



# Sanitary Sewer Lateral Linings Plan Review and Permitting Process

This process is applicable to existing sanitary laterals needing rehabilitation.

**Step 1:** Visit [www.CitizensEnergyGroup.com/Permits](http://www.CitizensEnergyGroup.com/Permits) to complete the online Sanitary Lateral Liner - Repair Permit Application. The property owner and/or designated representative (i.e. private contractor) will need relevant project information such as property address, property owner name, private contractor information and proposed lateral 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 additional information is required, a request will be sent to the applicant. For Lateral Repair - Lining applications, Step 2 has been altered to facilitate faster reviews.*

**Step 2:** The contractor must proceed to their designated Box.com folder and upload pre-repair CCTV video of the lateral. The naming of the file shall include the address and indicate that it is the before video. Please ensure that the video is of good quality, inclusive of all sections to be reused, and adequately shows the issues. In addition, the video shall include the footages and include both directions going towards the sanitary sewer and away from the sanitary sewer. Poor quality CCTV videos will be required to be re-done prior to reviewing. Once the video is uploaded to the Box folder, please send an email to [REACH@CitizensEnergyGroup.com](mailto:REACH@CitizensEnergyGroup.com) notifying them this has been done. This step will speed help expedite the review process.

*Please note: This step has been included as a courtesy to speed up the review process for a lateral lining repair permit when compared to a typical lateral application.*

**Step 3:** 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.

Once the application has been processed, the applicant will receive an email notifying them of permit issuance pending payment of fees.

*Please note: All applicants must pay a \$209 permit application fee.*

**Step 4:** The property owner and/or designated representative (i.e. private contractor) will be responsible for all materials, labor, and additional costs associated with the installation of their lateral lining. Upon completion of the installation, the contractor must upload a post-repair CCTV video of the lateral for review. The contractor shall order an inspection of the lateral online at [www.CitizensEnergyGroup.com/Permits](http://www.CitizensEnergyGroup.com/Permits) (under Sanitary Laterals).

*Please note: If excavation was required to install any portion of the lateral, the trench must be left open for Citizens to complete the inspection. All installations must follow the Citizens Sanitary Standards Manual, which is available online at [www.CitizensEnergyGroup.com/Permits](http://www.CitizensEnergyGroup.com/Permits).*

*Please note: All contractors performing work on sanitary sewer facilities connected to Citizens Energy Group assets must be licensed with the City of Indianapolis / Marion County.*

## For more information:

**Website:** [CitizensEnergyGroup.com/Permits](http://CitizensEnergyGroup.com/Permits)

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

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