



## CUSTOMER SERVICE BULLETIN

Issue II April 7, 2020

### Notice to Customers, Industry & Homeowners

Dear Customers, Industry Partners and Homeowners,

Good afternoon! I want to apprise you of recent developments, in our continued effort to serve our county and protect our employees.

The Prince William Board of County Supervisors recently took several actions to maintain continuity of government while keeping itself and residents safe during the COVID-19 pandemic. The Board confirmed and approved the Declaration of Local Emergency, which the County Executive, Chris Martino, declared on March 16, 2020.

At that time, we established a Drop-Off Service. As a reminder, please ensure to enclose a fully completed and signed application, using the sealed envelopes and deposit in the appropriate labeled bins, to help us reduce the overall time it takes to review all submissions.

We have also established an **Automatic Call Routing System, using voicemail on Main Customer Numbers** to keep employees safe while continuing to maintain our response time. Customers are encouraged to leave a clear and detailed message, so that we can return their call within a half hour or less.

We greatly appreciate your support and patience and remain 'Open for Business' to serve you. Sincerely,

Wade A. Hugh  
Director

703-792-7346  
[whugh@pwcgov.org](mailto:whugh@pwcgov.org)

## COVID-19 | PRINCE WILLIAM COUNTY

### Department of Development Services

## IMPORTANT ANNOUNCEMENT

**WE ARE EXPERIENCING A HIGHER THAN NORMAL  
VOLUME OF INCOMPLETE APPLICATIONS  
TO MINIMIZE ANY DELAY**

**PLEASE ENSURE YOUR APPLICATION IS SUBMITTED CORRECTLY**

**PLEASE KNOW WE ARE WORKING AS QUICKLY AS POSSIBLE  
TO HELP ALL CUSTOMERS**

**Current Review/Processing Time at the Front Counters: Up to five (5) business days**

**Any questions, please call**

Building Development 703-792-6930 or [BDD@pwcgov.org](mailto:BDD@pwcgov.org)

ePortal 703-792-6875 or [DMS@pwcgov.org](mailto:DMS@pwcgov.org)

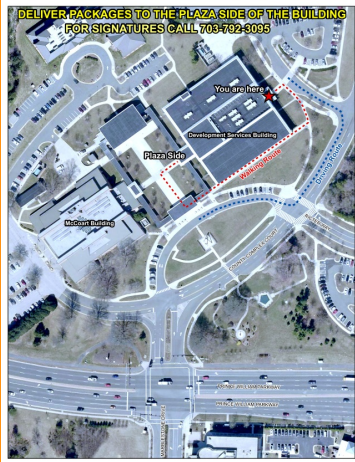
Inspections 703-792-7006 or [BDDInspections@pwcgov.org](mailto:BDDInspections@pwcgov.org)

Land Development 703-792-6830 or [LDD@pwcgov.org](mailto:LDD@pwcgov.org)

## COVID-19 Self Certification Form



**Homeowners – Residential Limited Repair Permit Program – COVID-19 Update** – Our Contractor Inspection Certification Program has temporarily expanded to include the installation of gas appliances, solar panels, car charges etc. and is now published [here](#) and available here: [COVID-19 Self Certification Form](#).



### Development Services Drop Off

Applications are being accepted via Drop-Off and other mail services. The Drop-Off container is located on the Plaza side entrance side of the Development Services Building.

Full instructions are [here](#)  
703-792-6930 [DDS@pwcgov.org](mailto:DDS@pwcgov.org)

### County Partner Updates...

#### ADDRESSING & PERMITS

Address Validations are required on all commercial properties including alteration/repairs when applying for a permit and are now being processed online via email [pwcmaps@pwcgov.org](mailto:pwcmaps@pwcgov.org).

Contact [GIS](#) for more information and all general inquiries:  
703-792-6840 [pwcmaps@pwcgov.org](mailto:pwcmaps@pwcgov.org)



### Recent Industry Partner News...

Find the latest VA DEQ Stormwater Construction General Permit Reissuance and Permit Expiration information [here](#).

For Prince William Service Authority Operation Guidance click [here](#).



[pwcgov.org/DDS](http://pwcgov.org/DDS)

[DDS COVID-19 Update](#)

[DDS News](#)