

Natural Gas Service Request Process

This process is applicable only once a home has a foundation or meter location marked.

Step 1: Visit info.citizensenergygroup.com/permits-and-forms to complete the online Natural Gas Service 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, lot number (if available), and requested gas load. Upload the final site plans, autocades, signed paperwork and any supporting documents. If additional assistance is required, please call the New Service Contact Center.

Please note: This process typically 8-12 weeks to process and route 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. You may use this application number to look up the status of the application and to communicate with the New Service Contact Center. Citizens will also communicate through this application.

Step 3: In order for a service to be installed Citizens ask for the home or business to have a foundation or the meter location marked/stubbed out and correct natural gas load for all the appliances. The route from the gas main to the meter location must be clear of construction materials, trash bins, trees, cars, and other obstructions. If additional assistance is required, please call the New Service Contact Center

Please note: Building addresses and street names must be posted and visible.

Step 4: When the service has been installed you can use your application to request a meter.

Please Note: Your house lines or building must have a fully piped appliance and must meet the required building codes for local, state, and federal, as well as passing a pressure test before the meter setting can be connected to the house line. This will require access into the building.

Application Status Definitions:

Construction Received: The application is with the construction group, and the job site will be inspected. This status is based on the condition of the job site and can be in this status for approximately 2 weeks.

Construction Ready: The Construction Coordinator has determined the job site is ready and meets all requirements of step 3. The application could remain in this status for approximately 6-8 weeks.

Construction Routed: The application is with a crew to be installed. The installation of a service does not mean a meter will be installed, the requirements step 4's note must be met. The application could be in this status for approximately 2 weeks.

****Please Note: Time frames are subject to change****

For more information:

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

New Service Contact Center:

317-927-4444

NewService@CitizensEnergygroup.com