

Submit a Customer Service Request Through Our New Customer Portal

Learn how to submit a customer service request through the Amarillo Customer portal. This guide walks you through filling out the service request form for questions about your bill, usage, or services. Please provide accurate contact information and your specific question.

1 Navigate to [Amarillo Utility Billing: My Account Login](#)

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

Password

 Remember me





[Forgot your password?](#)

[Forgot your User Name?](#)

[Contact Us](#)

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.

Are you a new customer?

Fill out our online [Application for New Service](#)

2 Click "Service Request" tab.

The screenshot shows the Amarillo Account Dashboard. The top navigation bar includes the City of Amarillo logo and a "Change Account" dropdown. The left sidebar contains several menu items: Home, View/Pay My Bill, Payment History, Monthly Billed Usage, Interval Usage, Compare, Service Request History, Profile, and Service Request. The "Service Request" item is highlighted with a green box. The main content area is titled "Dashboard" and includes a welcome message, account details, and usage information.

Account Details

Address:	
Name:	
Current Balance:	\$0.00
Past Due:	\$72.95
Water Service	On
Sewer Status	On
Installments:	No Installments Found

My Recent Usage

Monthly Billed Usage

You used the same amount of water compared to your previous bill

Usage on your current bill, read on Jan 11, 2026
0.00

Usage on your previous bill, read on Dec 10, 2025
0.00

My Current Bill

This widget is a snapshot of the recent usage from the last two bills, and it may consolidate usage data for all r

3 Click "Customer Service Request"

The screenshot shows the Amarillo Service Requests page. The top navigation bar includes the City of Amarillo logo and a "Change Account" dropdown. The left sidebar contains several menu items: Home, View/Pay My Bill, Payment History, Monthly Billed Usage, Interval Usage, Compare, Service Request History, Profile, and Service Request. The "Service Request" item is highlighted with a red bar. The main content area is titled "Amarillo Service Requests" and includes several buttons: Installation Request, Customer Service Request, Update Mailing Address, Social Security Exemption Request, and Terminate/Transfer Service. The "Customer Service Request" button is highlighted with a green box. Below the buttons is a "Comments & Feedback" section with a text input field and a submit button.

Amarillo Service Requests

- Installation Request
- Customer Service Request
- Update Mailing Address
- Social Security Exemption Request
- Terminate/Transfer Service

Comments & Feedback

Help us improve our portal, tell us what you think. ✓

4 Select an option from the drop-down menu to continue.

Customer Service Request

- Do not use the "back(←)" or "refresh (🔄)" buttons. To cancel and return to the home page, please use the cancel button on the bottom of the page.
- Items marked with asterisk (*) are required fields.

Customer Information

Account #:

Issue/Concern

*Type of Question:

Questions About Bill Usage or Services

*Comments:

Where can we reach you with further questions?

*Phone Number:

Extension:

*Email:

*Confirm Email:

5 Describe your concern in the space provided.

- Do not use the "back(←)" or "refresh (🔄)" buttons. To cancel and return to the home page, please use the cancel button on the bottom of the page.
- Items marked with asterisk (*) are required fields.

Customer Information

Account #:

Issue/Concern

*Type of Question:

Questions About Bill Usage or Services

*Comments:

I have a question on my bill usage for the month. Why is my water bill higher this month than last month?

Where can we reach you with further questions?

*Phone Number:

Extension:

*Email:

*Confirm Email:

Cancel

Submit >

6 Enter your point of contact in the "phone number" field.

Customer Information

Account #:

Issue/Concern

*Type of Question:

Questions About Bill Usage or Services

*Comments:

I have a question on my bill usage for the month. Why is my water bill higher this month than last month?

Where can we reach you with further questions?

*Phone Number:

Extension:

*Email:

*Confirm Email:

Cancel

Submit >

7 Enter your Email and Confirm in the highlighted field.

Account #:

Issue/Concern

*Type of Question:

Questions About Bill Usage or Services

*Comments:

I have a question on my bill usage for the month. Why is my water bill higher this month than last month?

Where can we reach you with further questions?

*Phone Number:

Extension:

*Email:

*Confirm Email:

Cancel

Submit >

8 Click "Submit"

Customer Information

Account #:

Issue/Concern

*Type of Question:

*Comments:

Where can we reach you with further questions?

*Phone Number: Extension:

*Email: *Confirm Email:

9 Click "OK"

Customer Information

Account #:

Issue/Concern

*Type of Question:

*Comments:

Where can we reach you with further questions?

*Phone Number: Extension:

*Email: *Confirm Email:

Customer Service Request

! Your request has been submitted to City of Amarillo's Customer Service Department.

10 A confirmation email for your customer request will be sent to you.

Customer Service Request Submission



Amarillo Utility Billing <Waterbill@amarillo.gov>

To



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 or clicking links from unknown senders or when receiving unexpected emails.

Hello,

Thank you for your request. A member of our team is currently reviewing it and will reach out to you within two (2) business days.

If your request is urgent, please feel free to contact us at waterbill@amarillo.gov or call **806-378-3030**, and we'll be happy to assist you.

If you have already submitted an order, no further action is needed. Our Customer Support team will be in touch soon.

We appreciate your patience and look forward to helping you.

Thank you,

Customer Experience Team
City of Amarillo Utility Billing