

# **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)

Ms. Eileen Cai, Director of Economic & Asian Development (ext. 1316)

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](mailto:judge@charlottechamber.com)

[jhunt@charlottechamber.com](mailto:jhunt@charlottechamber.com)

[khynes@charlottechamber.com](mailto:khynes@charlottechamber.com)

[kcramer@charlottechamber.com](mailto:kcramer@charlottechamber.com)

[ecai@charlottechamber.com](mailto:ecai@charlottechamber.com)

Web Address: [www.charlottechamber.com](http://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: [rleitch@nccommerce.com](mailto:rleitch@nccommerce.com)

[uduggins@nccommerce.com](mailto:uduggins@nccommerce.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](mailto:brichardson@ci.charlotte.nc.us)

<http://www.charmeck.org/Departments/Economic+Development/Home.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: [John.Warren@mecklenburgcountync.gov](mailto:John.Warren@mecklenburgcountync.gov)

## **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](mailto: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](mailto:cheryl.richards@cpcc.edu)

[alan.murdock@cpcc.edu](mailto: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](mailto:m-little@spcc.cc.nc.us)

## **TAX RELATED**

### **Business License**

City/County Tax Collector

700 N. Tryon Street

PO Box 31577 (28231)

Charlotte, NC 28202

Phone: (704) 336-6315

<http://www.charmeck.org/Departments/Tax+Collections/Home.htm>

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

<http://www.charmeck.org/Departments/Tax+Collections/Home.htm>

### **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

<http://meckrod.manatron.com/>

## **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/CodeEnforcement/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	David Ross	(704) 336-5430
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**

Ms. Tammey Trexler-Whaley, Manager Economic Development

1777 Old Earnhardt Road

Kannapolis, NC 28083

Phone: (704)788-4957

Cell: (704)995-4084

<http://www.duke-energy.com/economic-development/economic-development.asp>

E-mail: [TTTrexler-Whaley@duke-energy.com](mailto:TTTrexler-Whaley@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](mailto:Carlos.E.Sanchez.1@att.com)

[www.att.com](http://www.att.com)

[www.bellsouth.com](http://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](http://www.piedmontng.com)

E-mail: [theresa.sellers@piedmontng.com](mailto: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

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

E-mail: [bgullet@ci.charlotte.nc.us](mailto: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](http://www.energyunited.com)

Email: [tim.holder@energyunited.com](mailto: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](http://www.electricities.com)

E-mail: [brenda.daniels@electricities.com](mailto: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](http://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](mailto:Russ_Smitley@csx.com)

5540 Centerview Drive, Suite 425

Raleigh, NC 27606

Phone: (919) 851-5433

[www.csx.com](http://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](mailto:jrbowman@nscorp.com)

[www.nscorp.com/](http://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](mailto:bgregory@nccommerce.com)  
[www.nccommerce.com/](http://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](mailto:pjordan@nccommerce.com)  
<http://www.enr.state.nc.us/>

### **Licensing**

#### **NORTH CAROLINA DEPARTMENT OF COMMERCE**

Business ServiCenter  
301 N. Wilmington Street  
Raleigh, NC 27601  
1-800-228-8443 (in-state) or (919) 715-2864 (out of state)  
[www.nccommerce.com](http://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  
<http://www.ncesc.com/business/UI/uiMain.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  
<http://www.nclabor.com/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  
<http://www.nclabor.com/wh/wh.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

3800 Arco Corporate Drive, Suite 460  
Charlotte, NC 28273  
Phone: (704) 749-3360  
Toll Free: 1-866-487-9243  
<http://www.dol.gov/esa/whd/>

##### OFFICE OF FEDERAL CONTRACT COMPLIANCE

3800 Arco Corporate Drive, Suite 465  
Charlotte, NC 28273  
Phone: (704) 749-3380  
Toll Free: 1-866-487-2365  
<http://www.dol.gov/esa/ofccp/index.htm>

#### **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, Member Value

(704) 378-1321 (direct)

[spartridge@charlottechamber.com](mailto:spartridge@charlottechamber.com)

<http://www.charlottechamber.com/toolkit>

### **Institute for Entrepreneurship**

124 E. Independence Blvd. Suite 203

Charlotte, NC 28206

(704) 330-6736

Contact: Lori Day

Executive Director

(704) 330-6776

[lori@bizhub.org](mailto:lori@bizhub.org)

<http://www.bizhub.org>

### **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](mailto: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

<http://www.charmeck.org/Departments/Neighborhood+Dev/Home.htm>

### 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**

926 Elizabeth Ave.

Charlotte, NC 28204

(704) 409-5900

1-800-394-7428

[www.self-help.org/](http://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/](http://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.