



# ONE STOP SHOP

*Program to Serve  
New and Expanding Business and Industry  
in the City of Florence*

*[www.florenceal.org](http://www.florenceal.org)*



## **ONE STOP SHOP**

**Municipal Building/City Hall  
City Clerk's Office  
Office 116C - 1st Floor**

**Contact: 256.740.6086  
[mbevis@florenceal.org](mailto:mbevis@florenceal.org)**



# CITY OF FLORENCE, ALABAMA

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*One Stop Shop  
City Services Coordinator*

RE: New or Expanding Business

Thank you for choosing the City of Florence as your business address. Whether you are opening a new business or expanding, our goal is to provide you the best service possible in a professional and courteous manner.

The One Stop Shop Guide is intended to assist you throughout the development process. It is another step in the city's continuing effort to more effectively communicate with businesses and developers within our community. This booklet offers valuable information to help you better understand our process.

It is the goal of the City of Florence to make our development process as smooth and predictable as possible. We hope this booklet helps achieve that goal.

Sincerely,

Melissa Bevis, City Services Coordinator  
One Stop Shop  
[mbevis@florenceal.org](mailto:mbevis@florenceal.org)

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## City of Florence - Key Contacts

### One Stop Shop Guide

Kathy Anderson <a href="mailto:kaanderson@florenceal.org">kaanderson@florenceal.org</a>	Florence Utilities-Customer Service Manager Electricity-Gas-Water/Wastewater	256-740-6071 fax 256-760-6322
Melissa Bailey <a href="mailto:m Bailey@florenceal.org">m Bailey@florenceal.org</a>	Planning Department Director	256-740-8806 fax 256-760-6323
Bill Batson <a href="mailto:bbatson@florenceal.org">bbatson@florenceal.org</a>	City Engineer	256-760-6350 fax 256-740-4667
Melissa Bevis <a href="mailto:mbevis@florenceal.org">mbevis@florenceal.org</a>	One Stop Shop – City Services Coordinator	256-740-6086 fax 256-760-6635
Mike Doyle <a href="mailto:mdoyle@florenceal.org">mdoyle@florenceal.org</a>	Gas and Water/Wastewater Dept. Manager	256-718-5100 fax 256-767-1818
David Koonce <a href="mailto:dkoonce@florenceal.org">dkoonce@florenceal.org</a>	Solid Waste and Recycling Dept.	256-760-6495 fax 256-740-4665
Bob Leyde <a href="mailto:bleyde@florenceal.org">bleyde@florenceal.org</a>	City Clerk - Licensing	256-760-6679 fax 256-760-6635
Danny Simbeck <a href="mailto:dsimbeck@florenceal.org">dsimbeck@florenceal.org</a>	Florence Fire Department	256-760-6475 fax 256-760-6430
Charles Rasch <a href="mailto:crasch@florenceal.org">crasch@florenceal.org</a>	Electric Department –Dir. of Eng. /Operations	256-740-6010 fax 256-760-6317
Planning and Community Dev.	Commercial Leveraging Program Facade Improvement Program	256-740-8806 fax 256-760-6323
Ken Lester <a href="mailto:k Lester@florenceal.org">k Lester@florenceal.org</a>	Florence Police Department	256-760-6582 fax 256-760-6318
Gary Williamson <a href="mailto:gwilliamson@florenceal.org">gwilliamson@florenceal.org</a>	Building Official	256-760-6325 fax 256-740-4651

**Business Application  
One Stop Shop Guide**

Date: \_\_\_\_\_

**SITE INFORMATION:**

Business Name \_\_\_\_\_

Business Address/Location \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

New Construction \_\_\_\_\_ Building Addition/Expansion \_\_\_\_\_ Existing Building/New Tenant \_\_\_\_\_

Home Business \_\_\_\_\_ Commercial/Industrial \_\_\_\_\_ Lease/Own \_\_\_\_\_

Power Contract Required \_\_\_\_\_yes \_\_\_\_\_no

Type of Business \_\_\_\_\_ Start Date \_\_\_\_\_

**APPLICANT INFORMATION:**

Applicant Contact Name \_\_\_\_\_ Title \_\_\_\_\_

Applicant Mailing Address *if different from above* \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Cellular \_\_\_\_\_

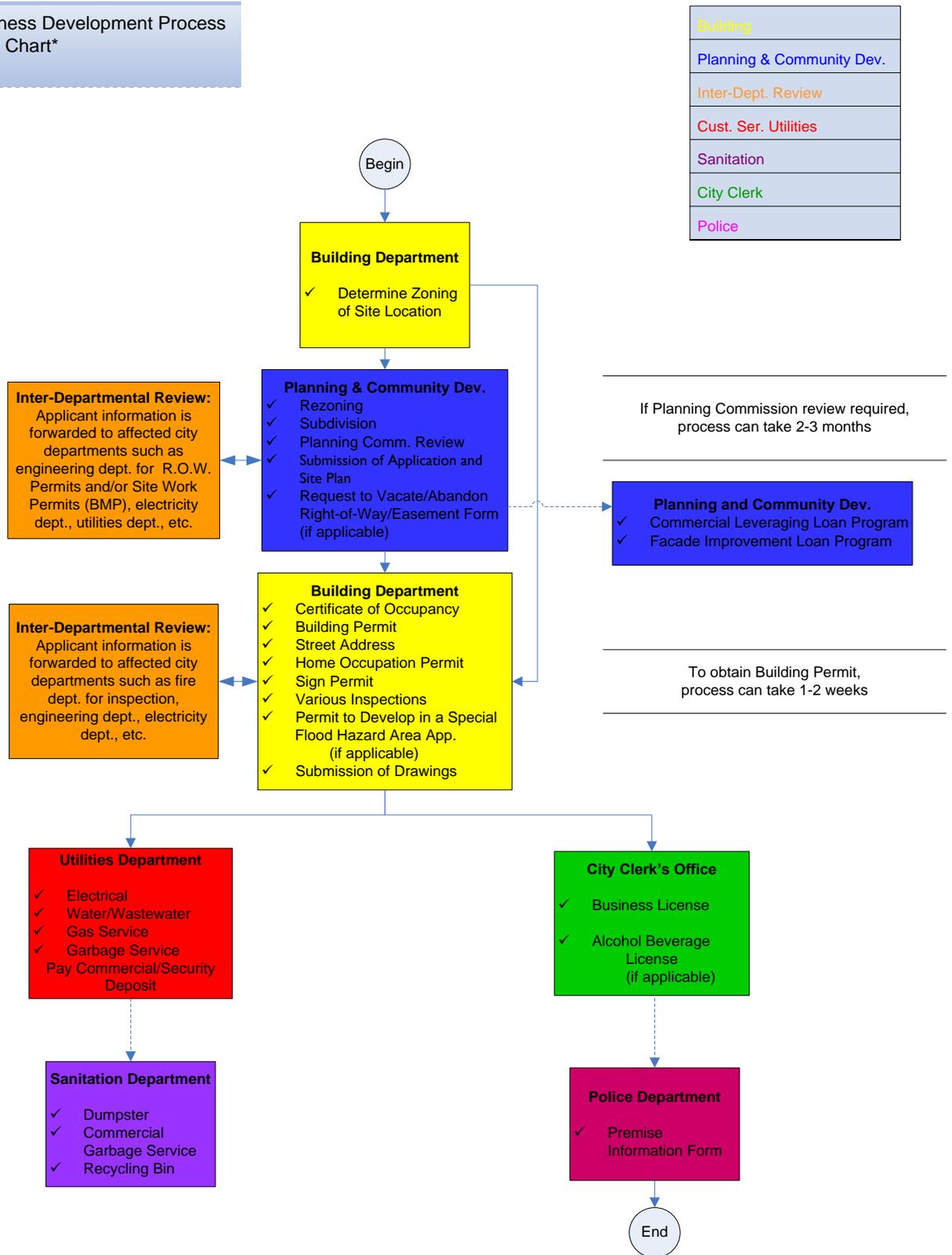
Fax \_\_\_\_\_ Email \_\_\_\_\_

COMMENTS: \_\_\_\_\_

cc: Building - Planning & Community Development - City Engineering - Utilities -  
City Clerk ~ Electricity ~ Gas/Water ~ Police - Fire ~ Sanitation

# One Stop Shop

## Business Development Process Flow Chart\*



\*Each project is unique and may not follow the exact process shown.

## Building Department

Key Staff Contact:

Gary Williamson - Building Official  
Municipal Building - Second Floor - Room 216  
110 West College Street  
Florence, Alabama 35630  
256-760-6325  
256-740-4651 - fax  
[gwilliamson@florenceal.org](mailto:gwilliamson@florenceal.org)

The Building Department is the first point of contact in the business development process for zone verification. The business applicant may continue in the Building Department if Planning Department review is not required. The Building Department may rely upon the assistance of other affected departments. The Building Department handles the below.

Building Permit	Various Code Inspections
Certificate of Occupancy	Elevation Certificate
Certificate of Occupancy Inspection	
Sign Permit	
Assigns Street Addresses (in city limit)	
Temporary Certificate of Occupancy	
Plumbing Permit and Inspection	
Electrical Permit and Inspection	
Gas Permit and Inspection	
Home Occupation Permit	
Service/Feeder Inspection	
Permit to Develop in a Special Flood Hazard Area	

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## Planning and Community Development Department

Key Staff Contact:

Melissa Bailey, Planning Dept. Director  
Municipal Building - First Floor - Room 115  
110 West College Street  
Florence, Alabama 35630  
256-740-8806  
256-760-6323 - fax  
[m Bailey@florenceal.org](mailto:m Bailey@florenceal.org)

If Planning Department review is require, the Planning and Community Development Department is the second point of contact in the business development process. The Planning and Community Development Department may rely upon the assistance of other affected departments and/or Planning Commission Review. The Planning Department handles the below.

Rezoning of Land	Commercial Leveraging Loan Program
Subdivision of Land	Facade Improvement Loan Program
Annexation of Land	Request to Vacate/Abandon
Planning Commission Review Application	Right-of-Way/Easement
Planning Commission Review Fees	

## Florence Utilities – Electricity, Gas and Water/Wastewater Departments

Key Staff Contact: Kathy Anderson, Utilities Customer Service Manager  
Municipal Building – First Floor - Room 106  
110 West College Street  
Florence, Alabama 35630  
256-740-6071  
256-760-6322-fax  
[kanderson@florenceal.org](mailto:kanderson@florenceal.org)

Florence Utilities services are usually applied for during the middle and/or last stage of the business development process. The Utilities Customer Service Department may rely upon the work of several different departments or other entities when customers seek to establish their temporary or permanent utility service. Florence Utilities handles the below services.

Electricity service to consumers in the City of Florence  
and Lauderdale County

Natural Gas service to consumers in the City of Florence  
and portions of Lauderdale County

Water and Wastewater service to consumers in the City of Florence  
and portions of Lauderdale County

Garbage Service

Florence Utilities requires a security deposit for each account.

Form of Security Deposits	Deposit Amount
Cash	\$499 or less
CD	\$500 minimum
Surety Bond	\$1,000 minimum
Letter of Credit	\$25,000 minimum

### Service Charges

New Service

First Time Service

Transfer of Existing Service

Same Day Service

Upgrading Existing Service

Reconnection

Collection of Payment at the Service Address

Returned Checks

Trips to the Service Address by Customer Request

Trips to Test a Meter by Customer Request, where the Meter is determined to be Accurate

Trips for Special Meter Readings at the Customer's Request

## Solid Waste and Recycling Dept.

Key Staff Contact: David Koonce, Solid Waste and Recycling Dept. Manager  
29485 County Road 14  
P. O. Box 98  
Florence, Alabama 35630-0098  
256-760-6495  
256-740-4665 – fax  
[dkoonce@florenceal.org](mailto:dkoonce@florenceal.org)

The Solid Waste and Recycling Dept. issues dumpsters, if needed. This department also handles the below operations.

### Commercial Garbage Collection

- Dumpster boxes are provided in 4, 6, or 8 yard sizes  
*Serviced from 2 to 6 days per week*
- Residential carts are provided to businesses in areas serviced by residential collection  
*Collected once per week*

Recycling Options

Landfill Operations

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## City Clerk

Key Staff Contact: Bob Leyde, City Clerk  
Municipal Building – First Floor - Room 116  
110 West College Street  
Florence, Alabama 35630  
256-760-6679  
256-760-6635-fax  
[bleyde@florenceal.org](mailto:bleyde@florenceal.org)

The City Clerk's office is one of the last steps in the business development process. This office issues Business Licenses and handles the Applications for Alcohol Beverage License, as well as, Retail Liquor Gross Receipts Tax Report and Motor Fuel Sales.

A business license must be received before a business begins operation. A license is also required if you are doing business in the City of Florence, but not located in the City of Florence.

### Tax Rate

City of Florence	3.5%
State of Alabama	4.0%
Lauderdale County	<u>1.0%</u>
<b>TOTAL</b>	<b>8.5%</b>

## Police Department

Key Staff Contact:

Ken Lester, Administrative Lieutenant  
Florence Police Department  
701 South Court Street  
Florence, Alabama 35630  
256-760-6582  
256-760-6318 - fax  
[klester@florenceal.org](mailto:klester@florenceal.org)

The Florence Police Department request that new businesses complete a Premise Information Form after their business licenses is obtained from the City Clerk's office. Also this form is to be updated if any of the contact or location information changes.

This information is used for business premise/location so that the Florence Police Department can contact the business for any security reasons.

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## Fire Department

Key Staff Contact:

Danny Simbeck - Chief of Fire Prevention  
Florence Fire Department  
402 S. Wood Ave.  
Florence, AL 35630  
256-760-6475  
256-760-6430 - fax  
[dsimbeck@florenceal.org](mailto:dsimbeck@florenceal.org)

Contact the Florence Fire Department-Fire Prevention Division with any questions.

## Utility Contacts

### One Stop Shop Guide

City of Florence Utilities (Customer Service)	Municipal Building – First Floor 110 West College Street Florence, Alabama 35630 256-760-6512 256-760-6322 - fax <a href="http://www.florenceutilities.com">www.florenceutilities.com</a>
City of Florence Electricity Department	Municipal Building 110 West College Street Florence, Alabama 35630 256-740-6045 256-760-6442 - fax
City of Florence Gas/Water Department	Municipal Building 110 West College Street Florence, Alabama 35630 256-718-5100 256-767-1818-fax
Lauderdale County Solid Waste	5100 Hwy 157 North Florence, AL 35633 256-760-5878
City of Rogersville (Sanitation Service) <i>Waste Service for Business in City Limits of Rogersville</i>	Rogersville, AL 35652 256-247-8863
West Lauderdale Water	3353 County Rd 200 Florence, Alabama 35633 256-766-8787
Town of Rogersville Water Works	852 County Road 77 Rogersville, AL 35652 256-247-5435
East Lauderdale Water & Fire Authority	2943 Hwy 101 Rogersville, 35652 256-247-1606
Greenhill Water & Fire Protection Authority	35496 Co. Road 8 Florence, AL 35634 256-757-2863
East Lauderdale Natural Gas - <i>Alagasco</i>	57 Patton Street Rogersville, AL 35652 256-247-3334

## **Business Resources**

### **One Stop Shop Guide**

#### **BellSouth**

1-866-620-6000

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

#### **Shoals Entrepreneurial Center**

*Offers space, shared equipment, clerical support, on-site consulting, shared mailing and shipping, library, conference room, etc.*

3115 Northington Court  
Florence, Alabama 35630  
256-760-9014

256-740-5530 - fax

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

#### **Florence Main Street Program**

*Serves the Historic Downtown Florence Area*

Contact: Teryl Shields

301 North Pine Street  
Florence, Alabama 35630  
256-760-9648

256-760-5343 - fax

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

#### **Lauderdale County Courthouse**

*County and State Business License*

200 South Court Street  
Florence, Alabama 35630  
256-760-5833

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

#### **Lauderdale County Health Department**

*Health Department Permits*

4112 Chisholm Road  
Florence, Alabama 35630  
256-764-7453

#### **Shoals Chamber of Commerce**

612 South Court Street  
Florence, Alabama 35630  
256-764-4661

256-766-9017 - fax

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

#### **Shoals Economic Development Authority**

20 Hightower Place - Suite 1  
Florence, Alabama 35630  
256-764-0351

256-764-3850 - fax

[www.seda-shoals.com](http://www.seda-shoals.com)

## **Business Resources**

### **One Stop Shop Guide**

#### **SCORE**

*(Service Corps of Retired Executives)*

612 South Court Street  
Florence, Alabama 35630  
256-764-4661  
256-766-9017 – fax

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

205 S. Walnut Street  
Florence, Alabama 35630  
256-764-6731

[www.irs.gov](http://www.irs.gov)

#### **Internal Revenue Service**

*Federal Tax Identification Number or  
Employer ID Number (EIN)*

#### **Alabama Dept. of Revenue**

*State Tax Number*

Office is located on TVA Reservation  
*in former Medical Building*  
874 Reservation Road  
Muscle Shoals, Alabama 35661  
256-383-4631

256-381-7200 - fax

[www.revenue.alabama.gov](http://www.revenue.alabama.gov)

#### **Sheffield Tax Office**

*Unemployment Tax Number*

Contact: Hobie Butler  
Town Plaza Shopping Center  
500 S. Montgomery Avenue, Suite 104  
P. O. Drawer 820  
Sheffield, AL 35660

256-389-9688

256-383-4983 – fax

[hobiebutler@dir.alabama.gov](mailto:hobiebutler@dir.alabama.gov)

[www.dir.alabama.gov](http://www.dir.alabama.gov) (Click on eGov)

*To apply online:*

#### **United States Small Business Administration**

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

#### **Small Business Development Center – UNA**

Contact: Carolyn Long  
UNA Keller Hall-Room 135  
Box 5250  
University of North Alabama  
Keller Hall – College of Business  
Florence, AL 35632-0001

256-765-4629

256-765-4813 – fax

[www.una.edu](http://www.una.edu)

#### **Revenue Discovery Systems - RDS**

*Collects City and County Tax*

205-324-0088

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