

Bonded Contractor FAQs

This sheet addresses frequently asked questions on Citizens Bonded Contractors.

Approval as a Bonded Contractor does not relieve the contractor of responsibility for complying with Citizens standards or following the applicable local, state, and federal regulations.

What is a Citizens Bonded Contractor?

A Citizens Bonded Contractor is a professional or company that has met the bonding requirements set by Citizens, providing financial protection for Citizens and its customers on water service line and sanitary lateral work performed within the Citizens system.

Why should a contractor become a Citizens Bonded Contractor?

Becoming a Citizens Bonded Contractor allows a contractor to perform work on water service lines and sanitary laterals within the Citizens system. Bonding provides assurance to Citizens and its customers that a contractor possesses the necessary qualifications, holds financial responsibility, and can perform work in accordance with all applicable standards and permitting processes of Citizens.

What type of work can a Citizens Bonded Contractor perform?

A Citizens Bonded Contractor may perform work on water service lines and sanitary laterals within the Citizens system, subject to applicable standards and permitting processes. A separate approval is not required for each Citizens service territories (e.g. Citizens Westfield, Citizens Water, etc.) or utilities (i.e. water or sewer).

How can a contractor become a Citizens Bonded Contractor?

Email NewService@CitizensEnergyGroup.com to begin the Bonded Contractor application. During review of the application, new contractors within the Citizens system will be contacted to attend a virtual meeting with the Citizens Operations team.

What documents are required during the application process?

Required documents typically include proof of surety bond from the contractor's insurance provider, a general liability insurance certificate, and the relevant contractor licenses.

How long does the approval process take?

The approval process can take as little as a few days but may take up to two weeks once the required documentation is submitted. Processing times may vary depending on the contractor's insurance provider and the completeness of the application. If the contractor is new to the Citizens system, additional approval time may be required for the meeting with the Citizens Operations team to occur.

What happens after approval?

Once approved, the contractor will receive an email from Citizens with their Citizens Bond Number and the contractor will be added to the Citizens Bonded Contractor list. Once on this list, the contractor may begin performing eligible water service line and sanitary lateral work within the Citizens system in accordance with the applicable standards and permitting processes.

What if the contractor's bond or insurance has expired?

Current bonding and insurance must be maintained with Citizens to remain a Citizens Bonded Contractor. If a contractor's bond or insurance expires or lapses, the contractor's Citizens Bonded Contractor status will be suspended until proof of renewal is provided and approved.

How should Citizens title appear on the bond?

All applicable Citizens entities must be listed. These entities include: "the Department of Public Utilities for the City of Indianapolis, acting by and through the Board of Directors for Utilities, as Trustee, in furtherance of a Public Charitable Trust for the Water System d/b/a Citizens Waterworks", "CWA Authority, Inc.", "Citizens Water of Westfield, LLC", and "Citizens Wastewater of Westfield, LLC"

How long must a bond be maintained by a contractor?

Contractor bonds must remain in effect for three years following the completion date of the last water service line and sanitary lateral work completed by the contractor within the Citizens system.