

Citizen Self Service Online Payment System

This tutorial applies to customers with multiple bills with one account number and multiple customer numbers (CIDs).

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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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](#)
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- [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. On the left side of the screen, click on “Utility Billing.”

4. On the Utility Billing screen, type your account number into the field for “Account Number.” Type your customer number into the field for “Customer ID.” Click Search.

5. If the account information looks correct, click “Manage Bills” on the right side of the screen.

Customer Name	Service Address	Account Number	Customer ID	Parcel ID
DOE, JANE	123 MAIN	30001	77880	

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

Self Service

Utility Billing Manage Bills

Sign up for EFT Automatic Payments | Account Summary

Utility Billing Service Address 123 MAIN ST

Accounts Account Number 30001

Manage Bills As of 02/28/2019

Account Summary

Automatic EFT Payments

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• Before payment of newer bills will be accepted, all past-due bills must be included, starting with the oldest.

Outstanding Bills [Show Past Bills ▾](#)

Bill	Bill Date	Pay By	Charges	Pending	Balance Due	
<input checked="" type="checkbox"/> 500003	2/15/2019	3/15/2019	\$52.87	\$0.00	\$52.87	Bill Details

Total Due: \$52.87

Add to Cart

select bills you would like to pay now, then click "Add to Cart"

- Repeat steps 3 through 6 to add another bill to your cart.

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

Self Service

Utility Billing Manage Bills

My Cart (2 items) TESTUSER2019

Review Cart **Checkout** Account Summary

Utilities 500003 \$52.87
Utilities 500002 \$8.72
Total: \$61.59

Self Service

Utility Billing Manage Bills

Service Address 987 LEFT ST

Accounts Account Number 30002

Manage Bills As of 02/28/2019

Account Summary

✓ Utilities 500002 was added to your shopping cart.
To proceed with payment, click "My Cart" then click "Checkout".

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

Self Service

Automatic Credit Card Payments

Manage your enrollments in the automatic credit card payment system (optional)

As a convenience to you, we offer an optional "Automatic Credit Card Payment" service. If you wish to use this service, this page allows you to enroll or delete enrollments based on different bill types you pay on a regular basis. Enrollment status can either be Pending or Fully Enrolled. If pending, then you will still be required to make payments manually until full enrollment is achieved.

Current enrollments

Bill Category	Account ID	Status	
UB Services - General	30001	Not enrolled in automatic credit card payments.	enroll
UB Services - General	30002	Not enrolled in automatic credit card payments.	enroll

Continue **Cancel**

10. The next screen is a final screen detailing the bills you are paying, as well as the amount. Click “Continue.”

AMARILLO Munis Self Service TESTUSER2019

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
Utilities	2019	2/1/2018	500002	3/1/2018	\$8.72	\$8.72	\$ 8.72

CALCULATE SUBTOTAL \$ 61.59

Continue **Cancel**

11. 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.