

# ORANGE COUNTY, NC



## SMALL BUSINESS RESOURCE GUIDE

> The Orange County NC *Small Business Resource Guide* is intended to help existing small business people, and those considering a start-up business, find answers to the dozens - or perhaps hundreds - of questions that business owners are likely to face. Developed by the Orange County Economic Development Commission, with assistance from the Small Business & Technology Development Center and others, the *Resource Guide* offers a quick, straightforward reference for a variety of issues: everything from financing options to child care, from executive business school classes to zoning regulations.

If you are not sure where to begin, the checklist below covers the major regulatory issues and assistance sources which are of the greatest importance to most business owners. You may wish to review these sections first:

✓ <b>SBTDC</b> <i>Page 28</i>	✓ <b>Finance</b> <i>Page 13</i>
✓ <b>Legal Status</b> <i>Page 19</i>	✓ <b>Permits</b> <i>Page 25</i>
✓ <b>Licenses</b> <i>Page 21</i>	✓ <b>Site Location</b> <i>Page 29</i>
✓ <b>Taxes</b> <i>Page 29</i>	✓ <b>Orange Co. EDC</b> <i>Page 10</i>

If, after reviewing this *Resource Guide*, you desire some additional guidance to get started, here are two suggestions:

- Schedule a free counseling session with a business advisor at the ***Small Business & Technology Development Center (SBTDC)***, located at 608 Airport Road, Chapel Hill, by calling 962-0389. SBTDC counselors can also meet with clients in Hillsborough.
- Contact the ***Orange County Economic Development Commission***, located at 110 East King Street in downtown Hillsborough, to inquire about other contacts or data which are not listed here. The Orange County EDC phone number is 245-2325.

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**Orange County EDC**  
110 East King Street  
Post Office Box 1177  
Hillsborough, NC 27278



phone: 245-2325  
fax: 644-3008  
email: [edcmail@co.orange.nc.us](mailto:edcmail@co.orange.nc.us)  
internet: [www.co.orange.nc.us/ecodev](http://www.co.orange.nc.us/ecodev)



Dianne Reid, Director  
Jason Jolley, Economic Development Specialist  
Yvonne Scarlett, Administrative Assistant

The Economic Development Commission is a department of Orange County Government, and receives funding from Orange County (91%), and the municipalities of Carrboro (3%), Chapel Hill (3%), and Hillsborough (3%).

The information contained here is believed to be correct, but its accuracy and completeness is not guaranteed.

# ORANGE COUNTY SMALL BUSINESS RESOURCE GUIDE

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## ACCOUNTANTS

Business people in need of a Certified Public Accountant can search through the “North Carolina CPA Yellow Pages” on-line, at:

Web Site: [www.ncacpa.org](http://www.ncacpa.org)

The *North Carolina Association of CPAs* can also be contacted at:

Street Address: 3100 Gateway Centre Boulevard  
Morrisville, NC 27560

Mail Address: Post Office Box 80188  
Raleigh, NC 27623-0188

Phone: 800-722-2836 or  
469-1040

## AGRICULTURE

Farmers can receive information and assistance related to crop and livestock management, environmental management, regulations, marketing of products, and agricultural statistics from the *Orange County Cooperative Extension Service*, and the *Orange County Soil & Water Conservation Service*. The Cooperative Extension focuses on helping agri-businesses to reduce production costs; to find new sources of income; and to improve business management skills. Information on financing programs, conservation cost-sharing, and farm loans is available through the local *USDA Farm Service Agency*. Each of these offices is located at 306-E Revere Road in Hillsborough.

Contact information:

Cooperative Extension: 245-2050  
Web Site: [www.ces.ncsu.edu/orange](http://www.ces.ncsu.edu/orange)  
Soil & Water: 245-2750  
Farm Service Agency: 732-4301

The *North Carolina Agricultural Finance Authority (NCAFA)* provides credit for agri-business development. The NCAFA’s tax-exempt Agricultural Development Bond program is appropriate for capital improvement projects between \$1 million and \$10 million. For more information on the Agricultural Development Bond program, contact the NCAFA in Raleigh at 733-0635.

In 2002, a new staff position, Agricultural Economic Development Coordinator, was added to assist farmers with business planning, marketing and brokering agricultural goods and services, estate planning, and facilitating farm transfers. The position is funded through a collaborative effort of the Economic Development Commission and Cooperative Extension Services.

Mike Lanier, Agricultural Economic Development Coordinator, has compiled a directory, the **2002 Agricultural Resource Guide**, to provide local citizens, farms, and businesses information about the availability of goods and services provided by county

farmers and how and where they may be purchased. For more information, call 245-2330.

## **ARTISTS**

The *Orange County Arts Commission* works to promote and strengthen literary, visual, and performing arts, and to improve business prospects for local artists and organizations. In 1999, the OCAC published a directory of artists and arts organizations, *Where to Find the Arts in Orange County*, which is also available on-line. The OCAC's Arts Update newsletter provides information on grant opportunities, shows and competitions, workshops, upcoming cultural events, studio space, networking groups, and more. The Arts Commission office adjoins the Orange County Economic Development office in Hillsborough.

OCAC Address: Martha Shannon  
110 East King Street  
Post Office Box 1177  
Hillsborough, NC 27278

Phone: 245-2335

Web Site: [www.artsorange.org](http://www.artsorange.org)

## **BETTER BUSINESS BUREAU**

Serving a 19-county area in eastern North Carolina.

Address: 3125 Poplarwood Court, Ste. 308  
Raleigh, NC 27604

Phone: 919-872-9240 or  
800-222-0950

Web Site: [www.Raleigh-Durham.bbb.org](http://www.Raleigh-Durham.bbb.org)

## **BUILDING CODE ISSUES - see *Permits***

## **BUSINESS NAME**

When using any name for a business other than your own name, you must register the business name with the local Register of Deeds office. If incorporating, the corporate name should be filed instead with the N.C. Secretary of State office.

*Orange County Register of Deeds*

Address: 200 South Cameron Street

P.O. Box 8181  
Hillsborough, NC 27278

Phone: 245-2675

*North Carolina Secretary of State*

Address: 2 South Salisbury Street P.O. Box 29622  
Old Revenue Complex Raleigh, NC 27626-0622  
Raleigh, NC 27601  
Phone: 807-2225 Corporations and General Information  
1-888-246-7636  
Web Site: [www.state.nc.us/secstate/](http://www.state.nc.us/secstate/)

For more information on the different types of business structures (such as partnerships and corporations) see ***Legal Status***.

**BUSINESS PLAN - see SBTDC (*Small Business & Technology Development Center*)**

**BUSINESS SCHOOLS - MBA Programs and Business Assistance**

*Kenan-Flagler School of Business, UNC-Chapel Hill*

Contacts at the Kenan-Flagler School include:

Executive Programs: 1-800-453-9515

MBA Enterprise Corps: 202-530-7673

[www.mbaec-cdc-org](http://www.mbaec-cdc-org)

Web Site: [www.unc.edu/depts/mbaec](http://www.unc.edu/depts/mbaec)

[www.kenan-flagler.unc.edu/programs](http://www.kenan-flagler.unc.edu/programs)

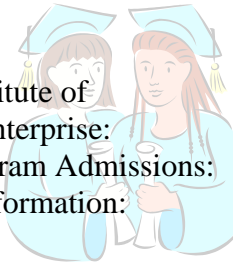
Kenan Institute of

Private Enterprise: 962-8201

MBA Program Admissions: 962-3236

General Information: 962-8301

Web Site: [www.kenan-flagler.unc.edu](http://www.kenan-flagler.unc.edu)



*Fuqua School of Business, Duke University*

Contact numbers for the Fuqua School include:

Executive Education: 660-8011 or 1-800-372-3932

Minority Business

Consulting Program: 660-7741

MBA Program Admissions: 660-7705

General Information: 660-7700

Web Site: [www.fuqua.duke.edu](http://www.fuqua.duke.edu)

*Love School of Business, Elon University:*

MBA Program Admissions: 336-278-7600

General Information: 336-278-6000 or 1-800-334-8448

Web Site: [www.elon.edu/academics/mba](http://www.elon.edu/academics/mba)

*Willis School of Business, North Carolina Central University:*

MBA Program Admissions: 560-6405

General Information: 560-6100

Web Site: [www.nccu.edu/business/business.html](http://www.nccu.edu/business/business.html)

*Weems Graduate School, Meredith College*

Meredith College, located in Raleigh, offers an evening Master Of Business Administration program for women.

MBA Program Coordinator: 760-8423

Graduate School

General Information: 760-8600

Web Site: [www.meredith.edu](http://www.meredith.edu)

*North Carolina State University:*

Though NCSU does not offer an MBA at present, the College of Management awards both an MS in Management (focusing on technology-oriented business), and a Master of Accounting. NCSU also offers a wide variety of Continuing Education courses.

General Information 515-2872

NCSU College of Management: 515-5560

Dept. of Business Management: 515-5567

Continuing & Professional Education 515-2261

College of Management Web Site: [www.mgt.ncsu.edu](http://www.mgt.ncsu.edu)

## **CARRBORO, TOWN OF - see *Local Government Offices***

## **CHAMBERS OF COMMERCE**

Local Chambers of Commerce offer a variety of business services, including workshops and networking opportunities. The *Chapel Hill-Carrboro Chamber of Commerce* serves businesses and individuals in the southern portion of the county.

Address: 104 South Estes Drive  
Chapel Hill, NC 27514

Phone: 967-7075

Web Site: [www.chapelhillcarrboro.org](http://www.chapelhillcarrboro.org)

Offices for the *Hillsborough/Orange County Area Chamber of Commerce* are located at:

Address: 121A West Margaret Lane  
Hillsborough, NC 27278

Phone: 732-8156

Web Site: [www.hillsboroughchamber.com](http://www.hillsboroughchamber.com)

**CHAPEL HILL, TOWN OF - see Local Government Offices**

**CHILD CARE**

The *Child Care Services Association* provides referrals for those seeking quality child care; can help individuals pay for child care; and offers information for those seeking to begin a day care business.

CCSA Address: 1829 E. Franklin Street, Bldg. 1000  
P.O. Box 901  
Chapel Hill, NC 27514  
Phone: 967-3272

Those interested in operating a child care facility may also wish to contact *Self-Help Credit Union*, located in Durham. Self-Help's N.C. Community Facilities Fund has been a significant source of loan funds and technical assistance for child and adult day care providers.

Self-Help Address: 301 West Main Street  
P.O. Box 3619  
Durham, NC 27702-3619  
Phone: 956-4400 or 1-800-476-7428  
Web Site: [www.self-help.org](http://www.self-help.org)

**CIVIL RIGHTS ISSUES**

For assistance with any issues involving discrimination on the basis of race or gender, contact the *Orange County Human Rights & Relations* office in Hillsborough at:

HR&R Address: Annette Moore, Director  
110 South Churton Street  
Hillsborough, NC 27278  
Phone: 245-2250  
Web Site: [www.co.orange.nc.us/hrr](http://www.co.orange.nc.us/hrr)

**COPYRIGHTS - see Patents, Trademarks, & Copyrights**

**COUNCIL FOR ENTREPRENEURIAL DEVELOPMENT (CED)**

CED, based in Research Triangle Park, is the largest organization in the nation dedicated to the support of entrepreneurial ventures. Founded in 1984, CED now has over 2,000 members representing more than 840 firms. The organization's services include education and training seminars, publications, networking, and investment surveys. Increasing the availability of local venture capital is an important focus, and CED sponsors an annual venture capital fair for the Triangle area. CED also produces an

excellent resource publication, The Entrepreneur's Guide To Starting And Growing A Business In The Research Triangle.

Address: 104 T.W. Alexander Drive, Bldg 1  
Post Office Box 13353  
Research Triangle Park, NC 27709  
Phone: 549-7500  
Web Site: [www.cednc.org](http://www.cednc.org)

### **DAY CARE - see *Child Care***

### **DURHAM TECH'S SMALL BUSINESS CENTER**

The Small Business Center of Durham Technical Community College offers a variety of classes and seminars - some of which are held in Orange County - aimed at improving business skills for smaller firms and potential start-ups. The Small Business Center also provides individual counseling on management issues.

DT SBC Address: 115 Market Street, Suite 221  
Durham, NC 27701  
Phone: 686-3448  
Web Site: [www.dtcc.cc.nc.us](http://www.dtcc.cc.nc.us)

### **ECONOMIC DEVELOPMENT COMMISSION (EDC)**

The Orange County Economic Development Commission provides small business owners with a wealth of free information and assistance on topics including:

- ◆ Demographics and statistics for the County and region
- ◆ Available office, retail, warehouse, and industrial space
- ◆ Available land for non-residential construction
- ◆ Understanding local government regulations and procedures in Carrboro, Chapel Hill, Hillsborough, Mebane, and rural portions of Orange County
- ◆ Contacts for small business counseling and financing
- ◆ And many other business issues

EDC Address: Dianne Reid, Director  
110 East King Street  
P.O. Box 1177  
Hillsborough, NC 27278  
Phone: 245-2325  
E-mail: [edcmail@co.orange.nc.us](mailto:edcmail@co.orange.nc.us)  
Web Site: [www.co.orange.nc.us/ecodev](http://www.co.orange.nc.us/ecodev)



Also operating under the direction of the EDC are the *Orange County Arts Commission* and the *Chapel Hill/Orange County Visitors Bureau*. See separate listings under *Artists* and *Tourism*.

## **EMPLOYEES, RECRUITING**

- A primary resource for locating employees is the local office of the *Employment Security Commission of North Carolina* (ESC). The ESC can manage the entire advertising, application, screening, and interviewing processes for companies, or may be used only as an off-site, central location for receiving applications. The ESC gathers workforce data and provides much additional information on labor-related issues.

ESC Local Address: 601 Valley Forge Road  
Hillsborough, NC 27278

Phone: 644-1051

Statewide Web Site: [www.esc.state.nc.us](http://www.esc.state.nc.us)

- The *Center for Employment Training* (CET) is a nationally-recognized skill development program, with regional offices in Research Triangle Park. Trainees are currently being graduated in the following skill areas: Automated Office Skills, Medical Insurance Billing; Electronic Technology; and Shipping & Receiving.

CET Address: 807 E. Main St.  
Building 4, Box B-4  
Durham, NC 27701

Phone: 686-4050

Web Site: [www.cet2000.org](http://www.cet2000.org)

- Consider posting jobs with area *Community Colleges' Career Planning & Placement Offices*, which can refer qualified students and graduates for employment opportunities:

Durham Tech: 686-3652

Alamance Community College: 336-578-2002, ext. 4146

- *Local Universities' Career Planning & Placement Offices:*

UNC-Chapel Hill: 962-6507

Duke University: 660-1050

N.C. Central University: 560-6337

N.C. State University: 515-2396

Elon University: 336-278-6538 or 1-877-356-3566

- *School-To-Work*: Each public high school in Orange County has active student internship and apprenticeship programs, for both school-year and summer job placement. Staff contacts:

*Orange High School:* 732-6133  
*Chapel Hill High School:* 929-2106  
*East Chapel Hill High School:* 969-2482

- Orange County's *Skills Development Center*, opened in 1998, houses classrooms and offices for such training and employment service providers as Durham Tech, the Employment Security Commission, Orange County Department of Social Services, the Orange County Adult Literacy Council (933-2151), and Joint Orange-Chatham Community Action (929-0494).

SDC Address: 503 W. Franklin Street  
 Chapel Hill, NC 27514  
 Phone: 969-3032

## ENVIRONMENTAL ISSUES

For local environmental health issues and permits (including well and septic system regulations), contact the *Orange County Environmental Health Department* at 306 Revere Road in Hillsborough. The Environmental Health office also handles food service inspections.

Phone: 245-2360  
 Web Site: [www.co.orange.nc.us/envhlth/index.htm](http://www.co.orange.nc.us/envhlth/index.htm)

At the state level, the lead agency for environmental issues is the *Department of Environment & Natural Resources* (DENR). A suggested first contact at DENR is the Small Business Ombudsman's office:

DENR Small Business Ombudsman: 1-877-623-6748 or 733-0823

Other important contact numbers at DENR offices in Raleigh:

General: 733-4984 or 715-6542  
 Solid Waste: 733-0692  
 Recycling: 715-6500 or 1-800-763-0136  
 Hazardous Waste: 733-4996  
 Food & Lodging Sanitation: 733-2870  
 Water Resources: 733-4064  
 DENR Web Site: [www.enr.state.nc.us](http://www.enr.state.nc.us)

A related resource in Raleigh is the *State Center for Health & Environmental Statistics*:  
Address: 225 N. McDowell St.  
1903 Mail Service Center  
Raleigh, NC 27699-1908  
Phone: 733-3526  
Web Site: [www.schs.state.nc.us/schs/](http://www.schs.state.nc.us/schs/)

## **EXPORTS**

The *World Trade Center*, located in Raleigh, is a non-profit membership organization that helps firms to successfully take their businesses worldwide. WTC members can

make use of an international corporate database, get contacts overseas, receive individual counseling from trade specialists, and use the WTC's meeting spaces. WTC members also have privileges at similar centers around the world.

WTC Address: 118 South Person Street  
Raleigh, NC 27601  
Phone: 743-0177  
Web Site: [www.wtcnc.org:80](http://www.wtcnc.org:80)

The *Small Business & Technology Development Center (SBTDC)* helps successful domestic firms to expand overseas by identifying, targeting, and entering foreign markets. SBTDC staff provide market research, assist with market planning, and suggest ways to implement export programs.

The SBTDC has a partnership arrangement with the Export-Import Bank of the United States (Ex-Im Bank). As a City/State partner, SBTDC markets Ex-Im Bank programs to local businesses and commercial banks, and also packages transactions.

SBTDC Address: 608 Airport Road, Suite B  
Chapel Hill, NC 27514  
Phone: 962-0389

## **FINANCE**

■ To explore the many avenues of financing for expanding and start-up businesses, perhaps the best way to start is a one-on-one discussion with experienced counselors at the *Small Business & Technology Development Center (SBTDC)* in Chapel Hill. The SBTDC helps small business owners to review both traditional (bank), private non-traditional, and government-sponsored funding options. Ask for their excellent publication, Capital Opportunities for Small Businesses, which can be viewed via the Internet, or purchased in a hard-copy version.

SBTDC Address: 608 Airport Road, Suite B  
Chapel Hill, NC 27514  
Phone: 962-0389 or 1-800-815-8906  
Web Site: [www.sbtdc.org](http://www.sbtdc.org)

**Other Financing Contacts:**

- *Area Banks.* Contact numbers for business loan representatives in Orange County:

BB&T	918-7033
Central Carolina Bank	932-2731
Centura	918-4339
First Citizens	932-2553
First Union	286-6188
Hillsborough National Bank	643-1000
Bank of America	956-2239
Wachovia	929-3120
Harrington Bank	967-9321

- *Self-Help Credit Union, Durham.* Self-Help is a highly successful non-profit community bank, and one of the leading SBA 504 program lenders in North Carolina. Loans from Self-Help have ranged from \$1000 to \$1,000,000.

Address: Self-Help Credit Union / Self-Help Ventures Fund  
301 West Main Street  
Durham, NC 27701  
Phone: 956-4400 or 1-800-476-7428  
Web Site: [www.self-help.org](http://www.self-help.org)

- *Good Work.* Based in Durham, and providing “Build Your Business” classes in Orange County, Good Work is a non-profit small business organization technical assistance, and peer support networks. Members in Good Work Loan Circles can receive business loans in the range of \$500 to \$10,000.

Address:	115 Market Street, Suite 470	503 West Franklin Street
	Durham, NC 27701	Chapel Hill, NC 27514
Phone:	682-8473	969-3032, ext. 259
Web Site:	goodwork.org	

- *The Council For Entrepreneurial Development (CED), Research Triangle Park.* The CED hosts a major annual venture capital fair for the Triangle area.

Phone: 549-7500 (also see separate listing for CED)

- *Carrboro Revolving Loan Fund.* Since 1986, the Town of Carrboro has operated a

loan program, offered to both start-up and existing firms within the town. Funds are to be used for projects in which the majority of jobs created or retained are filled by low and moderate income people. Past loans have ranged between \$5,000 and \$100,000. For more information, contact James Harris at 918-7319.

■ *Orange County Small Business Loan Program.* Initiated in 2001, this new program offers loans to existing and start-up companies, as an alternative to conventional loans. Loan amounts range between \$5,000 and \$50,000, with a maximum term of five years. For more information and program requirements, please contact the *Orange County Economic Development Commission* at 245-2325.

■ *U.S. Small Business Administration.* The main SBA office serving North Carolina is in Charlotte.

Phone: 704-344-6563  
1-800-827-5722

Web Site: [www.sba.gov](http://www.sba.gov)

■ *Venture Capital and Other Options:*  
CED, the SBTDC, and the Orange County EDC have further contacts for: sources of venture capital; Small Business Investment Companies (SBICs); and other funding possibilities. Contact numbers for these organizations are provided above.

## **FIRE INSPECTIONS/FIRE SAFETY**

Fire safety and emergency access are important issues for businesses occupying either new or existing structures. Eliminating fire hazards, using fire protection systems, and maintaining emergency exits will help ensure worker safety. Your insurance carrier can offer advice on preventing fire-related emergencies. To have commercial structures inspected for fire safety, contact the local officials in your area, listed below:

Carrboro: 918-7352  
Chapel Hill: 968-2782  
Hillsborough: 732-1270, ext. 76  
Mebane: 563-5718  
Rest of Orange Co.: 968-2050

## **HILLSBOROUGH, TOWN OF - see *Local Government Offices***

## **HOME OCCUPATIONS**

All jurisdictions within the County - the Towns of Chapel Hill, Carrboro, and Hillsborough, and the County of Orange - allow Home Occupations, but have differing

regulations regarding the type and intensity of uses which are permitted. In all cases, houses in residential zones must continue to be primarily a home, and a place of business only as a secondary or minor use. The EDC has produced a brochure outlining the requirements for home-based businesses in all jurisdictions. For a copy, call 245-2325.

Issues which are most often regulated by the local government are: amount of space (in square feet) to be used for the business; number of employees; whether or not customers may come to the premises; off-street parking; number of car trips generated by the business; use of outbuildings or outdoor storage; retail sales; and signs.

Business owners should clear any proposed Home Occupation with their local planning and zoning office before beginning. Below is a brief sketch of each jurisdiction's current regulations. For a full copy of the ordinance, an application, and other information, please call the appropriate number below.

*Chapel Hill:*

- The equivalent of one full-time non-resident may work at the home
- Up to 35% of the floor area or a total of 750 square feet of
- The home and accessory buildings may be used for the business
- Business signs are not permitted

More Information: 968-2728

*Carrboro:*

- One non-resident may work at the home
- Up to 25% of the floor area or a total of 500 square feet of the home and accessory buildings may be used for the business
- Sign of up to 4 square feet is allowed

More Information: 918-7336

*Hillsborough:*

- One non-resident may work at the home
- Up to 25% of the floor area of the home may be used for the business
- Signs are not permitted

More Information: 732-1270, ext 73

*Other Parts of Orange County:*

- Two non-residents may work at the home
- In some districts, up to 35% of the floor area of the home or 500 square feet may be used for the business; in three districts, up to 1000 square feet in accessory structures may also be used
- Sign of up to 2 square feet is allowed
- Certain uses - including auto repair, auto service and most contracting - are not permitted as Home Occupations

More Information: 245-2575

## INCUBATORS

Business incubators provide a setting where small businesses can grow and learn from one another, usually with shared services such as an administrative assistant, common photocopy area, and meeting rooms. The major sponsor of business incubator locations throughout the state is the NC Technological Development Authority (NCTDA), located in Research Triangle Park. Please see separate heading under *NC Technological Development Authority*.

Midway Business Center in Chapel Hill-Carrboro opened for tenants in 2000, featuring office or retail space in a supportive environment designed to reduce up-front costs of emerging businesses through provision of shared facilities, equipment, and business development services. For more information, contact Jeff Caiola at EmPOWERment, Inc. at 967-8779.

Several locations within the county offer spaces with many of the same advantages as incubators: some feature flexible areas with relatively low lease rates and room to grow; some have small executive suites suitable for a one or two-person business; others provide a high-technology environment for start-up firms working in computer technology or telecommunications. To find the right space for your needs, please contact the *Orange County Economic Development Commission*, at 245-2325.

## INSURANCE

Small businesses will usually want to consider several types of insurance coverage: liability, property/fire, auto, and workers compensation. Counseling with a professional insurance agent is recommended for all business owners.

*North Carolina Department of Insurance - Commissioner's Office:*

Address: 430 North Salisbury Street P.O. Box 26387  
Raleigh, NC 27603 Raleigh, NC 27611  
Phone: 733-2032 or 1-800-546-5664  
Web Site: [www.ncdoi.com](http://www.ncdoi.com)

*North Carolina Industrial Commission - Workers Compensation Issues:*

Phone: 807-2500  
Web Site: [www.comp.state.nc.us](http://www.comp.state.nc.us)

*(also see separate heading under Workers Compensation)*

## INTERNET SITES

Listed below are several on-line small business resources:

[www.sbaonline.sba.gov](http://www.sbaonline.sba.gov) The U.S. Small Business Administration's home page, offering on-line information for starting and financing your

business. Also offers hundreds of linkages to a wide array of related sites.

<a href="http://www.business.gov/busadv">www.business.gov/busadv</a>	The U.S. Business Advisor. One-stop access to federal government information and services. To search for resources, regulations, or agencies by topic, go to <a href="http://www.business.gov/Search.html">www.business.gov/Search.html</a> .
<a href="http://www.census.gov">www.census.gov</a>	Official United States census statistics, plus linkages to most federal data sources.
<a href="http://www.fedstats.gov/">www.fedstats.gov/</a>	Statistics from over 100 U.S. government agencies.
<a href="http://www.morebusiness.com/">www.morebusiness.com/</a>	The Business Resource Center: Guides you through the major issues involved with starting your own small business, with information on marketing, financing, and management.
<a href="http://www.sec.gov/edgarhps.htm">www.sec.gov/edgarhps.htm</a>	Securities Exchange Commission database of corporate information.
<a href="http://www.thomasregister.com">www.thomasregister.com</a>	Information on U.S. and Canadian manufacturing firms.
<a href="http://www.europages.com/">www.europages.com/</a>	Business directory of over 150,000 European firms.
<a href="http://www.pop.psu.edu/">www.pop.psu.edu/</a>	Penn State Population Research Institute: Provides links with worldwide sources for population and other demographic data.
<a href="http://www.555-1212.com">www.555-1212.com</a>	Internet directory of phone and email listings, for businesses and individuals.
<a href="http://www.usps.gov/ncsc">www.usps.gov/ncsc</a>	U.S. Post Office Zip Code locator.
<a href="http://www.marketingtools.com">www.marketingtools.com</a>	Demographic and marketing research data from American Demographics magazine.
<a href="http://www.findsvp.com/">www.findsvp.com/</a>	Marketing reports and consulting information.
<a href="http://www.demog.state.nc.us">www.demog.state.nc.us</a>	North Carolina population and demographics information, from the Office of State Planning.
<a href="http://ncinfo.iog.unc.edu">ncinfo.iog.unc.edu</a>	North Carolina Institute of Government web site, with information on state and local government. Links to other N.C. information providers.

[statelibrary.dcr.state.nc.us/nc/cover.htm](http://statelibrary.dcr.state.nc.us/nc/cover.htm)

The North Carolina Encyclopedia: Information on the state, its people, education, counties, and government.

[www.tjcog.dst.nc.us](http://www.tjcog.dst.nc.us)

The Triangle J Council of Governments home page, serving the greater Research Triangle area. Regional statistics; information on each city and county within the area; maps; environmental data; and links to many other web sites around the Triangle.

[www.rtp.org](http://www.rtp.org)

Home page for the Research Triangle Park: Directory of firms in the Park; RTP Fact Book; news updates, and more.

[www.mcnc.org](http://www.mcnc.org)

MCNC, the Microelectronics Center of North Carolina, located in Research Triangle Park. Offers electronic and information technology resources to create competitive advantages for North Carolina businesses.

[www.nando.net](http://www.nando.net)

Search through recent issues of the Raleigh *News & Observer*.

## LEGAL REFERRALS

The North Carolina Bar Association's non-profit *Lawyer Referral Service* offers a statewide hotline.

Phone: 1-800-662-7660

## LEGAL STATUS

Businesses can be operated under several different legal structures, which affect the financial responsibility of each owner, the ability to dissolve a business, and the manner in which taxes are paid.

Below is a brief, general description of the different types of business entities in North Carolina. These are provided for informational purposes only. For advice on which option is best for you, please consult with your attorney and your accountant. You may also wish to schedule a free counseling session with staff at the Small Business & Technology Development Center (SBTDC), 962-0389.

**Sole Proprietorship:** Operating as a sole proprietorship is the simplest legal structure for a one-owner firm. In this type of arrangement, the business is not legally distinct from the owner. Taxable income from the business is included with any other personal income of the owner, and reported on a standard IRS Form 1040. Sole proprietors are, however, personally liable for any debts from the business.

Partnership: In a partnership arrangement, as with a sole proprietorship, the business is not legally separate from the owners. Under partnership status, business profits or losses are distributed to each partner in proportion to their percentage of ownership. Taxes are paid by the individual owners. All partners are personally liable for business debts and decisions, even for business actions taken by other partners. Partnerships are dissolved when any owner terminates his or her membership, dies, or is declared insane, or in circumstances of bankruptcy.

Corporation: In a “C” *corporation*, individual owners are shielded from personal responsibility for the company’s debts (except for their stake as shareholders). Taxes on any business profits are paid as a corporation, not through the tax returns of each owner. Establishing a corporation allows for raising capital from outside investors. It also makes continuation of the business easier in the event of the death of an owner, or other change in ownership. Disadvantages of corporation status include greater cost and complexity of legal documents.

A *Subchapter “S” corporation* is legally much like a regular “C” corporation, except that all company profits or losses are distributed to stockholders, who are individually responsible for taxes. No income tax is levied on the corporation itself.

Limited Liability Company (LLC): The LLC is a relatively new and increasingly popular form of business organization, combining some features of a partnership and a corporation. Establishing a separate business entity, it affords the owners liability protection from business actions, while allowing income and expenses from the business to be passed through directly to each owner. Taxes are paid by individual owners, rather than by the corporate entity.

The *North Carolina Secretary of State’s* office provides a useful brochure, North Carolina Business Corporation Guidelines. Businesses which elect to incorporate must be registered with the Secretary of State’s office.

*NC Secretary of State - Corporations*

Address: 2 South Salisbury Street  
Old Revenue Complex  
Raleigh, NC 27601

P.O. Box 29622  
Raleigh, NC 27626-0622

Phone: 807-2225

Hotline for NC Business License

Information: 1-800-228-8443

Web Site: [www.secstate.state.nc.us/](http://www.secstate.state.nc.us/)

## LIBRARIES

Local libraries can be an important source of information, as well as providing access to the Internet. UNC-Chapel Hill's Davis Library offers a world-class resource.

Contact numbers:

Chapel Hill Public Library  
100 Library Drive (at Estes Dr.) : 968-2780 Reference

Carrboro Branch Library  
900 Old Fayetteville Rd.: 969-3006

Orange County Public Library  
300 W. Tryon St, Hillsborough: 644-0311

Davis Library  
UNC-Chapel Hill: 966-3260 General Information  
962-1151 Reference

Web Site: [www.lib.unc.edu](http://www.lib.unc.edu)

## LICENSES

- Local Privilege Licenses:

All businesses must obtain a local privilege license before beginning operations. Any needed zoning or building permits must be approved before the privilege license will be issued. For further privilege license information in your area, please contact the appropriate local government office:

*Chapel Hill:*

Address: 306 North Columbia Street  
Phone: 968-2759 Tax Office/Business Licenses

*Carrboro:*

Address: 301 West Main Street  
Phone: 918-7304 Finance Office

*Hillsborough:*

Address: 137 North Churton Street  
Phone: 732-2104, ext. 5 Finance Office

*Mebane:*

Address: 106 East Washington Street  
Phone: 563-5901 Main Number

All Other Areas -

*Orange County Tax Collector:*

Address: 200 South Cameron Street  
Hillsborough  
Phone: 245-2725 Tax Collector

● State Licenses:

Certain types of businesses also need a privilege license from the state of North Carolina. To verify this item for your business, contact the nearest office of the *N.C. Department of Revenue*:

Address: 3326-D Chapel Hill Boulevard  
Durham, NC 27707  
Phone: 560-6801  
DOR Web Site: [www.dor.state.nc.us/dor/](http://www.dor.state.nc.us/dor/)

● Industry-Specific State Licenses:

Some businesses require a statewide industry-specific license. For more information, please contact the *N.C. Business License Information Office* in Raleigh:

Phone: 807-2166 or 1-800-228-8443  
Web Site: [www.secretary.state.nc.us/blio/default.asp](http://www.secretary.state.nc.us/blio/default.asp)

Contacts for *industry-specific licensing boards* include:

Architecture:	733-9544	<a href="http://www.ncbarch.org">www.ncbarch.org</a>
Barber Examiner:	715-1159	
Certified Public Accountant:	733-4222	<a href="http://www.cpaboard.state.nc.us">www.cpaboard.state.nc.us</a>
Cosmetic Arts:	733-4117	<a href="http://www.cosmetology.state.nc.us">www.cosmetology.state.nc.us</a>
Dental Examiner:	678-8223	
Electrical Contractor:	733-9042	<a href="http://www.ncbeec.org">www.ncbeec.org</a>
Electrolysis Examiner:	336-574-1414	
Engineer & Land Surveyor:	841-4000	<a href="http://www.ncbels.org">www.ncbels.org</a>
General Contractor:	571-4183	<a href="http://www.nclbgc.net">www.nclbgc.net</a>
Geologist:	850-9669	<a href="http://www.geology.enr.state.nc.us/board">www.geology.enr.state.nc.us/board</a>
Home Inspector:	715-0991	<a href="http://www.ncdoi.com">www.ncdoi.com</a>
Landscape Architect:	850-9088	<a href="http://www.ncbola.org">www.ncbola.org</a>
Landscape Contractor:	266-8070	<a href="http://www.nclcrb.state.nc.us">www.nclcrb.state.nc.us</a>
Law Examiner:	828-4886	<a href="http://www.ncble.org">www.ncble.org</a>
Massage:	546-0050	<a href="http://www.bmbt.org">www.bmbt.org</a>
Medical Board:	326-1100	<a href="http://www.ncmedboard.org">www.ncmedboard.org</a>
Mortuary Science:	733-9380	<a href="http://www.ncbms.org">www.ncbms.org</a>
Nursing:	782-3211	<a href="http://www.ncbon.com">www.ncbon.com</a>
Nursing Home Administrator:	571-4164	<a href="http://www.ncbenha.org">www.ncbenha.org</a>
Optician:	733-9321	

Pharmacy:	942-4454	www.ncbop.org
Plumbing, Heating & Fire Sprinkler Contractor:	875-3612	www.nclicensing.org
Private Protective Services:	875-3611	www.jus.state.nc.us/pps/pps.htm
Real Estate:	875-3700	www.ncrec.state.nc.us
Refrigeration Examiner:	755-5022	www.refrigerationboard.com
Sanitation Examiner:	212-2006	
Veterinary Medical:	733-7689	

## LOCAL GOVERNMENT OFFICES

General contact numbers for local governments within Orange County are:

Town of Carrboro	942-8541
Town of Chapel Hill	968-2700
Town of Hillsborough	732-1270
City of Mebane	563-5901
County of Orange	732-8181

## MEBANE, CITY OF - *see Local Government Offices*

## MINORITY BUSINESS ASSISTANCE

✧ The *North Carolina Institute of Minority Economic Development* is located in Raleigh. Among the Institute's programs and publications is a [North Carolina Minority Business Enterprise Directory](#).

NCIMED Address: 114 West Parrish Street  
P.O. Box 1331 (27701)  
Durham, NC 27702

Phone: 956-8889  
Web Site: [www.ncimed.com](http://www.ncimed.com)

✧ *Minority Business Consulting Program*, Fuqua School of Business, Duke University: This program utilizes Fuqua MBA students and faculty, offering one-on-one business counseling and assistance to smaller minority-owned firms. Emphasis is on enhancing revenues for existing small businesses. Ideal candidates are businesses which have been in operation for over a year, and have a few employees.

MBCP Information: Bill Sax, Executive in Residence, 660-7741

✧ *Carolina's Minority Supplier Development Council, Inc. - Piedmont Region*: The current Chair of this regional organization is Mr. Jerry Fulmer of Progress Energy (546-2193).

## **NC BIOTECHNOLOGY CENTER**

The North Carolina Biotechnology Center, located in Research Triangle Park, is the resource for biotechnology-related firms. This private, non-profit organization works to strengthen research at private companies and local universities; provides funding for small and start-up biotech firms; offers meeting spaces and a biotechnology library; and promotes the industry to the public.

Address: NC Biotechnology Center  
15 T.W. Alexander Drive  
Post Office Box 13547  
RTP, NC 27709  
Phone: 919-541-9366  
Web Site: [www.ncbiotech.org/](http://www.ncbiotech.org/)

## **NC DEPARTMENT OF COMMERCE**

The N.C. Department of Commerce seeks to create jobs and investment throughout the state, by working with both relocating businesses and existing N.C. firms. Existing businesses can receive information on issues such as: sources of grants and loans; labor relations; unemployment taxes; workers compensation; environmental matters; financial consulting; and state tax credits for significant job creation and expansion.

NC DOC Address: 301 North Wilmington Street      4301 Mail Service Center  
Raleigh, NC 27020-0571      Raleigh, NC 27699-4301  
DOC Phone: 733-4151  
Web Site: [www.commerce.state.nc.us](http://www.commerce.state.nc.us)

## **NC GOVERNMENT OFFICES**

To reach any state government office not listed elsewhere in this guide, call the state's main information number in Raleigh:

Phone: 733-1110  
State Web Site: [www.ncgov.com](http://www.ncgov.com)

## **NC TECHNOLOGICAL DEVELOPMENT AUTHORITY**

The NCTDA encourages the creation of high-tech businesses through efforts such as a venture capital fund, and sponsoring of business incubator facilities across the state. The First Flight Venture Center in Research Triangle Park is one such incubator.

NCTDA Address: 2 Davis Drive  
Post Office Box 13169  
Research Triangle Park, NC 27709-3169  
Phone: 990-8558  
Web Site: [www.nctda.org](http://www.nctda.org)

## **OCCUPATIONAL SAFETY**

The North Carolina Department of Labor operates an OSHA-approved workplace safety program. For information, contact the Division of Occupational Safety & Health in Raleigh. The federal government's OSHA home page is also useful.

NC OSH Address: NC Department of Labor -  
Division of Occupational Safety & Health  
4 West Edenton Street  
Raleigh, NC 27601  
Phone: 807-2860  
Web Site: [www.dol.state.nc.us](http://www.dol.state.nc.us)

United States  
OSHA Web Site: [www.osha.gov/](http://www.osha.gov/)

## **PATENTS, TRADEMARKS, & COPYRIGHTS**

*Small Business & Technology Development Center (SBTDC)* staff assist new and existing businesses with a variety of "intellectual property" issues. Counselors help with information, applications, registration, and searches concerning patents, trademarks, and copyrights. Referrals to specialized private legal resources and government agencies are available. The SBTDC also assists with technology transfer from universities and government research institutions, and will help to locate funds for R&D or commercialization. The Center's publication, Intellectual Property Guide: Patents, Trademarks, and Copyrights, is available for purchase.

SBTDC Address: 608 Airport Road, Suite B  
Chapel Hill, NC 27514  
Phone: 962-0389  
Web Site: [www.sbtcd.org](http://www.sbtcd.org)

*U.S. Patent & Trademark Office:* To receive a free copy of the USPTO's Information Directory, call:

USPTO Phone: 800-786-9199 or 703-308-4357

Web Site: [www.uspto.gov](http://www.uspto.gov)

## PERMITS

Whether in a commercial location or operating as a Home Occupation, it is important that all business owners first verify that the site is properly zoned for the desired activity. Permits for *zoning, building construction and alterations, exterior signs, and home occupations* should be obtained as early as possible from the local officials in your area:

Carrboro: 301 West Main Street  
918-7336 Zoning  
968-7336 Building Inspections

Chapel Hill: 306 North Columbia Street  
968-2728 Zoning  
968-2718 Building Inspections

Hillsborough: 101 East Orange Street  
732-1270, ext 73  
245-2600 Building Inspections (building permits are issued by Orange Co.)

Mebane: 106 East Washington Street  
563-5901 Zoning & Building Inspections

Rest of Orange County: 306 Revere Road  
245-2575 Zoning  
245-2600 Building Inspections

When discussing a specific business location with local officials, it is important to have the street address and property owner's name, or the tax map ID number, on hand.

⊞ *Zoning* questions usually center on the acceptability of a certain use of property in a given zoning district. Sometimes conditions are placed on business uses - limiting the intensity of an activity, hours of operation, or other factors which could effect the surrounding neighborhood. Other important zoning issues may involve the ability to add on to an existing building, or dealing with a portion of the property which is designated as a flood plain.

⊞ New *building construction, additions, and alterations* typically require a building permit, except for very minor changes. This includes exterior work as well as significant interior repairs and changes. For commercial buildings, handicapped accessibility issues are increasingly important, and should be reviewed carefully with local building code

officials. It is advisable to make sure that all contractors are properly licensed, and to obtain necessary permits before any work is initiated.

⊖ *Signs* are usually governed by zoning ordinances. Commercial signs are typically limited by the total number allowed for any one business, and/or the size (in square feet) permitted. In local historic districts, the material, style, and lighting of the sign may also be reviewed. Business signs are sometimes banned for Home Occupations. Sign plans (at least sketches) should be submitted to the local zoning office before hiring a sign contractor.

For more information on home-based businesses, *see Home Occupations*.  
(also see *Fire Inspections and Restaurant Inspections*)

### **PRIVILEGE LICENSE - see Licenses**

### **PROCUREMENT**

⊖ **FEDERAL:** The local *Small Business & Technology Development Center* (SBTDC) can help area businesses learn about Federal government contracting opportunities. The SBTDC's Procurement Technical Assistance Center can assist companies with research, counseling, and all aspects of the bid process. The Center's PROBID electronic bid matching system uses a key-word search system to target a firm's products and services to available Federal contracts. PROBID service is available for a fee. Additional procurement information from the SBTDC can be found at the organization's web site, listed below.

SBTDC Address: 608 Airport Road, Suite B  
Chapel Hill, NC 27514  
Phone: 962-0389  
Web Site: [www.sbtdc.org](http://www.sbtdc.org)

⊖ **STATE:** Both the *SBTDC* (962-0389) and the *Durham Tech Small Business Center* (686-3448) distribute the North Carolina Vendor's Guide. A publication entitled How To Do Business With the State of North Carolina is also available from the SBTDC. A directory of state contracts, the North Carolina Purchase Directory, is published bi-weekly, and is available by subscription from the state's *Purchase & Contract* office in Raleigh. A great deal of information on North Carolina purchasing and bidding is available on-line, at the web site listed below.

N.C. Purchase & Contract Address:  
116 West Jones Street  
1305 Mail Service Center (27699-1305)  
Raleigh, NC 27603-8002  
Phone: 733-4544  
Web Site: [www.doa.state.nc.us/PandC/](http://www.doa.state.nc.us/PandC/)

ω UNIVERSITY OF NORTH CAROLINA AT CHAPEL HILL: For information on conducting business with UNC-CH, please contact the *Materials Support Department, Purchasing Division*, at 962-3774. The contact number for *UNC Hospitals' Purchasing Department* is 966-4216.

ω LOCAL: For information on possible contracts with Orange County government, and to be placed on the county's Vendor List, please call the *Orange County Purchasing Department* at 245-2650. Purchasing agents can also be reached at the towns of Chapel Hill (968-2712), Carrboro (918-7301), and Hillsborough (732-2104, ext. 5). The *SBTDC* (962-0389) produces a publication entitled How To Do Business With Local Governments in North Carolina.

## RECYCLING

The State of North Carolina's *Recycling Business Assistance Center* offers free technical assistance and information regarding the prevention, reduction, and recycling of waste from businesses. The RBAC's newsletter, Recycling Works, provides regular updates on new ideas for product reuse, regulatory changes, market prices, and grant and loan opportunities for recycling efforts.

Address: N.C. Recycling Business Assistance Center  
Division of Pollution Prevention and  
Environmental Assistance  
Parker-Lincoln Building  
2728 Capital Blvd.  
Raleigh, NC 27626

RBAC Phone: 800-763-0136 or  
715-6500

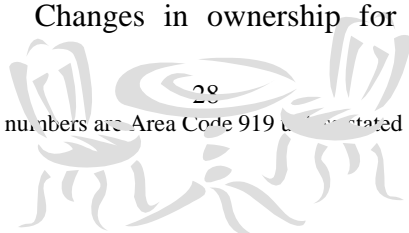
Web Site: [www.p2pays.org](http://www.p2pays.org)

Locally, *Orange Community Recycling*, located in Chapel Hill, offers assistance to businesses in the form of waste-flow audits, and technical advice on waste reduction, recycled product purchasing, and cardboard recycling.

Phone: 968-2788

## RESTAURANT INSPECTIONS

To gain approval for new food service operations, contact *Orange County Environmental Health* as early in the planning process as possible. The office will evaluate site plans, equipment, menus, and other issues. Changes in ownership for existing restaurants also require an



evaluation. Ongoing restaurant and food service operations are inspected quarterly. Please contact Orange County Environmental Health for a complete information packet:

Address: 306-C Revere Road  
Post Office Box 8181  
Hillsborough, NC 27278  
Phone: 245-2360  
Web Site: [www.co.orange.nc.us/envhlth](http://www.co.orange.nc.us/envhlth)

### **SBTDC - THE SMALL BUSINESS & TECHNOLOGY DEVELOPMENT CENTER**

For most start-up and expanding small businesses, the local SBTDC office will be a primary resource, and should probably be your first stop. SBTDCs across the state are sponsored by the University of North Carolina, and in Orange County is also supported by the Orange County Economic Development Commission. The SBTDC office is located in Chapel Hill, but staff counselors will meet with clients in Hillsborough as well.

For start-up businesses, the SBTDC organizes a regularly-scheduled group session to provide a core of information in a convenient manner. The SBTDC also provides free, confidential, one-on-one business counseling, particularly on such crucial issues as:

- ⊞ Analyzing a business idea
- ⊞ Creating a business plan
- ⊞ Researching markets
- ⊞ Locating sources of funding
- ⊞ Increasing revenues and profits for existing firms

One of the most valuable publications of this agency is Capital Opportunities for Small Business, updated regularly and available on-line or on paper. The SBTDC's workbook, So You're Thinking of Having a Business, can also be found at the web site listed below. Other services of the SBTDC include assistance with federal, state, and local procurement processes; transfer of technology and related services of the Technology Group; international business development assistance; and specialized assistance for those associated with marine industries.

SBTDC Address: 608 Airport Road, Suite B  
Chapel Hill, NC 27514  
Phone: 962-0389  
Web Site: [www.sbtdc.org](http://www.sbtdc.org)

### **SCORE PROGRAM**

SCORE is the Service Corps of Retired Executives, a Small Business Administration business assistance program affiliated locally with the Chapel Hill-Carrboro Chamber of Commerce. Retired business people from the Chapel Hill-Carrboro area are available every Tuesday to counsel existing and start-up businesses on issues such as finance,

management, planning, and increasing profits. To apply for this free service, call the Chamber of Commerce at 967-7075, or stop by the Chamber office at 104 South Estes Drive in Chapel Hill.

Web Site: [www.score.org](http://www.score.org)

## **SIGNS - see *Permits***

## **SITE LOCATION**

Finding the right commercial space or building site is an important step, and given the historically low vacancy rates in Orange County, it can be a challenge. A number of commercial real estate brokers are active in Orange County, and can be a valuable resource. Check phone book listings under “Real Estate - Commercial”.

The *Orange County Economic Development Commission (EDC)* compiles the most complete listing of available space and land throughout the County. This listing is available free of charge, either on paper or on-line. In addition, the EDC can assist with related questions pertaining to zoning, availability of utilities, traffic counts, property tax rates, and more.

EDC Address: 110 East King Street  
Post Office Box 1177  
Hillsborough, NC 27278  
Phone: 245-2325  
Web Site: [www.co.orange.nc.us/ecodev](http://www.co.orange.nc.us/ecodev)

## **TAXES**

### FEDERAL:

*Income Tax* - Paid through individual returns if the business is a sole proprietorship, partnership, LLC, or Subchapter “S” corporation. Regular “C” corporations pay income taxes as a business entity at corporate rates.

*Employee Taxes* - Employers must withhold federal income tax and social security (FICA) tax from employees’ wages, in accordance with the amount shown on employees’ W-4 forms.

*Employer Taxes* - Business owners and corporations must also pay the employer portion of the social security (FICA) tax, and the federal unemployment tax.

Withholding and social security taxes are paid on a quarterly basis, or more often for larger-payroll firms. The unemployment tax (FUTA) is paid annually or quarterly, also depending on a firm’s size.

All businesses, except for sole proprietorships with no employees, must obtain a Federal identification number using form SS-4. One-person firms may simply use the individual's social security number.

The *Internal Revenue Service* phone numbers and web site listed below can provide businesses with several useful publications, to clarify the often-confusing matter of federal taxes. For example, the IRS will send "Your Business Tax Kit," which can include Publication 334: Tax Guide for Small Business; Publication 583, for Taxpayers Starting a Business; and Pub. 1558, a monthly Tax Tips Newsletter for small businesses.

IRS Address: 320 Federal Place  
Room 120  
Greensboro, NC 27401  
Phone: 336-378-2193 or 877-777-4778 General Information  
800-829-3676 Forms & Publications Distribution Center  
800-829-1040 Questions/Tax Topics Hotline  
Web Site: [www.irs.ustreas.gov](http://www.irs.ustreas.gov)

STATE:

*Income Tax* - North Carolina income taxes (and estimated taxes) are paid similarly to Federal income taxes.

*Employee Tax* - Employers must withhold state income taxes for employees.

*Employer Tax* - An employer's portion of the North Carolina unemployment tax (state unemployment tax, or SUTA) must be paid on a regular basis. To determine the amount and schedule for these taxes, please contact the *Employment Security Commission of North Carolina (ESC)*. The ESC also maintains a helpful home page on the World Wide Web.

ESC Address: 700 Wade Avenue  
Post Office Box 26504  
Raleigh, NC 27605  
Phone: 733-4329  
Web Site: [www.esc.state.nc.us](http://www.esc.state.nc.us)

Local Office: 601 Valley Forge Road  
Hillsborough, NC 27278  
Phone: 644-1051  
Fax: 644-1073

Other forms, requirements, and your firm's state tax identification number can be obtained through the *N.C. Department of Revenue*:

**Main Office**

Address: North Carolina Department of Revenue  
501 North Wilmington Street P.O. Box 25000  
Raleigh, NC 27604 Raleigh, NC 27640-0640

General Information: 733-3991  
Tax ID Numbers: 733-4626  
Forms &  
Publications: 715-0397  
Web Site: [www.dor.state.nc.us](http://www.dor.state.nc.us)  
Local Office: North Carolina Department of Revenue  
3326-D Chapel Hill Boulevard  
Durham, NC 27707  
Phone: 560-6801

*Sales Tax* - Retail businesses must collect state and local sales taxes, currently totaling 7%. For information on how and where to remit these taxes, contact the local office of the *N.C. Department of Revenue*. To distinguish wholesale distributors from retail sellers, this office also issues wholesale licenses.

NC DOR Address: 3326-D Chapel Hill Boulevard  
Durham, NC 27707  
Phone: 560-6801

*Other State Taxes* - Certain types of businesses may need to pay or collect additional taxes. These include: amusement tax; cigarette excise tax; soft drink excise tax; franchise tax; and fuel tax. For more information, call the general taxpayer information number at the *North Carolina Department of Revenue* in Raleigh, 733-3991.

**TELECOMMUNICATIONS COMPANIES**

Business contact numbers:

Chapel Hill-Carrboro Area	<i>BellSouth</i>	780-2800
Hillsborough Area	<i>Sprint</i>	732-2131
Mebane Area	<i>MebTel</i>	563-9111
Durham Area	<i>Verizon</i>	800-483-5300

**TOURISM**

Businesses can work one-on-one with the *Chapel Hill/Orange County Visitors Bureau* to increase the impact of tourism on their bottom line. The Visitors Bureau books conferences, meetings, and tours throughout Orange County; markets the area worldwide;

works with UNC-Chapel Hill to provide visitor services during major events; and publicizes upcoming cultural events in Happenings.

Visitors Bureau Address:

501 West Franklin Street, Suite 104  
Chapel Hill, NC 27516

Phone: 968-2060

Web Site: [www.chocvb.org](http://www.chocvb.org)

## **TRADEMARKS - see Patents, Trademarks, & Copyrights**

## **UTILITY PROVIDERS**

If you have questions about utility services (including electricity, natural gas, public water and sewer) in your area, please refer to the contact numbers listed below:

### Chapel Hill and Carrboro:

Electricity	<i>Duke Power</i>	967-8231
Natural Gas	<i>PSNC Energy.</i>	1-877-776-2427
Public Water & Sewer	<i>OWASA</i>	968-4421

### Hillsborough:

Electricity	<i>Duke Power</i>	967-8231
Natural Gas	<i>Energy United Propane</i>	1-800-395-2336
	<i>Carolane Propane Gas, Inc.</i>	732-8025
	<i>PSNC Energy</i>	1-877-776-2427
Public Water & Sewer	<i>Town of Hillsborough</i>	732-2104

### Mebane:

Electricity	<i>Duke Power</i>	1-800-USEDUKE
Natural Gas	<i>PSNC Energy</i>	1-877-776-2427
Public Water & Sewer	<i>City of Mebane</i>	563-5901

- Electricity is provided in many rural portions of the County by *Piedmont Electric Membership Corporation, 732-2123*.
- For information on recycling issues for businesses, contact *Orange Community Recycling, 968-2788*.
- For landfill disposal issues, contact the *Orange Department of Solid Waste* at 968-2885.
- For information on public water service in the Efland area, contact *Orange-Alamance Water System, 563-6212*.

- For information on public sewer service in the Efland area, contact the *Orange County Engineer's* office, 245-2303.  
(also see *Telecommunications Companies*)

## WOMEN BUSINESS OWNERS

The Orange County Economic Development Commission, in conjunction with Triangle area women business owner networks, the SBTDC and the Durham Tech Small Business Center, sponsors an annual conference show for female business owners. Contact the EDC or the Orange County Commission for Women:

CFW Address: 110 S. Churton Street  
Post Office Box 8181  
Hillsborough, NC 27278  
Phone: 245-2250  
Web Site: [www.co.orange.nc.us/hrr/](http://www.co.orange.nc.us/hrr/)

The Women's Business Center is a partnership program between the U.S. Small Business Administration's Office of Women's Business Ownership (OWBO) and the North Carolina Institute for Minority Economic Development, Inc. (NCIMED), which promotes economic self-sufficiency for women in North Carolina through entrepreneurship. The Women's Business Center provides individual counseling, training (monthly workshops and seminars), financing assistance, and information and referrals.

Address:  
114 West Parrish Street  
Post Office Box 1331  
Durham, NC 27702  
Phone: 956-8889  
Web Site: [www.ncimed.com/wbc.html](http://www.ncimed.com/wbc.html)

Several other groups directed toward women business owners meet in the Triangle Area. These include the following.

**ABWA** The American Business Women's Association, Chapel Hill Chapter—meets at noon the second Friday of each month at a local restaurant in Chapel Hill. The organization offers networking and learning opportunities through guest speakers and group discussion. National dues for this organization are \$50 for the first year, \$35 thereafter; local dues are \$25 per year. For more information, please call Meryl Alexander, 942-1887 or 929-6337; or Glynis Gore 933-6798.

**Cary WBON** The Cary Women Business Owners' Network—meets at 11:45 the first Wednesday of each month, usually at Page Walker Art & History Center in downtown Cary. The Cary WBON's mission is to

provide information and group support to small, women-owned businesses for business growth and development utilizing group discussions, featured speakers, and networking. Membership dues are \$50 per year. For more information, contact Esther Dill at 460-1066 or visit their website at [www.wbon-cary.org](http://www.wbon-cary.org).

**Wake County WBON** The Wake County Women Business Owners' Network—meets at 12:15 the second Friday of each month at the Wake Tech Adult Education Center on Capital Boulevard in Raleigh. The organization is open to open to all women in Wake County who are owners, part-owner, prospective owner of a business, or businesses that support women in business. Annual dues are \$10. For more information, contact Jess McLamb at 782-8956.

**Internet sites** of interest to women business owners include:

[www.wordweb.org/](http://www.wordweb.org/) The Women's Resource Directory. A professional directory, marketplace, and educational resource for women in business.

[www.sbaonline.sba.gov/womeninbusiness/](http://www.sbaonline.sba.gov/womeninbusiness/) The U.S. Small Business Administration's Office of Women's Business Ownership. Nationwide statistics on women business ownership, loan forms, and other information.

[www.onlinewbc.org](http://www.onlinewbc.org) Co-sponsored by Small Business Association. A virtual business advisor for women business enterprises (WBEs).

[www.advancingwomen.com/entrepreneur.phtml](http://www.advancingwomen.com/entrepreneur.phtml) The Advancing Women's Entrepreneur & Small Business page. Features a guide to major steps in operating a small business, including forming a business plan, financing, management, and networking.

## **WORKERS' COMPENSATION**

Generally, the Workers' Compensation Act requires companies in North Carolina - those with three or more employees on a regular basis - to obtain private Workers Compensation insurance, or to qualify as a self-insured business. This insurance will help cover employees' medical bills in the event of a workplace injury. It may be advisable for smaller firms to consider Workers' Compensation insurance as well.

Coverage can be arranged by meeting with a qualified independent insurance agent. The Workers' Compensation program is administered by the *North Carolina Industrial Commission*, which has an Ombudsman's office to help with specific questions.

NCIC Address: 430 North Salisbury Street, 6th Floor  
4319 Mail Service Center (27699-4319)  
Raleigh, NC 27611  
Ombudsman: 800-688-8349 or  
807-2501  
Web Site: [www.comp.state.nc.us/](http://www.comp.state.nc.us/)

**WORLD TRADE CENTER - *see Exports***

**ZONING - *see Permits***