



## CUSTOMER SERVICE BULLETIN

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# THE POWER OF ePORTAL

### The Power of ePortal is here...

During the ongoing COVID-19 global pandemic, Development Services understands that business owners have continued to take actions wherever and whenever they can—from finding new ways to serve customers to tasking employees to take on new jobs.

Development Services is doing the same, by building *The Power of ePortal* for improved customer service!

[Prince William County's ePortal](#), a single IT enterprise gateway, provides all stakeholders access to information and processes for \*nearly all development projects. **The Power of ePortal** improves communication and provides efficient access to applications, leading to quicker decision-making and increased productivity.

[Development Services](#) knows business owners do not slow down or stop working towards their goals and is here to help. Development Services has leveraged portal technology that enables powerful features and created [ePortal videos, user guides and FAQs](#), along with new [checklists](#). The new features also allow the [ePortal](#) screen to adjust to whatever screen size an individual is using.

The [Building Development Forms Management System](#) provides easy access to “fillable” forms from an IT device. The latest checklists can be found [here](#), which include: [commercial swimming pools, spas and hot tubs](#), [residential pools, spas and hot tubs](#), [new structures and additions](#), [temporary sales trailers](#) and more.

To find out which plans can be submitted using [ePortal](#), see tables one and two in the Customer Electronic Plan Review ePlans Guide [here](#). Need further assistance? Development Services encourages business owners to reach out to them at 703-792-6875, or email [DMS@pwcgov.org](mailto:DMS@pwcgov.org).

\*Excludes: Commercial Standalone trade permit submissions.

## Focused on Local: Small Business



For the first time this year, the number of small businesses opening in Prince William County returned to pre-pandemic levels, continuing the trend since July.

Thirty-eight new Development Services' customers opened for business in August 2020, receiving

support from the Small Business Project Management Program (SBPM).

[Learn more here...](#)

A photograph of a woman with dark, curly hair, wearing a pink sleeveless top with white polka dots, standing with her arms crossed in a workshop or store. The background is filled with various tools and equipment. Overlaid on the right side of the image is a semi-transparent circular graphic containing text.

**200**  
**Entrepreneurs,  
startups and small  
businesses served  
in January - August  
2020**

Find out more about how the Small Business Project Management Program can help today!

703-792-6930 [DDS@pwcgov.org](mailto:DDS@pwcgov.org)  
<https://tinyurl.com/s8lk3dh>

## What's New? A Message from the Zoning Branch



In immediate effect, all homeowners, industry and commercial developers with zoning submissions are asked to submit applications, as follows:

**INDUSTRY/COMMERCIAL:** A new option only for commercial companies: The Zoning Branch is now accepting **ALL TYPES** of zoning applications electronically via

**RESIDENTIAL:** For residential homeowners, we continue to accept zoning applications:

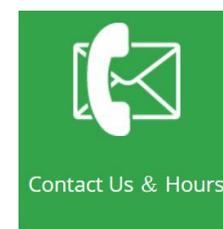
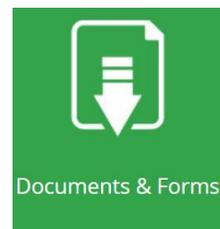
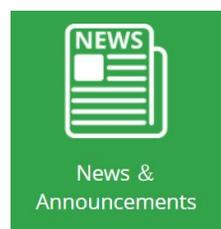
- in-person at the zoning counter window;
- via drop-off inside the Development Services Building at the Early Assistance Deck; and
- by US Mail or courier service to: Prince William County, Attn: Zoning Counters, 5 County Complex Court, Suite 180, Prince William, VA 22192.

We apologize for any inconvenience and thank you for your patience. We are working to expand electronic services to all customers. Until this time, we are monitoring commercial workloads to ensure we have the capacity to increase services to residents, without generating a backlog and poor customer services.

## **CORONAVIRUS-RELATED DELAYS**

### **Temporary Modifications to Services in Effect**

The Development Services Building maximum capacity is 40 customers. To be in compliance, capacity is monitored regularly and customer services may be modified, at any time. Reception/Early Assistance Desk Services and tickets may not be available during peak capacity, which is usually between 2:00 p.m. - 4:00 p.m. For further assistance, please contact Development Services at 703-792-6930 or [DDS@pwcgov.org](mailto:DDS@pwcgov.org).



**You Can Help  
Stop COVID**



**PRINCE  
WILLIAM  
COUNTY**