



CUSTOMER SERVICE BULLETIN

April 10, 2020 - Vol. 1, No.3

Dear Customers, Industry Partners and Homeowners,

First and foremost, I hope you are staying well. As our service is essential, during this unprecedented time, I want to reassure you we are committed to continuing to serve our customers in a safe and responsible manner.

With information moving rapidly, we think it is important to keep you up to date on the measures we are taking to ensure the health and safety of our customers and our team members. Along with our enhanced sanitation measures and social distancing practices in the building, we're taking every precaution with your project and plan applications.

Here are some of the most recent operational changes we want you to be aware of:

Effective Monday, April 13, 2020 all Building Construction Inspections and all Special Inspections will be performed remotely through video. Please review the Remote (Video) Inspection Processes at:

Construction Inspections: www.pwcgov.org/COVID19BDDRemoteInspectionProcess

Special Inspections: www.pwcgov.org/COVID19BDDSIRemoteInspectionProcess

Applications are also being accepted Monday – Friday at Drop-Off bins and other mail services. Please ensure that all submissions are completed and filled out correctly, and placed in the appropriate bin, as labeled for each agency. We ask that you check the website regularly for any changes to the following instructions:

Address Validation

An address validation is required and can be processed online, only via email to: pwcmaps@pwcgov.org, prior to dropping off your applications. Please allow 24 hours before for your drop off is first processed into our system.

Drop Off Service

Large bins are located outside the Development Service Building Plaza side entrance. There is a bin for each agency.

Find a map of the drop off service location [Here](#)

Plans, permit applications, non-conforming use determinations, rezoning and special use permit case applications may be dropped off.

An address validation, as required, should be submitted with the application.

Prior to dropping off your plans, address validations are processed online only via email. For general inquiries, contact us at 703-792-6840 or by email pwcmaps@pwcgov.org for more information.

If you are dropping off a large volume package, please **email in advance to DDS@pwcgov.org**, so we can promptly receive your applications.

If possible, please place the packages in the sealed envelopes provided.

The bins will be monitored regularly between 8am – 4pm each workday.

Standard mail delivery - Applications are also continuing to be received via US-mail, UPS,

Payments

Credit Card payments to Development Services can now be made via phone at 703-792-6930 and Environmental Services/Watershed via phone at 703-792-7070.

Payments to all other Departments can be made via check, only.

Checks should be made payable to: PWC.

Please ensure all checks are secured to the applications.

NO CASH ACCEPTED.

The Development Services ePortal offers 24-hour access to the following services: permits, inspections, plans, requests, and code enforcement and payments can be invoiced and paid online.

Development Services

For general inquiries contact us at 703-792-6930 and DDS@pwcgov.org.

For Building Development Division general inquiries contact us at 703-792-6930 and BDD@pwcgov.org.

For Land Development Division general inquiries contact us at 703-792-6830 and LDD@pwcgov.org.

Staff will be working in the office and/or teleworking.

Staff are available for customer calls and e-mails.

Plan reviews will continue.

Zoning and sign applications under review will continue to be reviewed.

Building inspections will continue; however, please note:

For general inspection inquiries, please contact the Inspections Office 703-792-7006

Inspections that require access through an **occupied dwelling** are being suspended for 30 days.

(NOTE: Exceptions may be considered for emergencies only (i.e. Power Outages, Structure Fires etc.))

Outside inspections are still being performed as normal.

Video Inspections (Facetime, Skype) – AVAILABLE 04-13-20

Please call 703-792-7006 if you have questions regarding your inspection.

COVID-19 Self Certification Form includes the installation of gas appliances, solar panels, and car chargers and is located at [COVID 19 Self Certification Form](#).

Site Inspections will continue.

Sincerely,

Wade A. Hugh

Director

703-792-7346

whugh@pwcgov.org