



Sanitary Main Extensions Plan Review and Permitting Process

Step 1: Visit info.citizensenergygroup.com/permits-and-forms for the Sanitary Main Application and to complete online form. If additional assistance is required, please call the New Service Contact Center.

- > Internal - Application in Processing/Technical Review
- > Internal - Application assigned a reviewer

Step 2: Applicant will be emailed a link to an online project folder for uploading required documentation. (i.e. Full Construction Plans, completed Design Summary etc.)

Applicants can utilize the Citizens Sanitary Main Review Checklist to assist in the design and compilation of construction plans (available online at info.citizensenergygroup.com/permits-and-forms).

Step 3: Notify Citizens (i.e. Your assigned reviewer) of plan submittal.

- > Internal - Application in Processing/Technical Review

Please allow a minimum of two weeks, plus an additional week for each subsequent review following resubmittals. Typically, two or more resubmittals occur with each application.

Step 4: Upon approval of the Design Summary, Citizens will submit a signed copy of the Indiana Department of Environmental Management (IDEM) Capacity Certification/Allocation Letter to IDEM and notify the applicant. In the Westfield service territory, Citizens will submit all required sanitary permit information to IDEM.

NOTE: An IDEM permit must be obtained independently of Citizens review process and submitted to Citizens as part of the required supplemental documentation. (Not applicable in the Westfield service territory.)

Step 5: Once the review process has concluded and all required documentation has been received, the applicant will be notified by Citizens via email to complete the contract documents as instructed in the contract cover letter.

Step 6: Upon receipt of completed contract documents, Citizens will contact the applicant via email with instructions on required fees to be collected and how to make those payments.

Please note: Connecting to a private development main installed less than ten (10) years ago may require payment of a Subsequent Connector Fee. The Subsequent Connector Fee will be determined as part of the review process and will be collected prior to release for construction.

Please note: If applicable, Citizens will record any easements associated with the main extension. Easement review and recording time varies based on complexity and county.

Step 7: Following collection of contract documents and required fees, Citizens will issue a release for construction to the applicant via email with instructions on scheduling a pre-construction meeting with the assigned inspector.

Step 8: Upon completion of sewer main construction and final inspection by Citizens, the applicant will submit to the assigned inspector as-builts for review. Citizens will review and accept as-builts that meet Citizens' Digital Submission Standards. The applicant will submit close out documents, as outlined in the close out documents letter.

Once as-builts and close out documents have been accepted, Citizens will issue a release for service letter. This will allow new customers to connect to the new main for service.

Please note: Sanitary lateral connection permits will not be issued until all the preceding requirements have been met. In addition, per Section 536.205(b)(7) of the Indianapolis Municipal Code, a sanitary connection permit is required prior to obtaining a structural permit.

For more information:

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

New Service Contact Center info: 317-927-4444
(M-F 8:00am-4:30pm)

NewService@CitizensEnergygroup.com