

Contact: Ginny Person
Prince William County, Virginia
Department of Development Services
Main: 703.792.6930 | Direct: 703.792.4630
gperson2@pwcgov.org

For Immediate Release

Prince William County New & Improved Customer Service ePortal Goes Live June 8, 2020

June 1, 2020 - Prince William County, Va – Prince William County Department of [Development Services](#) today announced improvements to its Customer Service [ePortal](#), which adds to its growing portfolio of online services that support ongoing demand from both new and existing customers. The new and improved [ePortal](#) (also known as Citizen Self-Service) goes live June 8, 2020.

These value-added offerings allow customers to be closer to their projects and gain immediate access to information 24/7, in a cost-effective and efficient manner. To enroll in online training or view a YouTube demonstration visit the [Development Management System](#) webpage, [here](#).

“We are excited to be expanding our online customer support services. By building greater online capabilities we can provide faster service, advance communications, mitigate issues and identify incomplete applications sooner, while continuing to generate a more agile and adaptive Information Technology infrastructure,” said Wade A. Hugh, Director, Department of Development Services.

“The idea is to ensure a uniform experience regardless of project and to allow customers to seamlessly move throughout the ePortal – from beginning to end,” added Hugh.

Most recently, Development Services put into place a [Temporary Activity Permit for Outdoor Seating](#) to help restaurants, dining and craft beverages prepare for Virginia Governor Ralph Northam’s Phase one [Executive Order 61](#), that went into effect on May 28, 2020.

Prior to this, the Fire Protection ePlan submission process was rolled out and embedded in the Building Development Division’s [Customer Electronic Plan Review \(ePlans\) Guide](#).

In addition, during the COVID-19 pandemic, Development Services forged innovation that is more technology-driven. Customers now have access to the latest updates via [Customer Service Bulletins](#) and a dedicated [COVID-19 Response webpage](#); Remote Video for [Construction Inspections](#) and for [Special Inspections](#); a [COVID-19 Self Certification form](#); and commercial business guidance on the [use of temporary signs](#).

For more information or assistance on the ePortal please contact staff at 703-792-6875 or DMS@pwcgov.org.

About Prince William County Department of Development Services

The [Department of Development Services](#) promotes a culture where staff and customers work in partnership to create and sustain a better quality of life and environment in which to live, work, play, worship and retire. Development processes are designed to be effective and efficient, and ensure compliance with federal, state and local regulations. The Department of Development Services supports economic development, public safety, revitalization, infrastructure improvements, and the protection of natural resources. Staff provides customers the highest quality of service and respect. We supply the public with development information through effective communication and education. To learn more visit: www.pwcgov.org/DDS, Email: DDS@pwcgov.org or Phone: 703-792-6930.

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