



Water Main Extensions Plan Review and Permitting Process

Step 1: Visit info.citizensenergygroup.com/permits-and-forms for the Water Main Application and to complete the online form. If additional assistance is required, 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, Hydraulic Analysis Required Information Form, AutoCAD file etc.)

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

NOTE: An Indiana Department of Environmental Management (IDEM) Notice of Intent to Construct a Water Main Extension (NOI) must be completed and submitted to Citizens during the review process. Citizens will submit a copy of the NOI to IDEM as part of their review. Within the Westfield service territory, the Water Main Construction Permit Application is used in place of the NOI.

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

- > Internal - Application in Processing/Hydraulic Modeling
- > Internal - Application in Processing/Technical Review

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

Step 4: Once the review process has concluded and all required documentation has been received, the applicant will be notified by Citizens via email and letter to complete the contract documents

as instructed in the contract cover letter.

Step 5: Upon receipt of completed contract documents, Citizens will contact the applicant via email with instructions on required fees (if applicable) 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 of recording.

Step 6: Following collection of contract documents and required fees (if applicable), Citizens will issue a release for construction letter to the applicant via email with instructions on scheduling a pre-construction meeting with the assigned inspector.

Step 7: Upon completion of water main construction and final inspection by Citizens, the applicant will submit close out documents, as outlined in the close out documents letter.

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

Please note: Water service line permits will not be issued until all the preceding requirements have been met.

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