

Natural Gas Main Request Process

This process is applicable for New Gas Main Installation.

Step 1: Visit info.citizensenergygroup.com/permits-and-forms to complete the online Natural Gas Main Request Application. The property owner and/or designated representative (i.e. private contractor or Engineering Firm) will need relevant project information such as property address, property owner name, private contractor information, number of lots(if available), and requested gas load. Email the final site plans, autocades, signed paperwork and any supporting documents(if available) to GasPlanRequest@citizensenergygroup.com.

The AutoCAD file for new residential subdivisions must include the following items:

- Addresses (if available)
- Lot lines
- Centerlines
- Right-of-way
- Street names
- Boundary lines
- Easements/set back lines with dimensions

If additional assistance is required, please email the Key Account Coordinator.

Please note: The initial plan review process can take up to 3 weeks from the time all required documents/files have been received but may take longer if the application contains incorrect or missing information. If required, incorrect and missing information will be requested prior to reviewing the application.

Step 2: Once the application is submitted the customer will receive an email with:

- An application number.
- A gas design layout denoting the estimated pipe size and length to be installed and any conduit crossings that may also be required.(New Subdivision)
- A gas agreement for signature, outlining the terms and cost (if applicable) of the gas main installation.
- Request for paving/curb timeline (if applicable).

You may use this application number to look up the status of the application and to communicate with the Key Account Coordinator. Citizens will also communicate through this application if needed.

Please Note: **30 Days** prior to paving and curb installation, all applicants for New Subdivisions and New Commercial Developments are required to notify Citizens of the paving date via GasPlanRequest@citizensenergygroup.com

Step 3: In order for a main to be installed Citizens ask that the roads be installed (topcoat is not required but the base of the pavement is), the curbs to be installed, any easements staked where the gas is to be installed, and other utility installed where agreed upon. The route of the gas main must be clear of construction materials, trash bins, trees, cars, and other obstructions.

Please note: Citizens will backfill to existing grade.

Application Status Definitions:

Application statues will be as followed:

In Progress: The main request is in the design and approval process. The application can be in this status for 4 weeks.

Construction Ready: The Construction Coordinator has determined the job site is ready and meets requirements of step 3. Application could be in this status for 8-12 weeks.

Construction Routed: The main request is with a Crew to be installed. Application could be in this status for 4-6 weeks.

Installed: The main has been installed in the field.

****Please Note the time frames are subject to change****

For more information:

Website: info.citizensenergygroup.com/permits-and-forms

Key Account Coordinator:

keyaccountsupport@citizensenergygroup.com