

Bonded Contractor Approval Process

This process allows contractors to become bonded with Citizens Energy Group to perform water service line and sanitary lateral work within the Citizens system.

- Step 1:** Email NewService@CitizensEnergyGroup.com to begin a new Bonded Contractor application. The applicant will need to provide basic information to begin the process.
- Step 2:** During review, new contractors within the Citizens system will be contacted to attend a virtual meeting with the Citizens Operations team.
- Step 3:** After meeting with the Citizens Operations team (if applicable), the applicant will receive a Citizens Contractors Bond Form to provide their insurance company.
- Step 4:** The applicant's insurance company will need to email the applicant's corresponding bond to NewService@CitizensEnergyGroup.com.
- Step 5:** Once the bond is approved by Citizens, an approval email will be issued to the applicant with their corresponding Citizens Bond Number. Once the bond number is assigned, the contractor is approved and eligible to perform work on water service lines and sanitary laterals within the Citizens system.

Please note that these processes may take up to 2 weeks to complete.

Frequently Asked Questions:

Why are contractors required to be bonded?

Being a bonded contractor with Citizens allows contractors to perform work on water service lines and sanitary laterals within the Citizens system. Bonding provides assurance to Citizens and their customers that the contractor possesses the necessary qualifications, holds financial responsibility, and can perform work in accordance with the applicable standards and permitting processes Citizens requires.

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

Contractors performing Citizens water service line and sanitary lateral work must maintain current bonding and insurance with Citizens. If a contractor's bond or insurance has expired, the contractor's status will be suspended until proof of renewal is provided and approved.

How long must the bond be maintained for?

The bond must be in effect for three (3) years following the completion date of the last water service line or sanitary lateral work performed within the Citizens system.

What if the insurance company will only issue a one (1) year bond?

To qualify as a bonded contractor with Citizens, you must provide a bond that meets the three (3) year requirement. Bonds of a shorter duration will not be considered.

For more information:

Website: info.citizensenergygroup.com/permits-and-forms

New Service Contact Center:
317-927-4444

NewService@CitizensEnergyGroup.com