

St. Johns County Homeowner & Emergency Resource Guide

St. Augustine · Ponte Vedra · Nocatee · Julington Creek · World Golf Village

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 Reports, questions, non-urgent law enforcement. Records: 904-810-6610.	904-824-8304
Emergency Management / EOC Storm information, evacuation assistance, shelters. 100 EOC Drive, St. Augustine.	904-824-5550
Fire Rescue — 24-hour dispatch Non-emergency fire and marine rescue matters.	904-829-2226
Fire Rescue — administration Inspections, records, general questions. Burning violations: 904-829-2228.	904-209-1700
County general information Any county department you cannot place. Mon–Fri 8am–5pm.	904-209-0655

POWER & UTILITIES

Florida Power & Light — report an outage 1-800-4-OUTAGE. Serves most of St. Johns County. Text JOIN to 69375 to enroll in alerts.	1-800-468-8243
JEA — customer service and outages Serves parts of the county, notably the County Road 210 corridor. Text REG to 69532 to register, then OUT to 69532 to report.	904-665-6000
County Utility Department — water and sewer Mon–Fri 7:30am–4:30pm. Toll free 877-837-2311. Boil water notice line: 904-209-2731.	904-209-2700
County Utility — AFTER-HOURS EMERGENCY Water main break or sewer emergency outside business hours.	904-209-2745
Not sure who your water provider is? Three providers serve this county: St. Johns County, City of St. Augustine and JEA. The county says call this number if unsure.	904-209-2700
City of St. Augustine — after-hours utility emergency After-hours sewer spill: 904-825-1044.	904-825-1040 ext. 2

HURRICANE & EVACUATION

Alert St. Johns — emergency notifications THE ONE TO SIGN UP FOR. Free. Text, voice call and email for hurricanes, wildfires, evacuations, water advisories and civil emergencies. Register...	—
EOC text updates General Emergency Operations Center updates. The county states these are NOT emergency weather alerts — use Alert St. Johns for those.	Text StJohnsEOC to 888777
Find your evacuation zone (A–F) Six zones, A through F. Zone A is most low-lying coast and river. Orders are issued storm by storm.	—
NOAA Weather Radio settings 162.550 MHz north of International Golf Parkway; 162.425 MHz south of it (county guidance).	SAME code 012109
Hurricane shelters Designated shelters are listed, but which ones OPEN is announced per storm. Pet-friendly and special medical needs shelters exist.	904-824-5550
Special medical needs registration COUNTY-RUN registry — do not use the state one. Pre-register before hurricane season.	904-824-5550
Evacuation routes and maps Routes for St. Augustine, Anastasia Island, Crescent Beach, Ponte Vedra and the river areas. Mobile homes and RVs: plan to evacuate regardless of...	—

Do this before hurricane season, not during it

Register for **Alert St. Johns** at alertstjohns.com — free, and it notifies by address, so register the address you actually live at.
Your evacuation zone: Six zones, A–F. Look up your address at sjcfl.us. Mobile homes, RVs and boats: plan to evacuate regardless of zone.
NOAA Weather Radio: SAME code **012109** · 162.550 MHz north of International Golf Pkwy · 162.425 MHz south of it. 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 — trash, recycling, debris	904-827-6980
Recycling — The Take Five	904-827-6980
Yard waste	904-827-6980
Storm and hurricane debris	904-827-6980
Recycle Coach app	—
Transfer stations and household hazardous waste	904-827-6980

ROADS, POTHOLES & DRAINAGE

Public Works / Road & Bridge	904-209-0266
Drainage	904-209-0722
SJC Connect — report a non-emergency issue	—

ANIMALS, PETS & BEACHES

Animal Control	904-209-0746
Pet Center — lost and found pets	904-209-6190
Beach Services	904-209-0331
Marine Rescue (lifeguards) — administration	904-209-4749
Beach driving and ramp updates	—
Parks & Recreation	904-209-0333

New homeowner checklist

- ☐ Homestead Exemption — deadline is March 1 and nobody files it for you
- ☐ Register for Alert St. Johns 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	904-827-5500
Tax Collector	904-209-2250
Clerk of Court & Comptroller	904-819-3600
Supervisor of Elections	904-823-2238
Veterans Services	904-209-6160
Health & Human Services	904-209-6140
Florida Department of Health in St. Johns County	904-506-6081

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.