

# How To Register For The New Customer Portal

Follow this guide to successfully register your account for the new customer portal. You will learn the necessary steps to input your contact information and verify your email address to gain access to your utility billing services.

- 1 Click "Access the Utility Billing Portal to view, manage and pay your bill online."



Welcome to the new PayAMA!

#### ATTENTION: Existing PayAMA Customers

All existing online Utility Billing Customers must re-register in this new system using your new account number. Visit [amarillo.gov/utilityportal](http://amarillo.gov/utilityportal) for information and instructions.

#### My Account Login

User Name

Password

Remember me

[Forgot your password?](#)

[Forgot your User Name?](#)

[Contact Us](#)

[Login](#)

[One-Time Pay](#)

#### Sign Up

Creating a User Name gives you access to your account details and some great tools including:

- View and Pay your bills online
- Review your transaction and payment history
- Analyze and download water usage
- Add multiple accounts to your web profile

Before you get started, please have your most recent bill handy to complete the registration form.

[Sign Up Now](#)

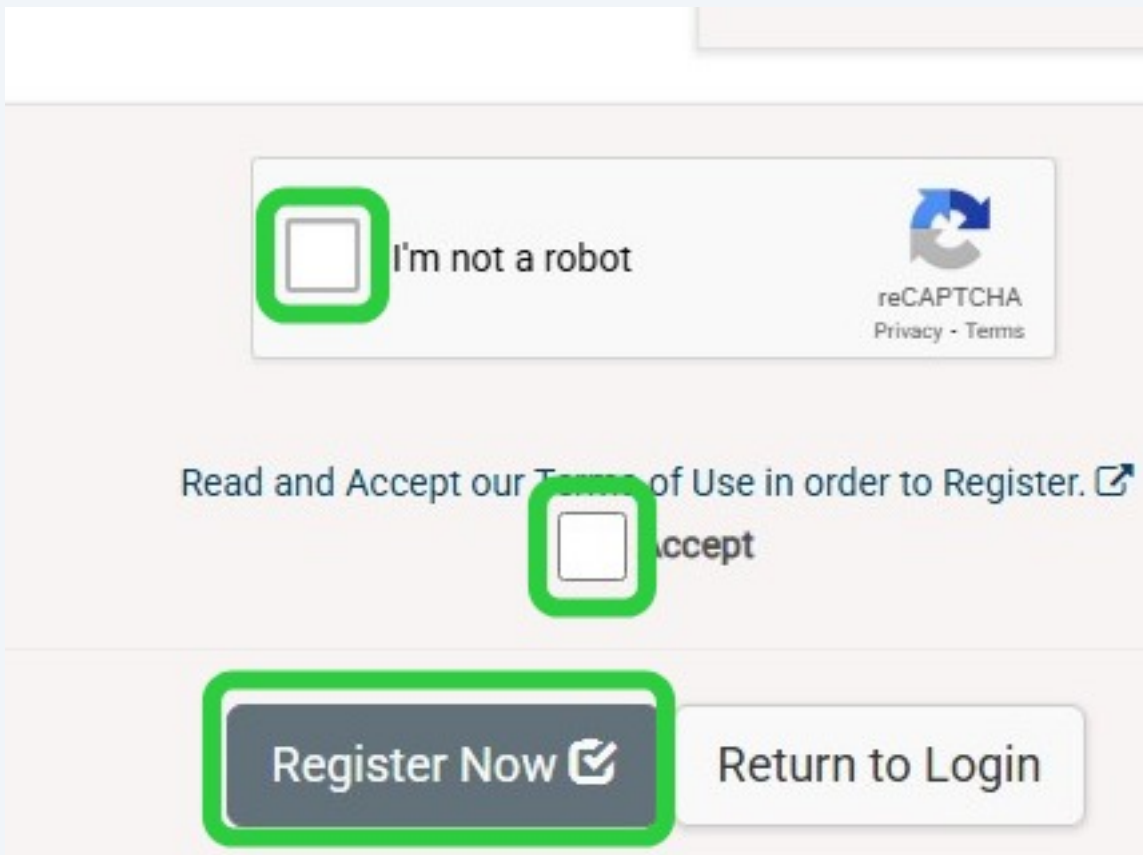
2 All customers will need to re-register by using the sign up now tab.

The screenshot shows two side-by-side panels. The left panel is titled "My Account Login" and contains fields for "User Name" and "Password", a "Remember me" checkbox, a "Login" button, and links for "Forgot your password?" and "Forgot your User Name?". At the bottom of this panel is a "One-Time Pay" button. The right panel is titled "Sign Up" and lists benefits of creating a user name: "View and Pay your bills online", "Review your transaction and payment history", "Analyze and download water usage", and "Add multiple accounts to your web profile". It also includes a note about having a recent bill handy and a "Sign Up Now" button, which is highlighted with a green border.

3 Please fill in all required fields marked with an \* *Be sure to remember your username and password.* It is very important that the email, phone number, and ZIP code are all entered correctly for verification purposes.

The registration form is split into two columns. The left column, "Login Details", includes: "\*User Name:" (EMMAAMARILLO), "\*Password:" (masked with dots, labeled "Strong password"), "\*Confirm Password:" (masked with dots), "\*Forgot Password Security Question:" (a dropdown menu set to "What is your favorite color?"), and "\*Forgot Password Security Answer:" (yellow). The right column, "Personal Details", includes: "\*First Name:" (EMMA), "\*Last Name:" (AMARILLO), "\*Email Address:" (EMMAAMARILLO@GMAIL.COM), "\*Confirm Email:" (EMMAAMARILLO@GMAIL.COM), "\*Phone Number:" ((806) 888-8888), "Ext:" (empty), "Mobile Phone Number:" ((806) 888-8888), "\*Account Number - See below for sample" (99999999), "\*Verification Method" (Primary Phone #, 8068888888), and "\*Zip Code - for Service Address:" (11111).

- 4 Click on the I am not a robot and accept the terms and register now to continue.



The image shows a registration form with several elements highlighted in green. At the top, there is a white input field. Below it is a reCAPTCHA widget with a square checkbox labeled "I'm not a robot" and a "reCAPTCHA Privacy - Terms" link. Underneath the reCAPTCHA is a text prompt: "Read and Accept our Terms of Use in order to Register." followed by a link icon. Below this prompt is another square checkbox labeled "Accept". At the bottom of the form are two buttons: "Register Now" with a checkmark icon, and "Return to Login".

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Click on update changes if you have updates to make to your profile. If there are no changes you can select no changes skip.

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### Optional Personal Information

We have the following information on file. Please update if necessary.

**Contact Information**

Add/Update Email Address ⓘ

Email 1:  
WORK | EMMAAMARILLO@GMAIL.COM  
Add a New Email field ↗

Add/Update/Delete Telephone Number ⓘ

+ Telephone Number: Primary  
CELL | 806-888-888  
Extension: 0

+ Telephone Number: Secondary  
CELL | 806-888-8888  
Extension: 0  
Add a New Telephone field ↗

**Additional Information**

Additional Name:  
Marital Status: UNKNOWN

Employer Name:  
Employer Address 1:  
Employer Address 2:  
Employer City: Optional  
Employer State: Optional  
Employer Zip Code:

**Update Changes** | No Change, Skip

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Click on confirm your email address and login. This will send a confirmation email to the email address provided on your profile.

### Web Access Registration Email Address Verification

Your registration is almost complete.

We have sent you an email to ensure we have the correct email address from you. Please click on the 'Confirm My Email Address' link from the email and your account will be activated.

If you did not receive the email please check your spam folder.

Be advised that your online account access will not be activated if you do not confirm your email address.

[Confirm your email address and then Login](#)

#### CUSTOMER SERVICE

UTILITY BILLING ☎: 806-378-3030  
✉ UTILITY BILLING EMAIL  
🕒 LOBBY HOURS: MON - FRI: 8:00 AM TO 5:00 PM  
📞 CALL CENTER HOURS: MON - FRI: 8:00 AM TO 5:00 PM

#### PHYSICAL ADDRESS

623 S JOHNSON ST  
SUITE 1200  
AMARILLO, TX 79101

[VIEW MAP](#)

#### CONTACT US

623 S JOHNSON ST  
PO BOX 100  
AMARILLO, TX 79105

[UTILITY BILLING](#)

TEXT SIZE:



[SELECT LANGUAGE](#) ▼

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Click confirm my email address to continue with the registration process.

## Your City Utility Billing Online Account Registration Request Is Being Reviewed



Amarillo Utility Billing <Waterbill@amarillo.gov>

To [redacted]

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

**Attention: This email was sent from someone outside of the City of Amarillo. Always use caution when opening attachments.**

Thank you for submitting your request to register an online account with the City Of Amarillo Utility Billing Department.

Click on the "Confirm My Email Address" link below to successfully complete your registration and activate your account.

[Confirm My Email Address](#)

Please be advised that your online account access will not be activated if you do not confirm your email address.

If you have any questions or require assistance, please don't hesitate to contact us at **[waterbill@amarillo.gov or 806-378-3030]**.

Thanks again for your online registration. We look forward to welcoming you soon!

Warm regards,

Customer Experience Team  
City of Amarillo Utility Billing  
623 S Johnson St  
Suite 1200  
Amarillo, TX 79101  
806-378-3030  
[waterbill@amarillo.gov](mailto:waterbill@amarillo.gov)

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You will be brought back to the login screen where you will enter your username and password to login.

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Welcome to the new PayAMA!

**ATTENTION: Existing PayAMA Customers**  
Customers with existing profile credentials can use the same username and password.  
If you're unsure of your username or password, please utilize the Forgot Password and Forgot User Name links below.

**My Account Login**

User Name  
User Name

Password  
Password

Remember me

Forgot your password?  
Forgot your User Name?

**Login**

**Sign Up**

Creating a User Name gives you access to your account details and some great tools including:

- View and Pay your bills online
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Before you get started, please have your most recent bill handy to complete the registration form.

**Sign Up Now**

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Once you are logged in you will see your account information and details.

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Change Account Refresh Logout

Home  
View/Pay My Bill  
Payment History  
Monthly Billed Usage  
Interval Usage  
Compare  
Service Request History  
Profile  
Service Request

**Dashboard**

Welcome to Account Dashboard.  
A convenient way to check on your account details and information that matters. Alerts, recent usage and bill details allow you to monitor your usage and control your utility bill costs.

**Account Details**

Address: [Redacted]  
Name: [Redacted]  
Current Balance: [Redacted]  
Past Due: [Redacted]  
Water Service: On  
Sewer Status: On  
Installments: No Installments Found

**My Recent Usage**

Monthly Billed Usage

You used 4.00 Thou Gal less water compared to your previous bill

| Usage on your current bill, read on               | Usage         |
|---|---------------|
| Mar 04, 2026                                      | 4.00 Thou Gal |
| Usage on your previous bill, read on Feb 03, 2026 | 8.00 Thou Gal |

Why was your usage less?