

Clay County Homeowner & Emergency Resource Guide

Orange Park · Fleming Island · Middleburg · Oakleaf · Green Cove Springs · Keystone Heights

If someone is in danger, call 911 first.

Fire, a serious medical emergency, a crime in progress, a downed power line, an ocean rescue, or any immediate threat to life or safety. Call before you look anything up on this sheet. Call if you can; text only if you cannot safely speak.

EMERGENCY & PUBLIC SAFETY

Sheriff’s Office — non-emergency Also 904-284-7575. Records 904-529-6090. CCSO advertises call OR TEXT to 911.	904-264-6512
Emergency Management / EOC 1-877-CLA-YEOC. 2519 State Road 16 West, Green Cove Springs. Opens as a call center during hurricanes and emergency events.	1-877-252-9362
Fire Rescue — non-emergency After-hours dispatch (also used for animal emergencies): 904-269-1047.	904-284-7703
County main line Also 904-284-6300. Mon–Fri 8am–4:30pm.	904-269-6300
Orange Park Police — non-emergency 2025 Smith Street, staffed 24/7. Only for addresses INSIDE the Town of Orange Park.	904-264-5555

POWER & UTILITIES

Clay Electric Cooperative — report an outage Serves most of unincorporated Clay County. Registered MyClayElectric users can text OUT or STATUS to 855-939-3840. Main office 800-224-4917. Do...	855-939-3840
JEA — Orange Park and surrounding areas JEA provides electric service in the Town of Orange Park and some surrounding areas.	904-665-6000
Green Cove Springs Electric — outage Serves the city and a surrounding customer base in Clay County.	904-297-7500
Not sure who your electric provider is? Four providers operate in Clay County. The definitive answer is the name on your bill. The county says Clay Electric can help determine which...	904-284-6300
Clay County Utility Authority (CCUA) — water and sewer Serves UNINCORPORATED Clay County — Fleming Island, Middleburg, Oakleaf, Lake Asbury, Doctors Inlet. 3176 Old Jennings Road. Same number for...	904-272-5999
City of Green Cove Springs — electric, water and sewer The city runs its own electric, water AND sewer, and serves some customers just outside city limits. Public Works: 904-297-7060.	904-297-7500
Town of Orange Park — water, sewer and sanitation	904-278-3016

HURRICANE & EVACUATION

Alert Clay — emergency notifications THE ONE TO SIGN UP FOR. Free. Text, phone call and email. Runs on Everbridge.	—
Find your evacuation zone (A–E) Five zones, A through E, including the North and South Prong of Black Creek. ALL MOBILE AND MANUFACTURED HOMES ARE ZONE A regardless of location.	—
Find your flood zone Clay County floods from the St. Johns River, Black Creek (North and South Forks), Little Black Creek, Governors Creek, Peters Creek and Doctors Inlet.	—
NOAA Weather Radio settings 162.550 MHz Jacksonville, 162.425 MHz Palatka, or 162.475 MHz Gainesville. Keystone Heights usually receives Gainesville best.	SAME code 012019
Hurricane shelters Not all shelters open for every storm. Locations announced when activated. Pet-friendly shelters may open — dogs, cats, rodents, rabbits and fowl...	1-877-252-9362
Special medical needs registry COUNTY-RUN. Also 904-529-2770. For daily skilled nursing, help with daily living, or electricity-dependent life support. A caregiver must stay...	904-529-6300
Black Creek river levels NWS Southeast River Forecast Center, updated twice daily. St. Johns River levels: NOAA Tides & Currents.	—

Only for addresses INSIDE the Town of Orange Park. After-hours emergencies: 904-264-5555.
Note: most "Orange Park" mailing addresses are actually...

Do this before hurricane season, not during it

Register for **Alert Clay** at claycountygov.com — free, and it notifies by address, so register the address you actually live at.

Your evacuation zone: Five zones, A–E. Look up your address at public.claycountygov.com/evaczone. **Every mobile and manufactured home is Zone A.** Check your FLOOD zone too.

NOAA Weather Radio: SAME code **012019** · 162.550 Jacksonville · 162.425 Palatka · 162.475 Gainesville. Enter the code as six digits.

This is a free reference list, not an emergency service. North Star Mortgage Network, Inc. does not answer emergency calls, dispatch help or monitor this sheet. If someone is in danger, call 911. If you need help urgently and it is not a 911 emergency, call the agency's main number and talk to a person. **Information last verified 28 August 2026** against official government and utility sources. Numbers, alert systems, utility service areas and shelter procedures change, and we cannot guarantee any listing is current when you read it. Confirm anything important with the agency. In an emergency, follow current instructions from your county Emergency Management office over anything printed here. Nothing here is medical, legal, insurance or tax advice.

TRASH, RECYCLING & STORM DEBRIS

Garbage, yard waste and bulk — FCC Environmental	904-490-9996
Recycling is DROP-OFF ONLY	904-284-6374
Bulk pickup limits	904-490-9996
Rosemary Hill Solid Waste Facility and household hazardous waste	904-284-6374
Environmental Convenience Centers	904-284-6374
Holiday collection	904-490-9996

ROADS, POTHOLE & DRAINAGE

Public Works — potholes, drainage, ditches	904-284-6335
Clay Connected — report an issue online	—
Floodplain and drainage regulations	904-278-4705

ANIMALS, PETS & BEACHES

Animal Services	904-269-6342
Lost and found pets	904-269-6342

New homeowner checklist

- ☐ **Homestead Exemption** — deadline is **March 1** and nobody files it for you
- ☐ Register for **Alert Clay** with your new address
- ☐ Look up your **evacuation zone**
- ☐ Find out who your **electric** provider is — check the bill
- ☐ Find out who your **water and sewer** provider is
- ☐ Confirm your **garbage and recycling** day and rules

PROPERTY, TAXES & COUNTY OFFICES

Property Appraiser — Homestead Exemption	904-284-6305
Tax Collector	904-269-6320
Clerk of Court & Comptroller	904-284-6302
Supervisor of Elections	904-269-6350
Veterans Services	904-529-4256
Community Services	904-269-6300
Florida Department of Health in Clay County	904-529-2800

STATEWIDE & FEDERAL

Emergency — police, fire, medical	911
Florida Poison Control	800-222-1222
988 Suicide & Crisis Lifeline	988
211 — United Way of Northeast Florida	2-1-1 or 904-632-0600
Call Before You Dig	811
FL511 Florida traveler information	—
FWC nuisance alligator hotline	866-392-4286
FWC Wildlife Alert	888-404-3922
FWC injured or orphaned wildlife guidance	—
FWC living with wildlife	—
Florida Insurance Consumer Helpline	877-693-5236
FEMA Helpline	800-621-3362
DisasterAssistance.gov	—
Find an open shelter by text	Text SHELTER + ZIP to 43362
Find a Disaster Recovery Center by text	Text DRC + ZIP to 43362
Disaster Recovery Center locator	—
Ready.gov hurricane preparedness	—

North Star Mortgage Network, Inc.
Serving Florida since April 2000
Nathan Young, Founder & President
904-613-7700
nathan@nsmn.com · www.nsmn.com
Nathan Young NMLS #325206
North Star Mortgage Network, Inc. NMLS #356789

“Your best interest is my principal concern.”

- ☐ Save the **Sheriff's non-emergency** number in your phone
- ☐ Save **Poison Control**: 800-222-1222
- ☐ Register anyone with **special medical needs** before the season
- ☐ Update your **voter registration**

We put this together because our clients kept asking for it. Free to print, free to share, no strings. Search the full version any time at nsmn.com/county-resources.

Mortgage programs available for qualified borrowers; program guidelines apply; rates and terms subject to change; all loans subject to credit approval.

Not an emergency service. Call 911 first if someone is in danger. Verified 28 August 2026 — reconfirm with the agency before relying on any listing. Follow your county Emergency Management office during an active emergency.