

First Time User

Infinity.Link allows you to review your billing, usage and transaction history as well as make your monthly payment on line by echeck or credit card. You can also receive your bills electronically.

Pensacola Energy welcomes you to register and enjoy the benefits that Infinity.Link can provide.

First Time Users

You will need your customer number and account number to register for Infinity.Link.

These numbers can be found on the top left portion of your bill as shown below. They are separated by a hyphen. The first six-digit number is your customer number and the last eight digits are your account number (use all numbers including zeros).

Billing and Service Numbers:

City of Pensacola	Gas Leak or Emergency	850-474-5300
P O Box 12910	Customer Service	850-435-1800
Pensacola, FL 32521-0044	Collection Services	850-435-1810
	City Sanitation Pick Up	850-435-1890

**Business Office and Customer Service Hours:
Monday thru Friday - 8:00 am to 4:30 pm**

Customer Account Number: 011228-52360004	Mailing Address: JOHN DOE 123 ANY STREET PENSACOLA FL 00000	PAST DUE AFTER: 04/26/07
Service Address:	Next Anticipated Read Date:	Payment Received on:

When you register, you will need to create a user name and password that you will use every time you log into Infinity.Link. You will need your customer number and account number at registration only.

After registering, you should receive an email confirmation with a Verification Code. If you do not receive this verification email from info@pensacolaenergy.com, please check your spam folder. If you locate this email in your spam folder, please add this email address to your accepted security filter.

To log into Infinity.Link, you will enter your User ID and Password. The first time only, the Infinity.Link System will prompt you to enter the Verification Code that you receive by email. After the first time, you will only need to enter your User ID and Password.

If you have any questions or problems, please call Customer Service Monday-Friday between 8:00 a.m. – 4:30 p.m. at (850) 435-1800.

Thank you and we hope you enjoy the convenience and great benefits provided through Infinity.Link.

Pensacola Energy