

Submit an Installment Request Through Our New Customer Portal

Learn how to submit an installment request using the new customer portal. This guide will walk you through the simple steps to initiate your request efficiently.

1 From the home page after logging in, click "Service Request."

The screenshot displays the City of Amarillo Account Dashboard. At the top left is the City of Amarillo logo with the tagline "OPEN SPACES • ENDLESS OPPORTUNITIES". Below the logo is a "Change Account" button. A navigation menu on the left includes: Home, View/Pay My Bill, Payment History, Monthly Billed Usage, Interval Usage, Compare, Service Request History, Profile, and Service Request (highlighted with a green box). The main content area is titled "Dashboard" and contains 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

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

My Current Bill

2 Choose the "Installment Request" option.

The screenshot shows the City of Amarillo website interface. At the top left is the Amarillo logo with the tagline "CITY OF AMARILLO OPEN SPACES • ENDLESS OPPORTUNITIES". Below the logo is a "Change Account" button. A vertical navigation menu on the left includes: Home, View/Pay My Bill, Payment History, Monthly Billed Usage, Interval Usage, Compare, Service Request History, Profile, and Service Request. The main content area is titled "Amarillo Service Requests" and contains a list of service request options: Installment Request (highlighted with a green box), Customer Service Request, Update Mailing Address, Social Security Exemption Request, and Terminate/Transfer Service. Below this list is a "Comments & Feedback" section with a text input field containing the placeholder text "Help us improve our portal, tell us what you think."

3 Click inside the "Phone Number" field.

- The monthly installment amount will appear as a **separate line item** on your monthly bill.
- **Monthly installments** and **current charges** must be paid by the **billing due date**.
- **Partial payments** will be applied to **current charges first**, then to the installment amount.
- If payment is not received by the due date, the installment may be **cancelled**, and the **full account balance** may become due.
- Continued failure to meet payment obligations may result in **interruption of services**.

Additional Information

- If your service is scheduled for **disconnection**, you must either:
 - Pay your account in full, **or**
 - Contact our **Customer Service Center** at (806)378-3030 to discuss for options.
Note: Full payment is required to cancel a disconnection order
 - If you are working with a **social service agency** for payment assistance, entering into this plan **may affect your eligibility** for emergency aid. Please notify us if this applies to you
 - If you experience an **unexpected loss or reduction of income** after starting the installment, you may request a **review and possible modification**.

Account Information

Account #: Customer Name:

Service Address:

Address 1:

Address 2:

City: State: Zip Code:

! Important

Do not submit a request for installment if you are not satisfied with the terms. Please contact us for clarification on alternative arrangements.

Please provide this information:

*Phone Number:

Extension:

Cancel

Submit

4 Select the "Submit" button.

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Please provide this information:

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Extension:

Cancel

Submit

5 Click "Ok"

For available alternatives.

Terms and Conditions

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Installment Agreement

i Your Installment Request has been submitted.

Ok

Account Information

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Service Address:

Address 1:

Address 2:

City: State: Zip Code:

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

