



Starting a Business

IN CHARLOTTE



LOCAL CONTACTS

Charlotte Chamber of Commerce

330 S. Tryon St., Ste. 200, Charlotte, NC 28202
P: 704.378.1300 (Switchboard)
charlottechamber.com

Mr. Jeff Edge, CECD, SVP, Economic Development
P: 704.378.1307 judge@charlottechamber.com

Ms. Kati Hynes, VP, Economic Development
P: 704.378.1371 khynes@charlottechamber.com

Ms. Eileen Cai, VP, Economic Development/Asian Sector
P: 704.378.1316 ecai@charlottechamber.com

Mr. Sven Gerzer, VP, Economic Development/European Sector
P: 704.378.1310 sgerzer@charlottechamber.com

Ms. Ashley Hedrick, Director of Industry Relations
P: 704.378.1345 ahedrick@charlottechamber.com

Charlotte Center City Partners

200 S. Tryon St., Ste. 1600, Charlotte, NC 28202
P: 704.332.2227
charlottecentercity.org

Mr. David McConnell
Director of Business Recruitment and Retention
dmccConnell@charlottecentercity.org

City of Charlotte Economic Development Office

600 E. Fourth St., Charlotte, NC 28202-2840
P: 704.336.7600 F: 704.432.1414
edo.charmeck.org

Lake Norman Region Economic Development Corporation

10115 Kinsey Ave., Ste. 148, Huntersville, NC 28078
P: 704.992.2300 F: 704.992.2233
lakenormanregion.com

Mr. Ryan McDaniels, CECD, Executive Director
mcdaniels@lnredc.com

Ms. Leslie Hardwick, Associate Director
hardwick@lnredc.com

Mecklenburg County

600 E. 4th St., 11th Floor, Charlotte, NC 28202
charmeck.org/mecklenburg/county/edo

Mr. Timothy M. Tibbs, Assistant to the County Manager
P: 704.432.2163
timothy.tibbs@mecklenburgcountync.gov

N.C. Department of Commerce Regional Office

8430 University Executive Park Dr., Ste. 645, Charlotte, NC 28262
P: 704.547.5750 F: 704.547.5747
thrivenc.com

Ms. Uconda Dunn, Existing Industry Specialist
P: 704.547.5736 udunn@nccommerce.com

University City Partners

8335 IBM Dr., Ste. 110, Charlotte, NC 28262
P: 704.549.4141
universitycitypartners.org

Ms. Darlene Heater, Executive Director
dheater@universitycitypartners.org

STATE CONTACTS

N.C. Department of Commerce

301 N. Wilmington St., Raleigh, NC 27601-1058
Mailing: 4301 Mail Service Center, Raleigh, NC 27699-4301
P: 919.733.4151
nccommerce.com

Economic Development Partnership of N.C.

15000 Weston Pkwy., Cary, NC 27513
P: 919.447.7777
thrivenc.com

BUILDING STANDARDS

LOCAL CONTACTS

Charlotte-Mecklenburg Code Enforcement Division

700 N. Tryon St., P.O. Box 31097, Charlotte, NC 28231-1097
P: 704.336.2831 F: 704.336.3839
charmeck.org/departments/luesa/codeenforcement/home.htm

Mr. James Bartl, Director P: 704.336.3827
james.bartl@mecklenburgcountync.gov

City of Charlotte Engineering & Property

Management Department
600 E. 4th St., Charlotte, NC 28202-2844
P: 704.336.2291
charmeck.org/city/charlotte/epm

Mr. Jeb Blackwell, City Engineer
P: 704.336.3603 jblackwell@ci.charlotte.nc.us

Mecklenburg County Air Quality

700 N. Tryon St., Ste. 205, Charlotte, NC 28202
P: 704.336.5430 F: 704.336.4391
airquality.charmeck.org

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

BUILDING STANDARDS

Individual Discipline Primary Contacts:

Discipline	Contact Name	Phone Number
Commercial Permits Review	Willis Horton	704.336.4301
Building	Lon McSwain	704.336.4302
Electrical	Joe Weathers	704.336.5379
Mechanical	Willis Horton	704.336.4301
Plumbing	Willis Horton	704.336.4301
Zoning	David Barley	704.507.3101
Sign Permit		704.336.3818
Fire Marshal		
City	Rob Kinniburgh	704.336.2478
County	Ted Panagiotopoulos	704.336.3765
Transportation, City	Danny Pleasant	704.336.3879
Tree Ordinance, City	Laura Brewer	704.336.3660
Land Development, City	David Weekly	704.336.4103
Environmental Protection		
Air Quality	Leslie Rhodes	704.336.5430
Water Quality	Dave Canaan	704.336.3736
Storm Water	Jennifer Smith	704.336.3712
Solid Waste	Bruce Gledhill	704.336.3711
Hazardous Materials	Donnie Beard	704.336.3763
Addressing	Rhonda Buckner	704.336.6175

ENVIRONMENTAL ISSUES

N.C. Department of Commerce

301 N. Wilmington St., Raleigh, NC 27601
thrivenc.com

Mr. Paul Jordan, Environmental Consultant
P: 919.733.9392 pjordan@nccommerce.com
Air pollution source or abatement permitting
Withdrawal of surface or ground water
Discharge of waste water to surface water

LABOR & WORKER RECRUITMENT/SCREENING

LOCAL CONTACTS

Central Piedmont Community College

P.O. Box 35009, Charlotte, NC 28235-5009
cpcc.edu/clc

Ms. Mary Vickers-Koch, Dean, Harris Campus & Business
& Industry Training Services
P: 704.330.4656 mary.vickers-koch@cpcc.edu

Ms. Allison Bowers, Director, Economic Recruitment
P: 704.330.4662 allison.bowers@cpcc.edu

LABOR & WORKER RECRUITMENT/SCREENING

Charlotte Works

1401 W. Morehead St., Ste. 100, Charlotte, NC 28208
P: 704.206.1350
charlotteworks.com

Mr. Steve Partridge, President/CEO
Julie Paul, Business Services Relationship Manager

N.C. Community College System Rowan Cabarrus Community College

Cabarrus Business & Technology Center
660 Concord Pkwy. N, Concord, NC 28027
rccc.edu

Ms. Donna Ludwig, Director of Customized Training
P: 704.216.3668 donna.ludwig@rccc.edu

N.C. Department of Commerce Division of Employment Security

5601 Executive Center Dr., Ste. 100, Charlotte, NC 28212
P: 704.566.2870 F: 704.566.2856
ncesc.com

Mr. Randall Darnell, Manager, Charlotte Office
P: 704.566.2870 randall.darnell@nccommerce.com

STATE CONTACTS

N.C. Department of Labor

Mailing: 1101 Mail Service Center, Raleigh, NC 27699-1101
Charlotte Field Office: 901 Blairhill Rd., Ste. 200
Charlotte, NC 28217
P: 800.625.2267
nclabor.com
Apprenticeship: 919.733.7533
Elevator Division: 919.807.2770
Wage and Hour Division: 919.807.2801

N.C. Employer Withholding Account Number

Individual Income Withholding Tax Section
N.C. Department of Revenue
P.O. Box 25000, Raleigh, NC 27640
P: 877.252.3052
dornrc.com

OSH Division Issues

N.C. Department of Labor – OSH Division

111 Hillsborough St., Raleigh, NC 27603
Mailing: 1101 Mail Service Center, Raleigh, NC 27699-1101
P: 919.807.2900
nclabor.com/osa/osh.htm

Charlotte Field Office: 901 Blairhill Rd., Charlotte, NC 28217
P: 704.665.4341

LABOR & WORKER RECRUITMENT/SCREENING

State Hour & Wage Requirements

N.C. Department of Labor – Wage & Hour Division

4 W. Edenton St., Raleigh, NC 27601
Mailing: 1101 Mail Service Center, Raleigh, NC 27699-1101
P: 919.807.2796 800.625.2267
nclabor.com/wh/wh.htm

Charlotte Field Office:

901 Blairhill Rd., Ste. 200, Charlotte, NC 28217
Apprenticeship: 704.665.4341
Wage & Hour Division: 704.665.4341
Elevator Division: 704.665.4341

Unemployment Insurance

N.C. Department of Commerce Division of Employment Security

700 Wade Ave., Raleigh, NC 27605
Mailing: P.O. Box 25903, Raleigh, NC 27611-5903
P: 919.733.7156 F: 919.733.0780
ncesc1.com/Business/ui/uimain.asp

Charlotte Field Office:

5601 Executive Center Dr., Ste. 100, Charlotte, NC 28212
P: 704.566.2870 F: 704.566.2856

Workers Compensation Insurance

Insurance Agency of Your Choice
(See Charlotte Chamber membership directory for recommendations - charlottechamber.com/memberdirectory)

FEDERAL CONTACTS

OSHA

4407 Bland Rd., Somerset Park, Ste. 210, Raleigh, NC 27609
P: 919.790.8096 F: 919.790.8224
osha.gov

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

3800 Arco Corporate Dr., Ste. 465, Charlotte, NC 28273
P: 704.749.3380 F: 704.749.3387
dol.gov/ofccp

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

3800 Arco Corporate Dr., Ste. 460, Charlotte, NC 28273
P: 704.749.3360 866.487.9243
dol.gov/whd

TAX / LICENSE

LOCAL CONTACTS

Alcohol & Beverage Permit

ABC Commission
3333 N. Tryon St., Charlotte, NC 28206
P: 704.731.5900 F: 704.333.6313
abc.nc.gov

TAX / LICENSE

Payments of room occupancy and food and beverage tax:

City-County Tax Collector
P.O. Box 32728, Charlotte, NC 28232-2728

Burglar Alarm Registration Requirements for Business

Charlotte-Mecklenburg Police Department
601 E. Trade St., Charlotte, NC 28202
P: 704.432.0431 F: 704.336.5712
charmeck.org/city/charlotte/CMPD/organization/Support/Alarms

Business License

City/County Tax Collector

700 N. Tryon St., Charlotte, NC 28202
P.O. Box 31577, Charlotte, NC 28231
charmeck.org/mecklenburg/county/TaxCollections
P: 704.336.7600
E: taxbusiness@MecklenburgCountyNC.gov

Crime Prevention — Business, contact information cards for emergencies

Charlotte-Mecklenburg Police Department

601 E. Trade St., Charlotte, NC 28202
P: 704.336.2310
charmeck.org/city/charlotte/CMPD

Health Department Inspection

Mecklenburg County Food & Facilities Sanitation

Hal Marshall Services Center, 700 N. Tryon St., Ste. 208
Charlotte, NC 28202-2236
P: 704.336.7600
charmeck.org/Departments/Health+Department/
Environmental+Health/FoodSanitation.htm

Land Use & Environmental Services Agency Website

charmeck.org/departments/luesa/home.htm

N.C. Assumed Name Act

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

720 E. Fourth St., Charlotte, NC 28202
P: 704.336.2443
meckrod.manatron.com

Tax Listing for Property

Office location for payments in person:
700 E. Stonewall St., First Floor, Charlotte, NC 28202
Pay by mail: P.O. Box 31457, Charlotte, NC 28231-1457
P: 704.336.7600
charmeck.org/Departments/Tax+Collections

TAX / LICENSE

STATE CONTACTS

Alcohol and Beverage Permit ABC Commission

400 E. Tryon Rd., Raleigh, NC 27610
Mailing: 4307 Mail Service Center, Raleigh, NC 27699
P: 919.779.0700 F: 919.662.3583

Business ServiCenter N.C. Department of Commerce

301 N. Wilmington St., Raleigh, NC 27601
P: 800.228.8443 (in-state) 919.715.2864 (out of state)
nccommerce.com

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

Corporate Income Tax, Franchise Tax, Income Tax, Privilege License, Sales and Use Tax N.C. Department of Revenue

501 N. Wilmington St., Raleigh, NC 27604
Mailing: P.O. Box 25000, Raleigh, NC 27640-0640
P: 919.733.8510 877.252.3052
dor.state.nc.us/taxes

Charlotte Field Office and Collection Division:
301 McCullough Dr., Ste. 300, Charlotte, NC 28262
P: 704.519.3000 F: 704.547.5835

FEDERAL CONTACTS

U.S. Internal Revenue Service

Federal Tax Information
Five Resource Square, 10715 David Taylor Dr., Charlotte, NC 28262
P: 704.548.4100 800.829.1040
irs.gov

Employer Account Number

Forms and Publications Department
Greensboro, NC 27401
P: 800.829.1040 (Request SS-4 form)
irs.gov

TELECOMMUNICATIONS

AT&T

2359 Perimeter Pointe Pkwy., Ste. 600, Charlotte, NC 28208
att.com

Mr. Todd Lanham, Regional Director – External Affairs
P: 704.417.8141

TELECOMMUNICATIONS

Time Warner

13840 Ballantyne Corporate Pl., Ste. 500, Charlotte, NC 28277
twcbc.com/carolinas/businesssolutions

Mr. Marc Thompson, Sales Director
P: 704.206.4201

Windstream

6801 Morrison Blvd., Charlotte, NC 28211
windstreambusiness.com/shop/products/nc/charlotte

Ms. Jill Jones, Sales Director
P: 704.319.1000

TRANSPORTATION & UTILITIES

LOCAL CONTACTS

Charlotte Inland Terminal

1301 Exchange St., Charlotte, NC 28208
P: 704.398.2076 F: 704.398.0940

Charlotte Water (Utilities)

5100 Brookshire Blvd., Charlotte, NC 28216
P: 704.399.2221 F: 704.393.2219
charmeck.org/city/charlotte/utilities

Mr. Barry Gullet, Director

P: 704.391.5098 bgullet@ci.charlotte.nc.us

Duke Energy

1777 Old Earnhardt Rd., Kannapolis, NC 28083
duke-energy.com/economic-development/economic-development.asp

Ms. Tammey Trexler-Whaley, Manager Economic Development
P: 704.788.4957 C: 704.995.4084

Electricities of North Carolina, Inc.

(Parts of Cornelius, Huntersville & Pineville)
1427 Meadow Wood Blvd., Raleigh, NC 27604
Mailing: P.O. Box 29513, Raleigh, NC 27626-0513
P: 919.760.6000 F: 919.715.6050
electricities.com

Ms. Brenda Daniels, Economic Development
P: 919.760.6363 800.768.7687 ext. 6363
brenda.daniels@electricities.com

Mecklenburg County Office:
11316 Sam Furr Rd., Huntersville, NC 28078
704.948.0550

TRANSPORTATION & UTILITIES

EnergyUnited

(Parts of Northern Mecklenburg County)
18019 Old Statesville Rd., P.O. Box 8, Cornelius, NC 28031
P: 704.892.0278
energyunited.com

Mr. Tim Holder, Vice President, Sales & Economic Development
P: 704.896.5468 800.822.0197 Ext. 6011
tim.holder@energyunited.com

Piedmont Natural Gas Company

4720 Piedmont Row Dr., Charlotte, NC 28210
Mailing: P.O. Box 33068, Charlotte, NC 28233
P: 704.364.3120
piedmontng.com

Theresa Sellers, Major Account Services Representative
P: 704.525.1654 ext. 7205 theresa.sellers@piedmontng.com

STATE CONTACTS

CSX Transportation

1610 Forest Ave., Ste. 120, Richmond, VA 23229
Mr. Jim Van Derzee, Regional Development Manager for
Washington, D.C., Maryland, North Carolina and Virginia
P: 804.226.7504 jim_vanderzee@csx.com
csx.com

N.C. Ports Authority

2202 Burnett Blvd., Wilmington, NC 28401
Mailing: P.O. Box 9002, Wilmington, NC 28402
P: 910.763.1621 800.334.0682
ncports.com

Mr. James Yokeley, Director Community Economic Development
P: 910.343.6325 or 800.336.2405
F: 910.343.2377 jimmy.yokeley@ncports.com

Norfolk Southern Corporation

1500 Carson St., Raleigh, NC 27608
nscorp.com

Mr. Jim Bowman, Industrial Development Manager for N.C.
P: 919.831.3092 F: 919.831.3041
jrbowman@nscorp.com

OTHER ISSUES

FEDERAL CONTACTS

U.S. Customs and Border Protection

1901 Cross Beam Dr., Ste. B, Charlotte, NC 28217
P: 704.329.6120 F: 704.329.6103
Service Port (Both internal and trade purposes)
cbp.gov

OTHER ISSUES

U.S. Postal Service

Business Mail Entry/Mail Acceptance
1820 W. Pointe Dr., Ste. A, Charlotte, NC 28214-9106
P: 704.398.5521 F: 704.398.5555
usps.com

SMALL BUSINESS STARTUP ASSISTANCE

LOCAL CONTACTS

Business Innovation and Growth (BIG) Council

1927 S. Tryon St., Ste. 310, Charlotte, NC 28203
P: 704.927.8064 F: 704.342.2975
bigcouncil.com

Ms. Teresa Thorson Cox, President & CEO
terry@bigcouncil.com

The Business Innovation and Growth Council is a nonprofit membership organization that supports the needs of entrepreneurs.

Centralina Development Corporation

1307 W. Morehead St., Ste. 201, Charlotte, NC 28208
Mailing: P.O. Box 34218, Charlotte, NC 28234-4218
P: 704.373.1233 F: 704.372.1280
Services: Administers the SBA 504-Loan
cdccapital.com

Lisa Johnson, Loan Specialist
ljohnson@cdccapital.com

Charlotte Business Resources

charlottebusinessresources.com

Charlotte Chamber

330 S. Tryon St., Ste. 200, Charlotte, NC 28202
P: 704.378.1300
charlottechamber.com

Mr. Keva Walton, Senior Vice President, Member Engagement
P: 704.378.1321 k Walton@charlottechamber.com

City of Charlotte Neighborhood and Business Services

600 E. Trade St., Charlotte, NC 28202
P: 704.336.3380
nbs.charlottenc.gov

Services include:

- 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 for environmental assessment and cleanup activities that lead to site redevelopment for properties in the Business Corridor Revitalization Area

SMALL BUSINESS STARTUP ASSISTANCE

- Brownfield cleanup revolving loan fund — provides loan funds to private borrowers for environmental cleanup 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 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 for the installation of eligible security improvements

CPCC Small Business Center

Hall Building, Ste. 214, 1112 Charlottetowne Ave.
Charlotte, NC 28204
P: 704.330.6736
cpcc.edu/sbc

Packard Place

222 S. Church St., Charlotte, NC 28202
P: 704.248.5660 info@packardplace.us
packardplace.us

Packard Place is the hub for entrepreneurship and innovation in Charlotte and offers flexible office space for startups and high-growth companies.

Self-Help Credit Union

926 Elizabeth Ave., Charlotte, NC 28204
P: 704.409.5900 or 800.394.7428
self-help.org

Self-Help is a community development lender that has provided more than \$1.64 billion in financing to upwards of 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.

Service Corps of Retired Executives (SCORE)

One Fairview Center, 6302 Fairview Rd., Ste. 300
Charlotte, NC 28210
P: 704.344.6576 Hours: 10 a.m. - 3 p.m.
score.org and charlottescore.org
charlottescore47@carolina.rr.com

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

Small Business and Technology Development Center at UNC Charlotte

The Ben Craig Center
8701 Mallard Creek Rd., Charlotte, NC 28262
P: 704.548.1090 F: 704.548.9050
sbtcdc.org/uncc

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

Services include free counseling and information on:

- Starting a business through the Service Corps of Retired Executives (SCORE) 704.344.6576, score.org and charlottescore.org
- Growing business through the Small Business & Technology Development Center's (SBTDC) network of consulting services 704.548.1090 sbtdc.org

U.S. Small Business Administration

North Carolina District Office
6302 Fairview Rd., Ste. 300, Charlotte, NC 28210
P: 704.344.6563 F: 704.344.6769
sba.gov/nc

Financial assistance for new or existing businesses is available through:

- Guaranteed loans made by area bank and nonbank lenders
- Microloan intermediaries
- Special loan programs for businesses in international trade
- Assistance is available 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

Be sure to visit 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 330 South Tryon Street, Charlotte, NC 28202 | 704.378.1300
charlotte.global | [@cltecondev](https://twitter.com/cltecondev) | [@cltchamber](https://twitter.com/cltchamber)

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CHARLOTTE

CHAMBER ECONOMIC DEVELOPMENT

Charlotte is one of the fastest-growing cities in the nation. With our great location, world-acclaimed international hub airport, professional sports, low energy costs, diverse and talented labor, and a nationally ranked education system, it's easy to see why more businesses are flocking here every year.

Visit charlotte.global to learn more.

 *charlottechamber*

330 South Tryon Street, Charlotte, NC 28202 704.378.1300


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