



## Water Service Lines Plan Review and Permitting Process

This process is applicable only once a new water main has been constructed and placed into service.

**Step 1:** Visit [info.citizensenergygroup.com/permits-and-forms](https://info.citizensenergygroup.com/permits-and-forms) to complete the online Water Service Application. The property owner and/or designated representative (i.e. private bonded contractor) will need relevant project information such as property address, property owner name, private contractor information and proposed service line information. If additional assistance is required, please call the New Service Contact Center.

*Please note: This process typically takes a few days, but may take longer if the application contains incorrect or missing information. If required, incorrect and missing information will be requested.*

**Step 2:** If the application requires a technical review, the typical turnaround time is five (5) business days. If multiple reviews are required, the time between reviews is dependent on the applicant and when updates/revisions are submitted for further review.

*Please note: If applicable, an association agreement and/or easement may be required prior to permit issuance. Review and recording time of association agreements and/or easements varies based on complexity and county of recording.*

**Step 3:** Once the application has been processed, the applicant will receive an email notifying them of permit issuance pending payment of fees (if applicable) and assigning an inspector (if applicable).

*Please note: Properties connecting to a private development main installed less than ten (10) years ago may be required to pay a Subsequent Connector Fee. The Subsequent Connector Fee will be determined as part of the review process and will be collected prior to permit issuance.*

**Step 4:** If an inspector has been assigned, the applicant schedules a pre-construction meeting with the assigned inspector who will contact you within 2-3 business days. No work should take place before the pre-construction meeting.

**Step 5:** To schedule a connection to the water main, the applicant must call (317) 927-4444, option 2.

The property owner and/or designated representative will be responsible for all labor and additional costs associated with preparation of the trench for the connection preparation of the meter pit, and installation of the service line.

*Please note: All contractors doing work must be bonded with Citizens Energy Group.*

**Step 6:** A system development charge (SDC fee) may be applied to the first month's bill based on the size of the service line pipe installed. To view rates, fees and regulatory notices, please visit [citizensenergygroup.com/Tools/Rates-Regulatory-Notices](https://citizensenergygroup.com/Tools/Rates-Regulatory-Notices).

### For more information:

**Website:** [info.citizensenergygroup.com/permits-and-forms](https://info.citizensenergygroup.com/permits-and-forms)

**New Service Contact Center:** 317-927-4444  
(M-F 9:00am-4:00pm)

[NewService@CitizensEnergygroup.com](mailto:NewService@CitizensEnergygroup.com)