



# PRINCE WILLIAM

Development Services

## CUSTOMER SERVICE BULLETIN

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## PRINCE WILLIAM COUNTY GOVERNMENT FACILITIES TO RE-OPEN ON WEDNESDAY JULY 1, 2020 WITH MODIFICATIONS TO SERVICES

Prince William County Government Development Services Building will open, with modifications to services, on Wednesday, July 1, 2020. This includes the following Departments and Offices: [Development Services](#), [Environmental Services](#), [Fire Marshal](#), [Geographic Information Systems](#), [Planning](#), [Public Works](#), [Transportation](#) and Environmental Health – Prince William Health District.

We are committed to providing excellent customer service. Where possible, customers are encouraged to send application submissions electronically by using our [new online services for project submissions](#).

Officially launched this month, the new and improved [Citizen Self-Service ePortal](#) provides value-added offerings and allows immediate access to information 24/7. To learn [how to sign-up for an ePortal account](#) visit the [Development Management System](#).

While counter services within the building are now available, all electronic application submissions processes will continue. Of special note, the [Building Development ePlan Submissions Process](#) and Fire Protection ePlan submission process remains mandatory. Please see the [Customer Electronic Plan Review \(ePlans\) Guide](#) for full details [here](#).

The following eServices remain mandatory via online only and are not available in location:

### **Residential eServices\***

Accessory Structure  
Retaining Walls  
Single Family Houses (New & Additions)  
Townhouse/Townhouse (Condo)  
(New & Additions)  
Swimming Pools (Above Ground/Inground)  
Hot Tubs  
Residential Trade Permits (see below)

### **Commercial eServices**

Alteration/Repair Plans  
Fire Protection Systems  
New Structure Plans  
Special Inspections Shop Drawing  
Tenant Layout Plans

(\*Exception: Homeowner managed projects will be provided counter services in location.)

Department, office and counter services inside the building will remain limited, as the health and well-being of our staff, customers and the community is our top priority. Some office and support functions remain via teleworking, due to staffing is required to remain at 25-30 percent in-person to continue social distancing practices.

All Departments are working and making appointments to meet as needed via phone, email, teleconference and in-person. Counter services are 8 a.m. – 4 p.m., Monday – Friday in the Development Services building, 5 County Complex Court, Prince William, VA 22192. [Click here](#) for driving directions.

The County will have a daytime security officer on duty to help manage public access, as well as offer masks to customers seeking in-person services at location.

For more specific information please visit Development Services [COVID-19 Update](#) or each Department at [www.pwcgov.org](http://www.pwcgov.org).

## **AS A PUBLIC FACILITY WE ARE REQUIRING SOCIAL DISTANCING AND WEARING FACE MASKS OR COVERINGS**

*In accordance with the Governor's Executive Order 63, all patrons in the Commonwealth aged ten and over shall cover their mouth and nose with a face covering as described and recommended by the CDC when entering, exiting, traveling through, and spending time inside Prince William County government facilities for the purpose of securing public services.*



# MAXIMUM OCCUPANCY

## The Development Services Building Atrium Maximum Occupancy is 40



### Special Inspection Reports and Shop Drawings

Effective August 1, 2020, Special Inspection Reports and Shop Drawings for new projects will be mandatory required to be submitted electronically to [SpecialInspections@pwcgov.org](mailto:SpecialInspections@pwcgov.org).

Please look for an announcement next month. For assistance contact us at 703-792-6112 or [SpecialInspections@pwcgov.org](mailto:SpecialInspections@pwcgov.org).

### Fire Protection ePlan Submissions

Fire Protection ePlan submissions, meeting the below criteria, are required to be processed via the [Building Development Division ePlan](#).

- Fire Alarms
- Sprinkler Systems including Fire Pumps, Remote FDC, and Breezeway Loops
- Alternative Suppression Systems including Clean agents, CO2, and other inert gas
- Underground Fire Lines
- Kitchen Hood suppression systems



Please refer to the [Customer Electronic Plan Review \(ePlan\) Guide](#) and send all [form](#) submissions or inquiries to [FMOSubmissions@pwcgov.org](mailto:FMOSubmissions@pwcgov.org).

#PrinceWilliamStrong