

Demolition Request for Gas and Water

Please follow the steps listed below if you require a CLEARANCE LETTER from Citizens Energy Group for gas and water to obtain permits for demolition. For sewer disconnect click [here](#).

Do NOT follow this process if you need to relocate a gas meter or if you choose to have gas service removed from the property. For these requests, please contact our Residential Call Center at 317-924-3311 or Business Call Center at 317-927-4328.

IMPORTANT NOTICE:

- Gas service will always be terminated outside the property to allow for a safe demolition.
- Water service termination will depend on whether services will be reused in the future.

If NO: water will be terminated at the tap.

If YES: water service will be inspected, if it is found to be inadequately sized and/or the pipe material is lead; it will be terminated at the tap and a new tap will be required.

The property owner will be responsible for the cost of installing new service lines.

Step 1:

All services must be turned off by Citizens Energy Group.

Please contact our Residential Customer Service at 317-924-3311 or the Business Contact Center at 317-927-4328 to schedule the order to turn the active services off. You may also go to our [website](#) to request the active services be turned off.

We will not be able to process the demolition request if services are on.

Step 2:

Fill out an [application](#) on our website

Make sure to include the full address of the property. Please include all units, apartments, etc. For duplex, please include both addresses.

Attach an aerial image highlighting/circling the property being demolished. For examples click [here](#).

If the property has a fire line (sprinkler system) we will need a clearance letter for that structure provided by the Fire Marshal. We will not be able to process the demolition request without it.

Step 3:

Please allow 1-2 business days for review of the request. A follow up email will be sent to confirm the status (Accepted or Declined). If declined an explanation of why will be included in the email. (example: services are still on, etc.)

Step 4:

For [Residential Services](#), please allow 3 to 5 weeks from the date the acceptance email was sent (see step 3) before receiving the clearance letter. A new email will be sent with the clearance letter attached.

For [Business Services](#), please allow 4 to 6 weeks from the date the acceptance email was sent (see step 3) before receiving the clearance letter. A new email will be sent with the clearance letter attached.

For [Water Lines Only](#): water lines are the responsibility of the property owner, so they can take it upon themselves to cut and cap the water lines and/or fire line on private property (outside of road right of way).

Step 5:

Please refer to Frequently Asked Questions for additional information. See our Terms & Conditions for any questions.

Frequently Asked Questions

- 1.** What is the cost of having gas and/or water services terminated by Citizens?
There is no cost at this time to have gas and water terminated.
- 2.** How do I know what services are available to this property and/or if there is a fire line?
By contacting our Call Center at 317-924-3311 or going to CitizensEnergyGroup.com.
- 3.** What is a clearance letter and why do I need one?
A clearance letter is required by the city to obtain the necessary permits for a demolition. A clearance letter shows the status of the services. Example: Gas service has been cut and plugged, water service has been turned off, etc.
- 4.** Services have been turned off at the property and/or I don't have a meter at my property. Can you send me a clearance letter now?
Either case indicates that there are no active services being used at the property, but underground services can still be active and flowing from the mains to the property. We need to remove/terminate services to allow for a safe demolition
- 5.** There are no services at this property; can you send me the clearance letter?
We need to follow the same process and conduct an inspection; please fill out an application with all the information required.
- 6.** Why do I need two different applications, one for gas and water and a different one for sewer?
The processes are different, in the case of gas and water, all work is done by Citizens. For sewers, work needs to be done by a licensed contractor.
- 7.** Why is it important to let Citizens know if I am planning to reuse the services in the future?
Inaccurate information can result in costly additional charges, see [IMPORTANT NOTICE here](#)
- 8.** Where it says to "send an aerial image highlighting or circling the property to be demolished", can I just attach a Google image?
We need to be able to identify the property to be demolished without any doubt. The Google image will pin a location but won't identify specific structures. We need an aerial image with the building (s) to be demolished highlighted or circled. Please see example [here](#).
- 9.** My clearance letter has expired; can you send me a new one?
Clearance letter expires 90 days from the issue date. If your clearance letter has expired, a new request will have to be submitted.
- 10.** After I rebuild, how do I obtain services again?
By going to the [Start New Service](#) page on CitizensEnergyGroup.com.

Aerial Image Example:



NOTE: Internet aerial maps from sites like Google Maps, Bing Maps or other internet maps are great places to get aerial maps.