procedure.

Additionally, you may see water running from fire hydrants in your neighborhood. This is a part of the normal maintenance process.

If you have questions, please call the Utilities Customer Service Department at (954) 518-9000

Fact Sheet/Frequently Asked Questions

1. What is free chlorine?

Free chlorine is the use of chlorine only which is a stronger disinfectant than chloramine. Free chlorine is used to disinfect drinking water and remove biofilms from water distribution pipes.

2. What is Free Chlorination?

Free chlorination is a temporary process that distributes free chlorine in place of combined chlorine (chloramine) throughout the water distribution system as part of the distribution system maintenance. Free chlorination is a common practice used by water producers to maintain water mains using chloramine for disinfection. It is typically performed over a two to three week time period as needed.

3. What is chloramine?

Chloramine is a disinfectant used in drinking water made up of chlorine and ammonia together.

4. Will I notice a change in my water?

Some people may notice a change in the taste, smell, and color of water during this time, but adverse health effects are not expected. If you are especially sensitive to the taste or smell of chlorine, keep an open container of drinking water on your counter or in your refrigerator to allow the chlorine to dissipate. Some aquatic and marine animal species are sensitive to free chlorine. Persons maintaining aquariums are encouraged to contact their pet supply stores regarding dechlorinating of the water. Any questions regarding kidney dialysis should be directed to the customer's doctor or dialysis specialist.

5. Does free chlorination change or affect water quality?

No, the drinking water still meets all State and Federal water quality standards.

6. A fire hydrant is flowing on my street, is this part of the process?

Flushing of fire hydrants is a routine part of the free chlorination process. This will occur in various parts of the City in order to distribute free chlorinated water into all parts of the water distribution system. As a result, increased flushing may be observed during this time during the day and also in the evening. This is a routine part of the maintenance process.

7. Will I see a drop in water pressure during the hydrant flushing?

It is possible to see a drop in water pressure during hydrant flushing. If a change in pressure does occur, it usually lasts for only 30 minutes or less.

8. Will hydrant flushing in my area cause cloudiness or sediment in my water?

The flushing process can stir up sediments and minerals in water mains, occasionally resulting in some short-term cloudy water conditions. If you encounter such conditions, please run cold water from your tap until the cloudiness dissipates.

9. Why does it take 3 full weeks?

The City has an extensive water distribution network, and it takes that much time to completely distribute the free chlorine to all sections of our water mains during the maintenance activity.

10. How residents will know when the process is complete?

The process will run from March 22nd to April 12th, 2026. The full conversion back to chloramine will begin on April 12th and be complete within 24 hours.

11. Will pool owners need to treat water differently?

No.