Program to Serve
New and Expanding Business and Industry
in the City of Florence
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
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
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<tr>
<th>Name</th>
<th>Department/Position</th>
<th>Phone Number</th>
<th>Email</th>
<th>Fax Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kathy Anderson</td>
<td>Florence Utilities-Customer Service Manager</td>
<td>256-740-6071</td>
<td><a href="mailto:kanderson@florenceal.org">kanderson@florenceal.org</a></td>
<td></td>
</tr>
<tr>
<td>Melissa Bailey</td>
<td>Planning Department Director</td>
<td>256-740-8806</td>
<td><a href="mailto:mbailey@florenceal.org">mbailey@florenceal.org</a></td>
<td></td>
</tr>
<tr>
<td>Bill Batson</td>
<td>City Engineer</td>
<td>256-760-6350</td>
<td><a href="mailto:bbwatson@florenceal.org">bbwatson@florenceal.org</a></td>
<td></td>
</tr>
<tr>
<td>Melissa Bevis</td>
<td>One Stop Shop – City Services Coordinator</td>
<td>256-740-6086</td>
<td><a href="mailto:mbevis@florenceal.org">mbevis@florenceal.org</a></td>
<td></td>
</tr>
<tr>
<td>Mike Doyle</td>
<td>Gas and Water/Wastewater Dept. Manager</td>
<td>256-718-5100</td>
<td><a href="mailto:mdoyle@florenceal.org">mdoyle@florenceal.org</a></td>
<td></td>
</tr>
<tr>
<td>David Koonce</td>
<td>Solid Waste and Recycling Dept.</td>
<td>256-760-6495</td>
<td><a href="mailto:dkoonce@florenceal.org">dkoonce@florenceal.org</a></td>
<td></td>
</tr>
<tr>
<td>Bob Leyde</td>
<td>City Clerk - Licensing</td>
<td>256-760-6679</td>
<td><a href="mailto:bleyde@florenceal.org">bleyde@florenceal.org</a></td>
<td></td>
</tr>
<tr>
<td>Danny Simbeck</td>
<td>Florence Fire Department</td>
<td>256-760-6475</td>
<td><a href="mailto:dsimbeck@florenceal.org">dsimbeck@florenceal.org</a></td>
<td></td>
</tr>
<tr>
<td>Charles Rasch</td>
<td>Electric Department-Dir. of Eng./Operations</td>
<td>256-740-6010</td>
<td><a href="mailto:crasch@florenceal.org">crasch@florenceal.org</a></td>
<td></td>
</tr>
<tr>
<td>Planning and Commercial Leveraging Program</td>
<td>Fax 256-760-6317</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community Dev. Facade Improvement Program</td>
<td>Fax 256-760-6323</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ken Lester</td>
<td>Florence Police Department</td>
<td>256-760-6582</td>
<td><a href="mailto:klester@florenceal.org">klester@florenceal.org</a></td>
<td></td>
</tr>
<tr>
<td>Gary Williamson</td>
<td>Building Official</td>
<td>256-760-6325</td>
<td><a href="mailto:gwilliamson@florenceal.org">gwilliamson@florenceal.org</a></td>
<td></td>
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</table>
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________________________

_______________________________________________________________

_______________________________________________________________

_______________________________________________________________

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_______________________________________________________________

cc: Building – Planning & Community Development – City Engineering – Utilities –

City Clerk – Electricity – Gas/Water – Police – Fire – Sanitation
If Planning Commission review required, process can take 2-3 months

To obtain Building Permit, process can take 1-2 weeks

*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

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
Certificate of Occupancy
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

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

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.

<table>
<thead>
<tr>
<th>Form of Security Deposits</th>
<th>Deposit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash</td>
<td>$499 or less</td>
</tr>
<tr>
<td>CD</td>
<td>$500 minimum</td>
</tr>
<tr>
<td>Surety Bond</td>
<td>$1,000 minimum</td>
</tr>
<tr>
<td>Letter of Credit</td>
<td>$25,000 minimum</td>
</tr>
</tbody>
</table>

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

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

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

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 1.0%
TOTAL 8.5%
**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

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.

**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

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
www.florenceutilities.com

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)  Rogersville, AL  35652
Waste Service for Business in City Limits of Rogersville  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 - Alagasco  57 Patton Street
Rogersville, AL  35652
256-247-3334
Business Resources
One Stop Shop Guide

BellSouth
1-866-620-6000
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

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

Lauderdale County Courthouse
County and State Business License
200 South Court Street
Florence, Alabama 35630
256-760-5833
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

Shoals Economic Development Authority
20 Hightower Place – Suite 1
Florence, Alabama 35630
256-764-0351
256-764-3850 – fax
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

Internal Revenue Service
Federal Tax Identification Number or
Employer ID Number (EIN)
205 S. Walnut Street
Florence, Alabama 35630
256-764-6731
www.irs.gov

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

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

To apply online:
www.dir.alabama.gov (Click on eGov)

United States Small Business Administration
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

Revenue Discovery Systems - RDS
Collects City and County Tax
205-324-0088
www.revds.com