

Layman's Guide to Starting A Business In Charlotte and Mecklenburg County

2008



**charlotte
CHAMBER**

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LOCAL CONTACTS

CHARLOTTE CHAMBER OF COMMERCE

Economic Development:

Mr. Jeff Edge, Senior Vice President (ext. 1307)

Mr. Justin Hunt, Vice President, Headquarters & International Dev. (ext. 1310)

Ms. Kati Hynes, Vice President, Economic Development (ext. 1371)

Ms. Kit Cramer, Vice President, Economic Development (ext 1301)

Mr. Brian Francis, Director Manufacturer's Alliance & Business Retention (ext. 1333)

330 South Tryon Street, Suite 200

Charlotte, NC 28202

Phone: (704) 378-1300 (switchboard)

Phone: (704) 378-(ext. #) (direct)

Fax: (704) 374-1903

E-mail: judge@charlottechamber.com

jhunt@charlottechamber.com

khynes@charlottechamber.com

kcramer@charlottechamber.com

bfrancis@charlottechamber.com

Web Address: www.charlottechamber.com

N.C. DEPARTMENT OF COMMERCE REGIONAL OFFICE

Mr. Ron Leitch, Director

Ms. Uconda Duggins, Economic Development Representative

8210 University Executive Park Drive, Suite 260

Charlotte, NC 28262

Phone: (704) 547-5738 (Ron) (704) 547-5736 (AI)

Mobile: (704) 663-9331 (Ron) (704) 792-0881 (AI)

Pager: (704) 346-1922 (Ron) (704) 346-2206 (AI)

Fax: (704) 547-5747 (office)

E-mail: <mailto:rleitchncdoc@mindspring.com>

<mailto:aplylerncs0114@interpath.com>

CITY OF CHARLOTTE ECONOMIC DEVELOPMENT OFFICE

Mr. Brad Richardson

City of Charlotte

600 East Fourth Street

Charlotte, NC 28202-2840

Phone: (704) 336-3857

Fax: (704) 432-1414

E-mail: brichardson@ci.charlotte.nc.us

<http://www.ci.charlotte.nc.us/cindev/business/busintro.htm>

MECKLENBURG COUNTY CONTACT

Mr. Bill Warren

Ombudsman/Citizen Liaison

Mecklenburg County

11th Floor

Charlotte-Mecklenburg Government Center

600 East Fourth Street

Charlotte, NC 28202

Phone: (704) 336-2627

Fax: (704) 336-5887

E-mail: WARREJW@co.mecklenburg.nc.us

LABOR RELATED

Worker Recruitment & Screening

NC Employment Security Commission
5601 Executive Center Drive, Suite 100

Charlotte, NC 28212

Phone: (704) 566-2870

<http://www.ncesc.com>

Contact: Ms. Ronne Grantham, Manager Joblink Career Center
(704) 565-6865 (ext 212)

veronica.grantham@ncmail.net

Worker Training

Ms. Cheryl Richards

Associate Dean, Corporate & Continuing Education

Mr. Alan Murdock

Director, New & Expanding Industry

Central Piedmont Community College

PO Box 35009

Charlotte, NC 28235-5009

Phone: (704) 330-4665 (Cheryl)

Phone: (704) 330-4657 (Alan)

E-mail: cheryl.richards@cpcc.edu

alan.murdock@cpcc.edu

<http://www.cpcctraining.org/>

Ms. Maureen Little

Regional Customized Training Director – Charlotte Region

The North Carolina Community College System

South Piedmont Community College

4209 Old Charlotte Highway

Monroe, NC 28110-7333

Phone: (704) 289-8588

E-Mail: m-little@spcc.cc.nc.us

City of Charlotte (JTPA/PIC program)

Employment & Training Department

600 East Fourth Street

Charlotte, NC 28202

Phone: (704) 336-3380

<http://www.ci.charlotte.nc.us/cindev/>

Contact: Veronica Mosley, Employment Services Manager

Phone: (704) 336-2126 (direct)

TAX RELATED

Business License

City/County Tax Collector

700 N. Tryon Street

PO Box 31577 (28231)

Charlotte, NC 28202

Phone: (704) 336-6315

www.co.mecklenburg.nc.us/cotax

Contact: Robin Lewis, Business License Supervisor

Property Tax Listing

City/County Tax Collector

720 E. Fourth Street

PO Box 31457 (28231)

Charlotte, NC 28202

Phone: (704) 336-4600

www.co.mecklenburg.nc.us/cotax

N.C. Assumed Name Act

(For businesses that do not use the name of principals)

Register of Deeds

720 E. Fourth Street

Charlotte, NC 28202

Phone: (704) 336-2443

www.charmeck.nc.us/wings/contacts/codeeds.html

BUILDING STANDARDS ISSUES

Charlotte/Mecklenburg Code Enforcement Division
700 North Tryon Street
P.O. Box 31097
Charlotte, North Carolina 28231-1097
Phone: (704) 336-2831 (main switchboard number)
Fax: (704) 336-3839
<http://www.charmeck.org/Departments/LUESA/Code+Enforcement/home.htm>

Chief Executive: Mr. Jim Bartl (704) 336-3827 (direct #)

City of Charlotte, Engineering Department
600 East Fourth Street
Charlotte, NC 28202-2844
Phone: (704) 336-4257
Chief Executive: David Weekly

Individual discipline primary contacts:

<u>DISCIPLINE</u>	<u>CONTACT NAME</u>	<u>PHONE NUMBER</u>
Commercial Permits Review:	Willis Horton	(704) 336-4301
Building:	Gene Morton	(704) 336-3503
Electrical:	Gerald Harvell	(704) 336-3523
Mechanical:	Phil Edwards	(704) 336-3555
Plumbing:	Bill Spidel	(704) 432-1196
Zoning:	Keith MacVean	(704) 336-5738
Sign Permit:		(704) 336-3818
Fire Marshal		
City:		(704) 336-3814
County:	Donnie Beard	(704) 336-3763
Transportation, City:	Jim Humphrey	(704) 336-3882
Tree Ordinance, City:	Laura Brewer	(704) 336-3660
Land Development, City:	David Weekly	(704) 336-2291
Environmental Protection		
Air Quality	Don Willard	(704) 336-5500
Water Quality	Dave Canaan	(704) 336-3736
Storm Water	Joe Aug, P.E.	(704) 336-3712
Solid Waste	Bruce Gledhill	(704) 336-3711
Hazardous Materials	Donnie Beard	(704) 336-3763
Addressing	Rhonda Buckner	(704) 336-6175

Land Use & Environmental Services Agency Web Site:

<http://www.charmeck.org/Departments/LUESA/Home.htm>

UTILITIES CONTACTS

Duke Energy

Mr. Michael Trotter, Manager Economic Development
PO Box 1006
526 South Church Street
Charlotte, NC 28201-1006
Phone: (704) 382-3904
Fax: (704) 382-3264
www.dukepower.com/EconomicDevelopment
E-mail: motrotte@duke-energy.com

AT&T

Mr. Carlos Sanchez, Director of External Affairs
15G AT&T Plaza
300 South Brevard Street
Suite 200
Phone: (704) 417-7622
Fax: (866) 765-0644
E-mail: Carlos.E.Sanchez.1@att.com
www.att.com
www.bellsouth.com

Piedmont Natural Gas Company

Theresa Sellers, Major Account Services Rep
1915 Rexford Road
PO Box 33068
Charlotte, NC 28233
Phone: (704) 525-1654 ext. 7205
www.piedmontng.com
E-mail: theresa.sellers@piedmontng.com

Charlotte/Mecklenburg Utility Department (CMUD)

Mr. Barry Gullet, Deputy Director
5100 Brookshire Boulevard
Charlotte, NC 28216
Phone: (704) 399-2221 (main switchboard)
Phone: (704) 391-5098 (direct)
Fax: (704) 393-2219
www.charmeck.nc.us/ciutilities
E-mail: bgullet@ci.charlotte.nc.us

EnergyUnited (Parts of Northern Mecklenburg County)

Mr. Tim Holder, Director, Economic Development
18019 Old Statesville Road
P.O. Box 8
Cornelius, NC 28031
(704) 896-5468
1-800 822-0197 ext. 6011
www.energyunited.com
Email: tim.holder@energyunited.com

ElectriCities of North Carolina, Inc. (Parts of Cornelius, Huntersville & Pineville)

Ms. Brenda Daniels, Economic Development

1427 Meadowood Boulevard

Raleigh, NC 27626-0513

Phone: (919) 760-6363

Phone: 1-800-768-7687

Fax: (919) 715-6050

www.electricities.com

E-mail: brenda.daniels@electricities.com

NC Ports Authority

Ms. Sheila Cox

1301 Exchange Street

Charlotte, NC 28208

Phone: (704) 398-2982

Phone: 1-800-782-6155

Fax: (704) 398-0940

www.ncports.com

CSX Transportation

Russ Smitley, Manager, Regional Development for NC & VA

1610 Forest Ave., Suite 120

Richmond, VA 23229

Phone: 804-226-7504

E-mail: Russ_Smitley@csx.com

5540 Centerview Drive, Suite 425

Raleigh, NC 27606

Phone: (919) 851-5433

www.csx.com

Norfolk Southern Corporation

Mr. Jimmy Bowman, Industrial Development Manager

1500 Carson Street

Raleigh, NC 27608

Phone: (919) 831-3092

Fax: (919) 831-3041

Email: jrbowman@nscorp.com

www.nscorp.com/

STATE CONTACTS

Economic Development

N.C. DEPARTMENT OF COMMERCE
Mr. Bo Gregory, Client Services Manager
301 North Wilmington Street
PO Box 29571
Raleigh, NC 27626-0571
Phone: (919) 733-4977
Fax: (919) 733-9299
Email: bgregory@nccommerce.com
www.nccommerce.com/

Building/Facility Related

ENVIRONMENTAL ISSUES
Mr. Paul Jordan, Environmental Consultant
NC Department of Commerce
430 N. Salisbury Street
Raleigh, NC 27611
Phone: (919) 733-9392
(Air Pollution Source or Abatement Permitting
Withdrawal of Surface or Ground Water
Discharge of Waste Water to Surface Water)
Email: pjordan@nccommerce.com
<http://www.ehnr.state.nc.us/>

Licensing

NORTH CAROLINA DEPARTMENT OF COMMERCE
Business ServiCenter
301 N. Wilmington Street
Raleigh, NC 27601
1-800-228-8443 or (919) 715-2864
www.nccommerce.com
(One-stop referral service for all state licenses.)
Articles of Incorporation
State Retail License
State Wholesale License
Privilege License

Labor Related

UNEMPLOYMENT INSURANCE
Employment Security Commission of North Carolina
PO Box 26504
Raleigh, NC 27611-6504
Phone: (919) 733-7156
Fax: (919) 733-0780
www.esc.state.nc.us/business/tax_info.asp

Charlotte Field Office:
NC Employment Security Commission
5601 Executive Center Drive, Suite 100
Charlotte, NC 28212
Phone: (704) 566-2870

WORKERS COMPENSATION INSURANCE

Insurance Agency of your choice

(See Charlotte Chamber Membership
Directory for Recommendations)

NC EMPLOYER WITHHOLDING ACCOUNT NUMBER

Individual Income Withholding Tax Section
NC Department of Revenue
PO Box 25000
Raleigh, NC 27640
Phone: (919) 733-4626

OSHA ISSUES

NC Department of Labor
OSHA Division
413 N. Salisbury Street
Raleigh, NC 27601
Phone: (919) 807-2971 or 1-800-LABOR-NC
www.dol.state.nc.us/osha/osh.htm

STATE HOUR & WAGE REQUIREMENTS

Wage & Hour Division
NC Dept. of Labor
4 West Edenton Street
Raleigh, NC 27601
Phone: (919) 807-2796
Phone: 1-800-LABOR-NC
www.dol.state.nc.us/lbstand2.htm

NC DEPT. OF LABOR FIELD OFFICE
901 Blairhill Road, Suite 200
Charlotte, NC 28217-1578

Apprenticeship:	Phone: (704) 665-4341
Wage & Hour Division:	Phone: (704) 665-4341
Elevator Division:	Phone: (704) 665-4341
OSHA Division:	Phone: (704) 665-4341

Tax Related

SALES & USE TAX

North Carolina Department of Revenue
Sales & Use Tax Division
PO Box 25000
Raleigh, NC 27640
Phone: (919) 733-2151
<http://www.dor.state.nc.us/taxes/sales/>

CORPORATE INCOME TAX

North Carolina Department of Revenue
Corporate, Excise & Insurance Tax Division
PO Box 25000
Raleigh, NC 27640
Phone: (919) 733-8510
<http://www.dor.state.nc.us/taxes/corporate.html>

FRANCHISE TAX

North Carolina Department of Revenue
Corporate, Excise & Insurance Tax Division
PO Box 25000
Raleigh, NC 27640
Phone: (919) 733-8510
<http://www.dor.state.nc.us/taxes/corporate.html>

CHARLOTTE FIELD OFFICE

NC Department of Revenue
5111 Nations Crossing Road
Charlotte, NC 28217
Phone: 1-877-252-3052

FEDERAL CONTACTS

Labor Related

U.S. DEPARTMENT OF LABOR

WAGE & HOUR DIVISION

800 Briar Creek Road, Suite CC-412
Charlotte, NC 28205
Phone: (704) 344-6302
Toll Free: 1-866-487-9243
<http://www.dol.gov/esa/whd/>

OFFICE OF FEDERAL CONTRACT COMPLIANCE

800 Briar Creek Road, Suite BB-401
Charlotte, NC 28205
Phone: (704) 344-6113
Toll Free: 1-866-487-2365
<http://www.dol.gov/esa/ofccp/>

OSHA

300 Fayetteville Street Mall
Room 104
Raleigh, NC 27601
Phone: (919) 856-4770
<http://www.osha.gov/>

U.S. INTERNAL REVENUE SERVICE

FEDERAL TAX INFORMATION
Eastpark Executive Center
6635 Executive Circle
Suite 180
Charlotte, NC 28212
Phone: (704) 566-5378
Phone: 1-800 829-1040

EMPLOYER ACCOUNT NUMBER
Forms & Publications Department
Greensboro, NC 27401
Phone: 1-800-829-1040
(request SS-4 form)
<http://www.irs.gov/>

Other Issues

U.S. POSTAL SERVICE

Business Mail Entry/Mail Acceptance
2901 I-85 South
Charlotte, NC 28208
Phone: (704) 393-4438
<http://www.usps.com/>

U.S. CUSTOMS SERVICE

1901 CROSS BEAM DRIVE
CHARLOTTE, NC 28217
Phone: (704) 329-6100
Fax: (704) 329-6103
1-877-CUSTOMS
Service Port (both internal and trade purposes)
<http://www.customs.ustreas.gov/>

Small Business Start-up Assistance

Charlotte Chamber of Commerce

330 South Tryon Street, Suite 200

Charlotte, NC 28202

(704) 378-1300

Contact: Steve Partridge

Sr. VP, Small Business

(704) 378-1321 (direct)

spartridge@charlottechamber.com

www.charlottechamber/smallbusiness

BizHub Network

124 E. Independence Blvd. Suite 203

Charlotte, NC 28206

(704) 330-6736

Contact: Lori Day

Executive Director

(704) 330-6776

lori@bizhub.org

<http://www.smallbusinesscharlotte.org/Default.aspx?tabid=1>

The Small Business Resource Center

Public Library of Charlotte & Mecklenburg County

310 North Tryon Street

Charlotte, NC 28202

(704) 336-2725

Contacts: Craig Cole & Peter Murray

Hours: Monday - Thursday 11:00 am - 8:00 pm

Friday - Closed

1st & 3rd Saturday & Sunday during Library Hours

Services:

The Small Business Resource Center assists all businesses by offering free, one-stop information on subjects including:

- business planning
- financing
- marketing
- insurance
- how to start your own business
- how to prepare a business plan
- how to prepare cash flow and perform financial statements
- how to research demographics
- how to increase sales opportunities.

Charlotte Certified Development Corporation

5970 Fairview Rd, Suite 218

Charlotte, NC 28210

Phone: 704-442-8145

Fax: 704-442-0429

Email: info@charlottecdc.com

Contact: Mr. Fred Miller

Services: Administers the SBA 504 loan program.

<http://www.charlottecdc.com/>

City of Charlotte Neighborhood Development Department

Business Services Division

600 East Trade Street

Charlotte, NC 28202

(704) 336-3380

www.charmeck.nc.us/cindev

Services:

- Business and Entrepreneurial Skills Training (BEST) - delivers professional instruction in the classroom and at the business; designed to assist small business owners in managing their businesses more effectively.
- Brownfield Assessment Program - provides 50% reimbursement up to \$20,000 per site for environmental assessment activities that lead to site redevelopment.
- Brownfield Cleanup Revolving Loan Fund - provides loan funds to private borrowers for environmental clean up at approved sites.
- Business Corridor Liaison Program - City liaisons coordinate City services in designated business districts, resolve business issues and connect businesses to community business resources.
- Equity Loan Program
- Facade Improvement Grant Program - 50% reimbursement up to \$10,000 for renovation to a building's facade and/or to bring signage, landscaping or parking lots into conformance with current codes.
- Grease Trap Grant Program - provides 50% reimbursement up to \$10,000 for the cost of equipment and installation of grease traps.
- Infrastructure Grant Program - provides \$10,000 maximum grant to businesses for City required infrastructure improvements such as landscaping, sidewalks, curb & gutter and backflow prevention.
- Security Grant Program - provides 50% reimbursement up to \$2,500 for the installation of eligible security improvements.

Self-Help Credit Union

801 Baxter Street, Suite 410

Charlotte, NC 28202

(704) 376-6778

1-800-394-7428

www.self-help.org/

Services:

Self-Help is a community development lender that has provided over \$1.64 billion in financing to over 24,000 home buyers, small businesses and nonprofits. Self-Help reaches people who are underserved by conventional lenders—particularly minorities, women, rural residents, and low-wealth families—through the support of socially-responsible citizens and institutions across the U.S.

U.S. Small Business Administration

North Carolina District Office
6302 Fairview Road, Suite 300
Charlotte, NC 28210
Phone (704) 344-6563
Fax (704) 344-6769
<http://www.sba.gov/>

Services:

- Free counseling, and information on:
 - Starting a business through the Service Corps of Retired Executives (SCORE)
 - Growing business through the Small Business & Technology Development Centers (SBTDC) network of consulting services
- Financial assistance for new or existing businesses through:
 - Guaranteed loans made by area bank and non-bank lenders
 - Microloan intermediaries
 - Special loan programs available for businesses in international trade
- Assistance to businesses owned and controlled by socially and economically disadvantaged individuals through the Minority Enterprise Development programs and programs for women and military veteran business owners

Small Business and Technology Development Center

The Ben Craig Center
8701 Mallard Creek Road
Charlotte, NC 28262
Phone: (704) 548-1090
Fax: (704) 548-9050
www.sbtdc.org/

Services:

The SBTDC provides management counseling and educational services to help North Carolina businesses meet challenges, manage change, and plan for the future.