



Water Main Extensions Plan Review and Permitting Process

Step 1: Contact the New Service Contact Center to apply for Water Main (See information box below).

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

Step 2: Applicant emailed a link to an online project folder for uploading of required supplemental documentation. (i.e. Full Construction Plans, Hydraulic Analysis Required Information Form, AutoCAD file etc.)

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.

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 are required for each application.

Step 5: 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 final contract documents as instructed in the approval letter.

Step 6: 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.

Step 7: Following collection of the final contract and required fees (if applicable), Citizens will issue a release for construction to the applicant via email with instructions on contacting an inspector to begin construction of their water main.

Step 8: Upon completion of water main construction and final inspection by Citizens Energy Group, the developer will send close-out documents, as outlined in the approval letter.

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

Please note: Individual building service line permits may not be issued until all the preceding requirements have been met.

For more information:

Website: CitizensEnergyGroup.com/Permits

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

NewService@CitizensEnergygroup.com