

Nassau County Homeowner & Emergency Resource Guide

Fernandina Beach · Amelia Island · Yulee · Callahan · Hilliard · Bryceville

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 904-225-0331. 77151 Citizens Circle, Yulee. Also the after-hours line for animal calls.	904-225-5174
Emergency Management / EOC Toll free 844-330-9163. Watch Office 904-548-0939. 77150 Citizens Circle, Yulee.	904-548-0900
Fire Rescue — non-emergency 96160 Nassau Pl, Yulee. Mon–Fri 8am–5pm. Fernandina Beach has its own separate fire department.	904-530-6600
County main line Toll free 866-474-1446. 96135 Nassau Pl, Suite 1, Yulee. Mon–Fri 8am–5pm.	904-530-6010

POWER & UTILITIES

Florida Power & Light — report an outage FPL serves Yulee, Callahan, Hilliard, Bryceville and unincorporated Nassau. Text JOIN to 69375 to enroll in alerts.	1-800-468-8243
Florida Public Utilities — Fernandina Beach and Amelia Island IF YOU ARE ON AMELIA ISLAND, THIS IS PROBABLY YOUR ELECTRIC COMPANY — NOT FPL. Same number for gas leaks and odors.	800-427-7712
Okefenoke REMC — north Nassau County Serves parts of north Nassau County, with a district office in Hilliard. Dial 1 for the outage system.	1-800-262-5131
Nassau Amelia Utilities (FGUA) — water and sewer Fernandina Beach office, Mon–Fri 8am–5pm. Same number after hours — an answering service pages the on-call technician.	904-601-2161
City of Fernandina Beach Utilities Utility billing for water, sewer and sanitation inside the city.	904-310-3400
Many rural addresses are on well and septic Large parts of unincorporated Nassau County are not served by any utility. Well and septic permitting goes through the Health Department.	904-875-6100

HURRICANE & EVACUATION

AlertNassau — emergency notifications THE ONE TO SIGN UP FOR. Free. Voice call, text, email and app. Address-based, and includes National Weather Service smart weather alerts for your...	—
County text updates Countywide texts including burn bans and shelter openings. Does NOT include weather alerts — use AlertNassau for those.	Text OneNassau to 888777
Find your evacuation zone Nassau uses All-Hazards Evacuation Zones. Look up your address on the county map — do not assume based on a neighbor.	—
NOAA Weather Radio settings 162.550 MHz, Jacksonville transmitter KHB-39.	SAME code 012089
Hurricane shelters No static list — shelters are announced per storm through AlertNassau and Nixle. PET FRIENDLY: dogs, cats, ferrets and rabbits are welcome at ALL...	904-548-0900
Special medical needs registration STATE-RUN registry for Nassau residents. Update annually before June 1. Applications close 72 hours before tropical-storm-force winds arrive.	904-875-6100

Do this before hurricane season, not during it

Register for **AlertNassau** at onenassau.com/stay-informed — free, and it notifies by address, so register the address you actually live at.
Your evacuation zone: All-Hazards Evacuation Zones. Look up your address at onenassau.com/know-your-zone. Do not assume from a neighbour or a past storm.
NOAA Weather Radio: SAME code **012089** · 162.550 MHz (Jacksonville). 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

Solid Waste — Convenience Recycling Center	904-530-6700
IMPORTANT: garbage collection is by private subscription	904-530-6700
What the Convenience Center accepts	904-530-6700
Household hazardous waste — event based	904-530-6700

ROADS, POTHoles & DRAINAGE

Road Department — potholes and roads	904-530-6175
Public Works — drainage and stormwater	904-530-6120
Report a maintenance issue online	—

ANIMALS, PETS & BEACHES

Animal Services	904-530-6150
Fernandina Beach animal control — Nassau Humane Society	904-321-1647
County beachfront parks and beach permits	904-530-6120

PROPERTY, TAXES & COUNTY OFFICES

Property Appraiser — Homestead Exemption	904-491-7300
Tax Collector	904-491-7400
Clerk of Court & Comptroller	904-548-4600
Supervisor of Elections	904-491-7500
Veterans Services	904-548-4600
Florida Department of Health in Nassau County	904-875-6100

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	—

New homeowner checklist

- ☐ Homestead Exemption — deadline is March 1 and nobody files it for you
- ☐ Register for AlertNassau 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
- ☐ Save the Sheriff's non-emergency number in your phone
- ☐ Save Poison Control: 800-222-1222

North Star Mortgage Network, Inc.

Serving Florida since April 2000
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"Your best interest is my principal concern."

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

- ☐ Register anyone with **special medical needs** before the season
- ☐ Update your **voter registration**

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.