



Chesterfield County, Virginia

Memorandum

DATE: June 8, 2020

TO: Community Development Customers

FROM: Jesse Smith, Deputy County Administrator for Community Development

SUBJECT: Re-opening the Community Development Building and Utilities Building customer service centers; Launch of eReview electronic submittal and plan review technology

On **June 15, 2020**, the customer service centers in the Community Development and Utilities Buildings will re-open; and, our next phase of electronic submittal and review, called “eReview” will begin.

Re-opening the Community Development (CD) and Utilities Buildings

June 15, 2020 the CD building located at 9800 Government Center Parkway and the Utilities building located at 9840 Government Center Parkway will re-open to the public. Six-foot social distancing will be maintained, and all customers must wear a mask while in the buildings in accordance with state and county requirements. Due to limited availability of masks, we are not able to provide masks so please bring your own. Building specific information and service availability is provided below.

Community Development Building

The first floor customer service center area will re-open to the public. Services available will be the Building Inspection and Planning departments’ application submittal and general customer service counter functions. The Walk-Thru permit process is not available at this time. Customers may also arrange for meetings with CD building staff members by appointment. Please schedule appointments to meet with specific staff members as many staff members are still working from home, and we cannot guarantee a specific staff member will be available for unscheduled walk-in service. Required six foot distancing limits the number of customers we can accommodate in the customer service center. Once all of the seats in the waiting area are full, additional customers must wait outside the building until a seat has opened up.

We still offer service options that do not require entry into the CD building. The pick-up and drop-off bins outside the building entrance that have been provided throughout the COVID19 event will be maintained; therefore, you may continue to drop off permit applications/plans and pick up permits/plans without entering the building. A representative will contact you when your permit is issued. If picking up the issued permit and plans, please call us when you arrive, and we will place your issued permit in the pickup bin. We will continue to accept faxed or emailed permit applications with payments provided by completing a credit card authorization form for permits that do not require submittal of a plan. Delivery by mail or commercial courier is still accepted. Our new eReview system, detailed below, will also be available to provide an electronic submittal and issuance option for most applications/plans/permits. CD staff are available to work with you and answer your questions via phone, email or video conference.

Utilities Building

The first floor customer service center areas will re-open to the public. Services available will include accepting water and wastewater payments, accepting applications for new water and/or wastewater connections, establishing new services for customers moving into properties, disconnecting services for customers moving out of properties, and responding to billing questions. Other utility services are available via phone, email, or video conferencing. Department information can be obtained by calling 804-748-1271 or by visiting our webpage at www.chesterfield.gov/utilities. Water and wastewater payments can be made at any time through the Customer Portal on the department website or by calling 1-844-449-7664.

Customer seating will not be available. To make payments or submit applications for new connections, customers may continue to use our walk-up drop boxes located at each entrance of the Utilities building. For added convenience for customers who want to remain in their car while dropping off a payment or application, a drive-up drop box is located at the Government Center Parkway entrance between the Community Development building and the Utilities building. For your protection, please do not place cash in the drop boxes.

eReview

eReview is our new online citizen portal that provides an electronic option for application and document submittal, and receipt of building permits and associated plans. Register for an eReview account to start your eReview experience June 15 at <https://aca-prod.accela.com/Chesterfield> for any of the services detailed below. Instructions for using the new portal will be published on the Community Development webpage <https://www.chesterfield.gov/1557/Planning-Development> prior to June 15.

Building Inspection Department

For permit applications with associated plan submittals, the building permit application, plans, and supplementary documents will be accepted in eReview. Electronic payment is not available at this time on the eReview portal. Once your eReview application is complete, we will call you for payment information. For permits, such as independent trade permits without plans required, please submit the application and credit card authorization form by email or fax. When plan review is complete, an email will be sent to the applicant notifying he or she to log into the eReview portal and access the reviewer comment files. The applicant will respond with an electronic revision submittal via the eReview portal. Once approved, the issued permit will be emailed to the applicant. The approved plan documents will be available to the applicant on the eReview portal. The permit applicant will need to print a copy of the approved permit, and plan for use as the field set.

Planning Department

A new portal will be provided through eReview for submitting site plan and subdivision cases. This phase will initiate electronic Plan review which allows staff to write and mark up directly on plans submitted and see changes in subsequently revised plans more easily. This phase is an interim step in our development of electronic review that still requires 5 hard copy sets with the initial review, 2 copies on subsequent reviews, and 13 copies once final approval is given. Electronic payment is not available at this time on the eReview portal. Payments will follow the current process; fees will be received by check.