

Citizen Self Service Online Payment System

This tutorial applies to customers with only one bill with one account number and one customer number (CID). If you have multiple bills, please view one of our other tutorials for the situation that applies to you.

1. In your web browser, navigate to billing.amarillo.gov.
2. Click on the link for “Make a one-time payment.” This will redirect you to the Munis Citizen Self Service website for you to log in to your online account.

As of February 18, 2019, Utility Billing customers will need to re-enroll for electronic payment services. During this transition, no late fees will be assessed. For more information, please visit us at billing.amarillo.gov or by phone at 806-378-3030.

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SERVICES OUR CITY DEPARTMENTS CITY HALL HOW DO I...

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Customer Service Options

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Pay My Water Bill

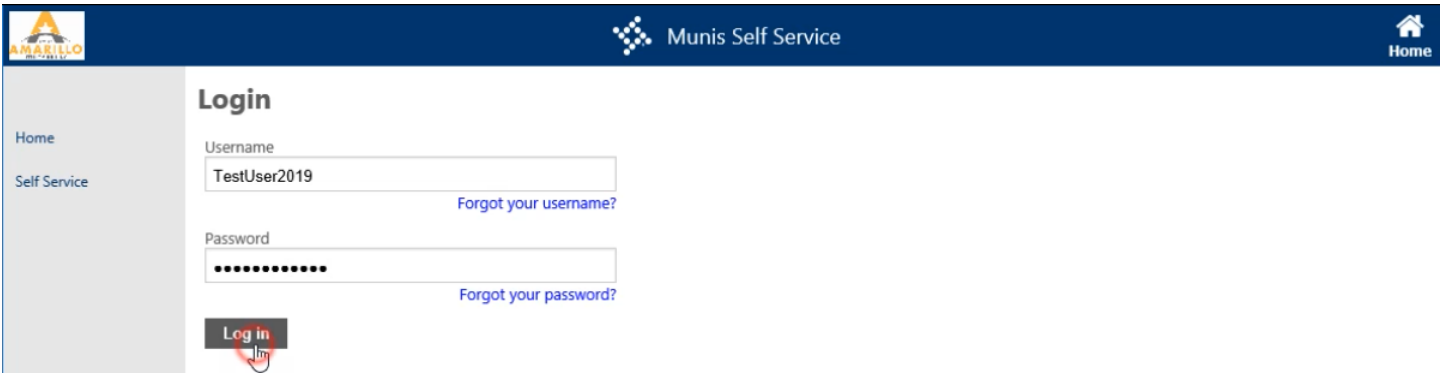
Caution: [Scam Targets Utility Customers](#)

Click Here to Sign Up Now!

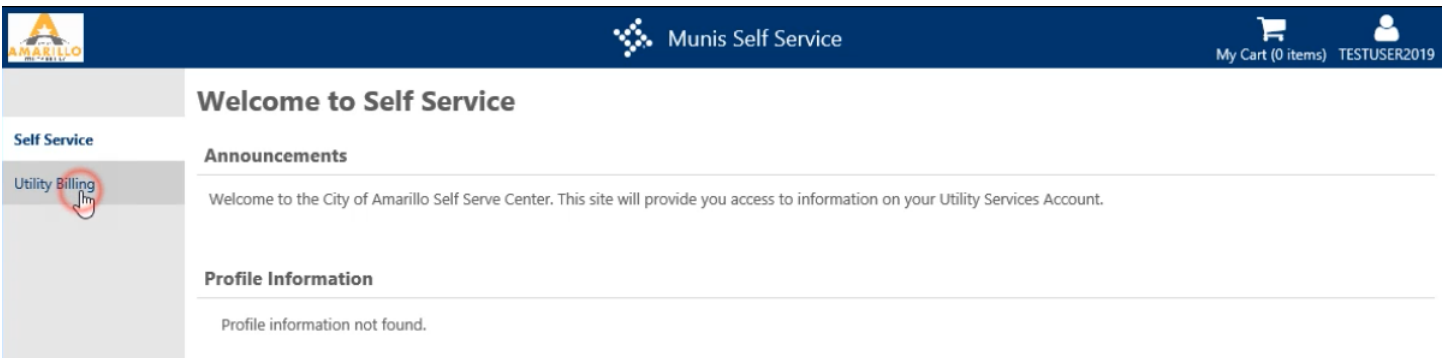
- **Make a one time payment**
- [Setup recurring payments](#)
- [Access billing history](#)
- [And more ...](#)
- [Setup Account Now](#)

- [Looking for your new account number?](#)
- [Tutorial: How to Setup Your Online Account](#)
- [Tutorial: How to Link Your Online Account to Your Utility Bill](#)

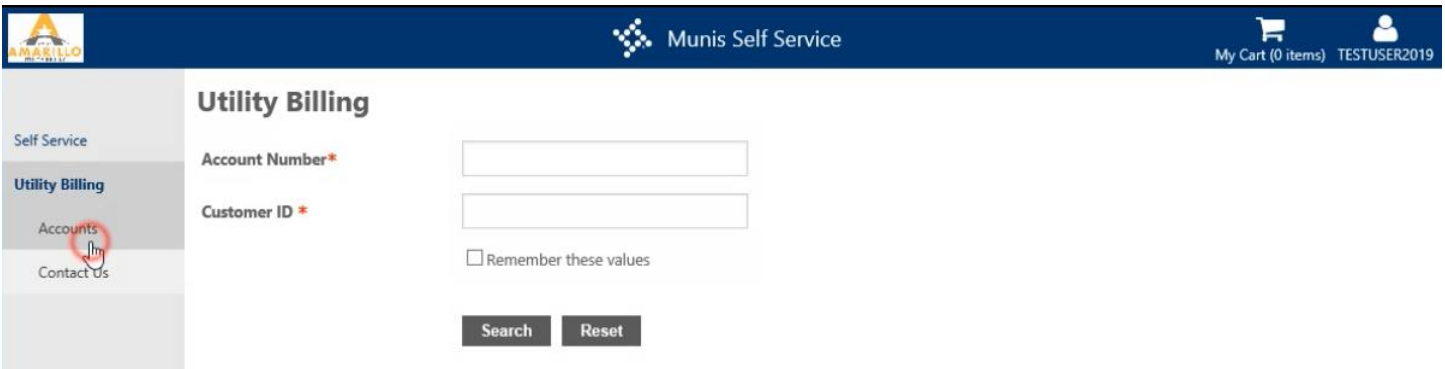
Need more options?



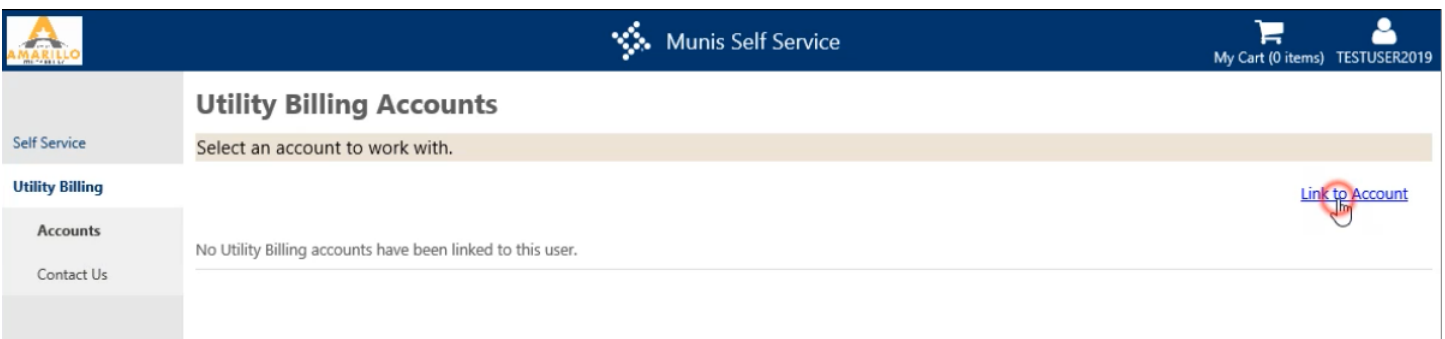
3. After you log in to your online account, on the left side of the screen, click on “Utility Billing.”



4. Underneath “Utility Billing,” click on “Accounts.”



5. On the “Utility Billing Accounts” screen, on the right side of the screen, click on “Link to Account.”



6. Type your account number into the field for “What is the account ID?” Type your customer number into the field for “What is the CID?” Then, click Submit.

AMARELLO
Munis Self Service
My Cart (0 items) TESTUSER2019

Self Service

Utility Billing

Accounts

Contact Us

Utility Billing
Account Link Setup

What is the account ID? * 0000000

What is the CID? * 00000000

Submit Cancel

* indicates required field

7. After you click Submit, you will be redirected to your Utility Billing Account Summary page where you should now be able to see your utility bill account information.

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Munis Self Service
My Cart (0 items) TESTUSER2019

Self Service

Utility Billing

Accounts

Manage Bills

Account Summary

Automatic EFT Payments

Contact Us

Utility Billing
Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address 123 MAIN ST

Account Number 30001

Bill Delivery Preference Mail

Your Current Balance

Amount Due Now \$52.87 [Pay Now](#)

Payment Due Date 3/15/2019

[About Your Payments](#)

8. On the Utility Billing Account Summary page, you may either click “Pay Now” next to the outstanding balance, or you may click on “Manage Bills” on the left side of the screen.

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Munis Self Service
My Cart (0 items) TESTUSER2019

Self Service

Utility Billing

Accounts

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Utility Billing
Account Summary

[Link to Account](#) | [Sign up for EFT Automatic Payments](#) | [Bill Delivery Preferences](#) | [Manage Bills](#)

Billing Account

Service Address 123 MAIN ST

Account Number 30001

Bill Delivery Preference Mail

Your Current Balance

Amount Due Now \$52.87 [Pay Now](#)

Payment Due Date 3/15/2019

[About Your Payments](#)

- If you click “Manage Bills,” your screen will show your Outstanding Bills. Make sure that the bill is check marked, then click “Add to Cart.”

- At the top of the screen, the cart will show your bill, and you may click “Checkout” to begin the payment process.

- The next screen will ask if you would like to enroll in automatic credit card payments. For a one-time payment, click “Continue.”

Bill Category	Account ID	Status
UB Services - General	30001	Not enrolled in automatic credit card payments. enroll

12. The next screen is a final screen detailing the utility bill you are paying, as well as the amount. Click "Continue."

Pay Bills

Bill Description	Bill Year	Bill Date	Bill Number	Due Date	Balance	Due Now	Payment Amount
Utilities	2019	2/15/2019	500003	3/15/2019	\$52.87	\$52.87	\$ 52.87

[Continue](#) [Cancel](#)

13. You will be redirected to the BridgePay payment processing system where you can enter payment details and finalize the payment. Please be sure to print the payment confirmation page with your authorization code for your records.