

A Layman's Guide to Starting a Business

Charlotte Mecklenburg



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**Be sure to visit www.CharlotteBusinessResources.com for up to date information.
The site was put together by the the chamber, the city, SBA and other organizations.**



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Charlotte Chamber of Commerce 330 S. Tryon St., Charlotte, N.C. 28202 • 704-378-1300
charlottechamber.com • twitter.com/cltecondev • twitter.com/cltchamber

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LOCAL CONTACTS

ECONOMIC DEVELOPMENT

Charlotte Chamber of Commerce

Economic Development
330 South Tryon Street, Suite 200, Charlotte, NC 28202
Phone: (704) 378-1300 (Switchboard)
www.CharlotteChamber.com

Mr. Jeff Edge, Senior Vice President (Ext. 1307)
JEdge@CharlotteChamber.com

Mr. Justin Hunt, Vice President, Headquarters & International
Development (Ext. 1310) JHunt@CharlotteChamber.com

Ms. Kati Hynes, Vice President, Economic Development (Ext. 1371)
KHynes@CharlotteChamber.com

Ms. Eileen Cai, Director Of Economic & Asian Development (Ext. 1316)
ECai@CharlotteChamber.com

N.C. Department of Commerce Regional Office

8430 University Executive Park Drive, Suite 645, Charlotte, NC 28262
Fax: (704) 547-5747 (Office)

Ron Leitch, Economic Developer
Phone: (704) 547-5738 rleitch@nccommerce.com

Uconda Dunn, Existing Industry Specialist
Phone: (704) 547-5736 udunn@nccommerce.com

City of Charlotte Economic Development Office

City of Charlotte, 600 East Trade Street, Suite 300,
Charlotte, NC 28202-2840

Mr. Brad Richardson
Phone: (704) 336-3857 Fax: (704) 432-1414
BRichardson@ci.charlotte.nc.us
www.charmeck.org/departments/economic+development/home.htm

Mecklenburg County

11th Floor, Charlotte-Mecklenburg Government Center
600 East Fourth Street, Charlotte, NC 28202

Mr. Bill Warren, Ombudsman/Citizen Liaison
Phone: (704) 336-2627 Fax: (704) 336-5887
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
www.ncesc.com

Ms. Ronne Grantham, Manager, Joblink Career Center
(704) 565-6865 (Ext. 212)
veronica.grantham@ncmail.net

Worker Training

Central Piedmont Community College
P.O. Box 35009, Charlotte, NC 28235-5009
www.cpcctraining.org/

Ms. Cheryl Richards, Associate Dean, Corporate & Continuing Education
Phone: (704) 330-4665 cheryl.richards@cpcc.edu

Mr. Alan Murdock, Director, New & Expanding Industry
Phone: (704) 330-4657 alan.murdock@cpcc.edu

The North Carolina Community College System
South Piedmont Community College
4209 Old Charlotte Highway, Monroe, NC 28110-7333
Ms. Maureen Little, Regional Customized Training
Director – Charlotte Region
Phone: (704) 289-8588 m-little@spcc.cc.nc.us

TAX/LICENSE RELATED

Alcohol & Beverage Permit

ABC Commission, 3333 North Tryon St., Charlotte, 28206
Phone: 704-731-5900 Web: www.ncabc.com
State Location
3322 Garner Rd, Raleigh, 27610
Phone: 1-919-779-0700 Fax: 919-662-3583
State Mailing: 4307 Mail Service Center, Raleigh, 27699

Payments of room occupancy and food & beverage tax:
City-County Tax Collector, P.O. Box 32728, Charlotte, 28232-2728

Building Standards Issues

Charlotte/Mecklenburg Code Enforcement Division
700 North Tryon Street, P.O. Box 31097, Charlotte, NC 28231-1097
Phone: (704) 336-2831 (Main Switchboard Number)
Fax: (704) 336-3839
Chief Executive: Mr. Jim Bartl (704) 336-3827
www.charmeck.org/departments/luesa/codeenforcement/home.htm

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

Burglar Alarm Registration Requirements for Business

Charlotte-Mecklenburg Police Department
Phone: 877-893-5269
www.cmpd.org > E-Policing Resources > Alarm Registration/Permit

Business License

City/County Tax Collector
700 N. Tryon Street, P.O. Box 31577 (28231), Charlotte, NC 28202
Robin Lewis, Business License Supervisor
Phone: (704) 336-6315
www.charmeck.org/departments/tax+collections/home.htm

Crime Prevention — Business, Contact information cards for emergencies

Charlotte-Mecklenburg Police Department
601 E. Trade St., Charlotte, NC 28202
Phone: 704-336-2310
www.charmeck.org/departments/cmpd

LOCAL CONTACTS

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/>

Individual Discipline Primary Contacts:

Discipline	Contact Name	Phone Number
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

Health Department Inspection

Mecklenburg County Food & Facilities Sanitation
 Hal Marshall Services Center, 700 N. Tryon St., Suite 208,
 Charlotte, 28202-2236
 Phone: 704-336-5100
www.charmeck.org/Departments/Health+Department/Environmental+Health/FoodSanitation.htm

Land Use & Environmental Services Agency Web Site:

www.charmeck.org/departments/luesa/home.htm

Tax Listing for Property

Office location for payments in person:
 700 E. Stonewall, First Floor, Charlotte, 28202
 Phone: 704-336-7600
www.charmeck.org/Departments/Tax+Collections
 Pay by mail: P.O. Box 31457, Charlotte, 28231-1457

UTILITIES CONTACTS

Duke Energy

1777 Old Earnhardt Road, Kannapolis, NC 28083
 Ms. Tammey Trexler-Whaley, Manager Economic Development
 Phone: (704) 788-4957 Cell: (704) 995-4084
tttrexler-whaley@duke-energy.com
www.duke-energy.com/economic-development/economic-development.asp

AT&T

AT&T Plaza
 300 South Brevard Street, Suite 200, Charlotte, NC 28202
 Mr. Todd Lanham
 Phone: (704) 417-8141 todd.lanham@att.com
www.att.com

Charlotte/Mecklenburg Utility Department (Cmud)

5100 Brookshire Boulevard, Charlotte, NC 28216
 Phone: (704) 399-2221 (Main switchboard)
 Mr. Barry Gullet, Deputy Director
 Phone: (704) 391-5098 Fax: (704) 393-2219
bgullet@ci.charlotte.nc.us
www.charmeck.org/departments/utilities/home.htm

Electricities of North Carolina, Inc.

(Parts of Cornelius, Huntersville & Pineville)
 1427 Meadowood Boulevard, Raleigh, NC 27626-0513
 Ms. Brenda Daniels, Economic Development
 Phone: (919) 760-6363 Phone: 1-800-768-7687
 Fax: (919) 715-6050
brenda.daniels@electricities.com
www.electricities.com

EnergyUnited

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

Piedmont Natural Gas Company

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

STATE CONTACTS

CSX Transportation

Russ Smitley, Manager, Regional Development for NC & VA
 1610 Forest Ave., Suite 120, Richmond, VA 23229
 Phone: 804-226-7504 russ_smitley@csx.com

5540 Centerview Drive, Suite 425, Raleigh, NC 27606
 Phone: (919) 851-5433 www.csx.com

NC Ports Authority

1301 Exchange Street, Charlotte, NC 28208
 Ms. Sheila Cox
 Phone: (704) 398-2982 Phone: 1-800-782-6155
 Fax: (704) 398-0940
www.ncports.com

STATE CONTACTS

Norfolk Southern Corporation

Mr. Jimmy Bowman, Industrial Development Manager
1500 Carson Street, Raleigh, NC 27608
Phone: (919) 831-3092 Fax: (919) 831-3041
jrbowman@nscorp.com
www.nscorp.com

ECONOMIC DEVELOPMENT

N.C. Department of Commerce

301 North Wilmington Street, P.O. Box 29571, Raleigh, NC 27626-0571
Mr. Bo Gregory, Client Services Manager
Phone: (919) 733-4977 Fax: (919) 733-9299
bgregory@nccommerce.com
www.nccommerce.com

BUILDING/FACILITY RELATED

Environmental Issues

NC Department of Commerce
430 N. Salisbury Street, Raleigh, NC 27611
Mr. Paul Jordan, Environmental Consultant
Phone: (919) 733-9392
pjordan@nccommerce.com
www.enr.state.nc.us
Air pollution source or abatement permitting
Withdrawal of surface or ground water
Discharge of waste water to surface water

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
One-stop referral service for all state licenses:
Articles of Incorporation
State Retail License
State Wholesale License
Privilege License

LABOR RELATED

NC Employer Withholding Account Number

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

N.C. Department of Labor — Field Office

901 Blairhill Rd., Suite 200, Charlotte, 28217
Phone: 1-800-625-2267
www.nclabor.com
Apprenticeship: Phone: 919-733-7533
Wage and Hour Division: Phone: 919-807-2796
Elevator Division: Phone: 919-807-2770
OSHA Division: Phone: 919-790-8096

OSHA Issues

NC Department of Labor — OSHA Division
413 N. Salisbury Street, Raleigh, NC 27601
Phone: (919) 807-2971 Or 1-800-522-6762
<http://www.nclabor.com/osha/osh.htm>
Charlotte Office:
901 Blairhill Road, Charlotte, NC 28217
Phone: (704) 665-4341

State Hour & Wage Requirements

Wage & Hour Division — NC Department of Labor
4 West Edenton Street, Raleigh, NC 27601
Phone: (919) 807-2796 Phone: 1-800-522-6762
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

Unemployment Insurance

Employment Security Commission of North Carolina
P.O. Box 26504, Raleigh, NC 27611-6504
Phone: (919) 733-7156 Fax: (919) 733-0780
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)

TAX RELATED

Charlotte Field Office

NC Department of Revenue
301 McCullough Dr., Ste. 300, Charlotte, NC 28262
Phone: (704) 519-3000

Corporate Income Tax

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

Franchise Tax

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

STATE CONTACTS

Sales and Use Tax, NC Privilege License, NC Employer Account Number, NC Income Tax

North Carolina Department of Revenue
Central Collection Unit (General Information):
4701 Atlantic Ave., Suite 118, Raleigh, NC 27604
Mailing: PO Box 25000, Raleigh, NC 27640-0640

Charlotte Collection Division Office:
5111 Nations Crossing Rd., Bldg 8, Suite 100, Charlotte, 28217
Phone: 877-252-3052
www.dor.state.nc.us/taxes/sales/

FEDERAL CONTACTS

LABOR RELATED

OSHA

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

U.S. Department of Labor — Office of Federal Contract Compliance

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

FEDERAL CONTACTS

U.S. Department of Labor — Wage & Hour Division

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

U.S. Internal Revenue Service

Federal Tax Information
Five Resource Square, Suite 1-300
10715 David Taylor Drive, Charlotte, NC 28212
Phone: (704) 548-4100 Phone: (800) 829-1040
www.irs.gov

OTHER ISSUES

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)
www.customs.ustreas.gov

U.S. Postal Service

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

SMALL BUSINESS START-UP ASSISTANCE

Charlotte Certified Development Corporation

5970 Fairview Rd, Suite 218, Charlotte, NC 28210
Phone: 704-442-8145 Fax: 704-442-0429
Info@charlottecdc.com
Mr. Fred Miller
Services: Administers The SBA 504 Loan Program
www.charlottecdc.com

Charlotte Chamber of Commerce

330 South Tryon Street, Suite 200, Charlotte, NC 28202
(704) 378-1300
Contact: Keva Walton, Sr. Vp, Member Value
(704) 378-1321 kw Walton@charlottechamber.com
www.charlottechamber.com

City Of Charlotte Neighborhood Development Department

Business Services Division
600 East Trade Street, Charlotte, NC 28202
(704) 336-3380
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 percent 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**
- **Façade improvement grant program** — 50 percent reimbursement up to \$10,000 for renovation to a building's façade and/or to bring signage, landscaping or parking lots into conformance with current codes.
- **Grease trap grant program** — provides 50 percent 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 and gutter and backflow prevention.

- **Security grant program** — provides 50 percent reimbursement up to \$2,500 for the installation of eligible security improvements.

CPCC Institute for Entrepreneurship and Small Business Center

1112 Charlottetowne Avenue
Hall Building, Suite 214
Charlotte, NC 28204
Phone 704-330-6736
Website: www.cpcc.edu/e-institute

SCORE (Small Business Resource Center)

Public Library of Charlotte & Mecklenburg County
310 North Tryon Street, Charlotte, NC 28202
Phone: (704) 336-2725
Hours: Tuesday 10:00 am - 2:00 pm Phone: (704) 344-6576
SCORE assists all businesses by offering free, one-stop information on subjects including:

- Business planning
- Marketing
- 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.
- Financing
- Insurance

Self-Help Credit Union

926 Elizabeth Avenue, Charlotte, NC 28204
(704) 409-5900 (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
www.sba.gov/nc

Services include free counseling, and information on:

- Starting a business through the Service Corps of Retired Executives (SCORE). (704) 344-6576
www.score.org and www.charlottescore.org
- Growing business through the Small Business & Technology Development Centers (SBTDC) network of consulting services. (704) 548-1090 (www.sbtcd.org)

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.sbtcd.org

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

Business License Information Office

N.C. Dept. of Commerce
301 North Wilmington Street, Raleigh, 27601
Phone: 800-228-8443 or 919-733-4151
Mailing: 4301 Mail Service Center, Raleigh, 27699-4301
www.nccommerce.com

**Be sure to visit www.CharlotteBusinessResources.com for up to date information.
The site was put together by the the chamber, the city, SBA and other organizations.**

BOOM,

just like that, it hits you. You are responsible for choosing the right location for your company. You look at the stack of information on your desk from so many communities and realize there are many options. You need to find a location that offers all the right ingredients for your company's success. It has to be a place with superior air service, skilled labor, an exceptional but affordable quality of life for your employees, and most importantly — a reasonable cost of doing business. All of a sudden, one community stands out. **Welcome to Charlotte.**



330 South Tryon St., Charlotte, N.C. 28232 | 704.378.1300 | www.BOOMcharlotte.com

