



The growing threat of the Coronavirus (COVID-19) has interrupted routines for many Northeast Florida residents, from school activities to sporting events.

At Nassau-Amelia Utilities, we know the central role we play in making many of these routines possible. Safety is our most important core value, and that extends not only to our employees and customers but to everyone in our community.

Regardless of how Coronavirus may impact you personally, that impact should not affect your utility services. **That's why, until further notice, NAU will suspend service disconnections for customers who are unable to pay their bill on time.** We encourage you to pay your bill by the due date if you are able. However, if you need more time to pay, we will offer payment extensions and arrangements.

Until further notice, the Nassau-Amelia Utilities lobby will be closed and our customer support staff will be working remotely. We are asking that if you have a non-urgent question or issue that you contact Customer Service by email at billing@nassaucountyfl.com. For those who are unable to email, our customer service lines will be monitored for messages. For emergency service, continue to use our Customer Service line (904) 530-6030, and follow the prompts.

The World Health Organization has suggested using “contactless” payment’s instead of cash. Nassau-Amelia utilities offers the following options for making your water and sewer payments:

- View your account and make online payments at waterbill.nassaucountyfl.com with a Visa or MasterCard.
- Mail payments with check or money order to: P O Box 1905 Lake City, FL 32056
- Make electronic payments - schedule your payment online through your bank or E-Pay service.

If you see NAU employees at work, please do not approach them. With proper social distancing, we'll all get through this together. Email billing@nassaucountyfl.com if you have any questions about your service.