



Sanitary Sewer Laterals Plan Review and Permitting Process

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

Step 1: Visit www.CitizensEnergyGroup.com/Permits to complete the online Sanitary Lateral 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 to process and route but may take longer if the application contains incorrect or missing information. If required, incorrect and missing information will be requested prior to reviewing the application.

Step 2: If the application requires a technical review, the typical turnaround time for the first review 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.

Please note: All applicants must pay a \$209 permit application fee. Each new connection is also charged an additional connection fee based on water meter size (if applicable). The standard connection fee for a single-family home is \$2,530 but can be more if the home or business has a larger-than-standard domestic water meter.

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: 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 and low-pressure grinder (if applicable). Upon completion of the installation, the contractor must order an inspection of the lateral online at www.CitizensEnergyGroup.com/Permits under Sanitary Laterals.

Please note: The trench must be left open in for Citizens to complete the inspection. All installations must follow the Citizens Sanitary Standards Manual available online at www.CitizensEnergyGroup.com/Permits.

Please note: All contractors doing work must be licensed with the City of Indianapolis / Marion County.

For more information:

Website: CitizensEnergyGroup.com/Permits

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

NewService@CitizensEnergygroup.com