



## CUSTOMER SERVICE BULLETIN

Vol. I Issue No. 16 July 28, 2020

### Small Business Project Management Program



Entrepreneurs, startups and small businesses trust Prince William's **Small Business Project Management Program** with helping them learn the business permitting process, even during challenging times. **We are here to help, and it shows .**

Prince William County's **Department of Development Services** today announced its Small Business Project Management Program (SBPM) performance indicators. One hundred and twenty customers opened for business in the first half of 2020. Of these customers, 80 represented new business and 40 were existing businesses expanding or relocating elsewhere within the County.

Amidst the challenges of the COVID-19 Pandemic, these numbers are comparatively lower than this time last year, when 210 businesses opened for business. However, the numbers are trending upwards since April 2020 seeing 3 businesses opened to June 2020 with 19 businesses opened.

Wade A. Hugh, Director, Department of Development Services said: "We've stayed "Open for Business" throughout COVID-19 and have instituted new online and automated tools that make it more efficient and safer for our customers to use from their own place of business or home-based office. We are optimistic that our SBPM customers will continue to increase over time, as we continue to be in Phase Three and more grants and financial relief are available."

Since inception, the SBPM has helped more than 500 customers open for business... [more](#)



**145**

**Entrepreneurs, startups and small business served in Jan-June 2020**

**How-To Guide**

Launched this month, our NEW How-To Guide for Building Development ePlan Submissions is a comprehensive guide for commercial developers, project managers and homeowners... [more](#)



**Citizen Self-Service ePortal Upgrades**

Our new and improved Customer Self-Service ePortal allows customers to be closer to their projects 24/7 with improvements in new feature tools to training services for improved user experiences...[more](#)

**Special Inspection Reports and Shop Drawings**

Effective September 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). 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).





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