



Reasons to Live and Work in Kingsport

-KINGSPORT IS THE ALL-AMERICAN CITY. IN 1999 THE TRI-CITIES REGION WAS NAMED ONE OF ONLY 10 ALL AMERICAN CITIES

-IN 1996 MONEY MAGAZINE NAMED KINGSPORT CITY SCHOOLS ONE OF THE TOP TEN IN THE NATION

-WINNER OF 43 NATIONAL AND STATE KEEP AMERICA BEAUTIFUL AND OTHER ENVIRONMENTAL AWARDS

-SOUTHERN LIVING RANKS FUNFEST AS ONE OF THE COUNTRY'S TOP FESTIVALS

-KINGSPORT IS HOME TO WARRIOR'S PATH STATE PARK, THE MOST VISITED STATE PARK IN TENNESSEE, BAYS MOUNTAIN PARK, ONE OF THE LARGEST MUNICIPAL PARKS IN THE COUNTRY, AND HUNTER WRIGHT BASEBALL STADIUM, HOME OF THE KINGSPORT METS

-MEADOWVIEW CONVENTION CENTER WAS NAMED #1 IN THE COUNTRY BY SUCCESSFUL MEETING MAGAZINE

-KINGSPORT IS LOCATED WITHIN 500 MILES OF 50% OF THE U.S. POPULATION

THE KINGSPORT ECONOMIC DEVELOPMENT PARTNERSHIP IS DEDICATED TO MAKING KINGSPORT AN EVEN BETTER PLACE TO LIVE AND WORK. TO FIND OUT MORE INFORMATION ON HOW WE CAN HELP YOUR BUSINESS, PLEASE CALL US AT (423) 392-8811 OR VISIT OUR WEBSITE AT: WWW.KINGSPORTCHAMBER.ORG/KEDP/.

BUSINESS START-UP CHECK LIST

- Obtain a copy of the Tennessee Small Business Resource Information Guide located at www.state.tn.us/ecd/res_guide.htm.
- Read the Filing Guide from the Tennessee Department of State, Division of Business Services.
- Write a description of the products and/or services that you will be providing and define the market area you are going to serve.
- Create a business plan defining your long-range and short-range goals and objectives.
- Devise a financial plan including projected profit and loss statements and cash flow statements for a period of at least two years covering three cases: your expected case, the worst case possible and the best possible case.
- Decide under what business form you will operate: sole proprietorship, partnership or corporation.
- Outline the money requirements for your start-up cost and for your cash flow projections for at least two years.
- Study your market and check zoning regulations with the city. Check state and local licensing requirements, and find a good location for your business.
- Develop an advertising program and an advertising budget.
- File assumed name certificate – Sullivan/Hawkins County Clerk. (See Resource Listings)
- File for sales tax ID number – Comptroller of Treasury. (See Resource Listings)
- Obtain your federal employer ID Number – Internal Revenue Service. (See Resource Listings)
- Obtain your occupancy permit – Kingsport Building Division. (See Resource Listings)
- Set up your water, electricity, gas and telephone accounts with the appropriate utility companies. (See Resource Listings)
- Send out press releases to as many sources as possible about your opening. (See Resource Listings for advertising/media contacts.)

THE IMPORTANCE OF A BUSINESS PLAN

A business plan defines your business as you intend to start it. It is a document that sets a method for running a business and forces the author to consider all the factors that will affect the business being described. When the time comes to approach loan officers for funds to open or expand your business, they will ask to see your plan and use it to help them judge the soundness of the investment, not only in your business, but primarily in you as a business owner. Finally, managers and employees will use your business plan as a guide to how your operation should be run in your absence.

Your business plan is an analysis of:

- Your intended business structure;
- Your products and /or services and how they will be conveyed to your customers;
- Your business' financial resources and how they will flow over time;
- Your marketing efforts and the results you expect from them.

How to Formulate a Business Plan

Define carefully the business you are going to start.

Determine market factors.

- What are the sales potential?
- How are you going to attract customers?
- How are you going to sell to customers?

Determine money needs.

- What are your start-up costs?
- What are your operating costs?
- Will sales bring in enough money to pay bills on time?

Define your buying plan.

- From whom are you going to buy?
- How and on what terms are you going to buy?

Determine sources of capital.

- Commercial banks.
- Trade creditors and equipment manufacturers.
- Small loan companies, commercial credit companies, sales finance companies.
- Small Business Administration
- Venture capital groups

Analyze Inventory

- What inventory do you have on hand?
- What is on order?
- What has been sold?

Organize internal work responsibilities.

- What tasks will each employee perform (i.e., define job descriptions)?

Define control and feedback factors.

- Monthly financial statements.
- Inventory sales, disbursement statements.
- Break-even projections.

Where to Go for Advice Concerning Business Plans

Possibly the best source for advice on your business plan is your accountant, both before you write the original version and when you amend your plan. The most crucial part of your plan is financial planning; therefore, it makes sense to consult your financial planner when writing and amending your plan. Your accountant will be aware of current trends and recent changes in government regulations that will affect your business.

There are numerous books located at bookstores and your public and university libraries that will guide you through writing and amending your plan. The library will provide you with most of the supporting documentation you will need to build your plan.

Having written your plan, it is a good idea to have it evaluated by a trusted individual. Ask a business associate to recommend ways to improve it. Approach the Service Corps of Retired Executives and your local Small Business Development Center for a review of your plan. Ask your loan officer to review your plan on a trial basis.

Kingsport is home to the Holston Business Development Center (HBDC), a public/private venture designed to nurture the entrepreneurial spirit of Kingsport. HBDC is a general purpose office center and offers a wide range of services including: business support (secretarial and office equipment), loan packaging, and technical assistance. For more information call (423) 578-6235.

CHOOSING A BUSINESS LOCATION

The location of your business is a key factor to your success. A knowledgeable leasing agent can help you find the proper location to fit your requirements and your budget.

Leases are usually quoted in terms of an annual price per square foot. Thus your monthly rent is the rate times the square footage divided by twelve. It is standard practice for the square footage to be measured from the inside of an exterior wall and from the center line of a common wall. In some buildings you also pay for the common areas such as elevators, atriums, and restrooms.

For more information, visit <http://www.midnet.sc.edu/smbiz/sbchoose.htm>

NAMING YOUR BUSINESS

There is a lot in a name. Your business name will be the name by which customers and government officials alike will know you. Your name should be descriptive of what you do in as concise a manner as possible. Other considerations have to do with whether anyone else has the same name within Sullivan County (see Sullivan/Hawkins County Clerk) and where you want your name to fall within the alphabetical listings of the telephone directory and other listings. Another item to consider is what the initials of your intended name might spell. To register your business name, you will have to file with the Sullivan County Clerk. Should you wish to incorporate your business, you must

file your name and application with the Secretary of State. To legally protect your name, you should contact an attorney familiar with the Copyright and Trademark legislation and filings.

TAXATION

Sales Tax

The state of Tennessee collects 7% sales tax on many goods sold at the retail level. Local rates vary from 1% to 2.75% in addition to the state rate. Contact the Comptroller of Treasury Office for the proper rate to charge and a complete list of items exempt from sales tax. (See Resource Listings.)

Other Taxes

The rules regarding taxation change on a yearly basis and become more complex with each passing year. The most qualified person to give you advice on the topic of taxation is a Certified Public Accountant. It is their professional responsibility to know the consequences, impacts and alternatives available within the changing taxation codes of the city, county, state and federal governments. Building a good relationship with a CPA is a key point to operating a successful business.

YOUR BUSINESS STRUCTURE

A business may be conducted through a variety of organizational structures. Each type of business structure has certain advantages and disadvantages. Both the tax and the legal implications must be considered. An attorney, CPA, financial advisor or banker can offer suggestions as to the better structure for your business. The SBA has several pamphlets that offer an in-depth discussion of the various structures. What is offered here is only a general overview.

Sole Proprietorship

One person operating a business as an individual is a sole proprietorship. This is the most common form of business organization and is relatively simple to form and operate. A sole proprietorship has fewer legal controls and more flexibility of management with profits taxed as income to the individual.

General Partnerships

A general partnership is comprised of two or more persons who agree to contribute money, labor and/or skills to a business and share its profits, losses, and management. Each partner is individually liable for the total partnership debts if the business or the other partners are not able to pay their partnership debts. Terms of the partnership may be oral and established through course dealings with the Tennessee Partnership Act in deciding issues that have not otherwise been decided. More certainty is provided through

a written partnership agreement. Although a business may be listed as a sole proprietorship, if two or more people operate a business as a partnership for an extended period of time, courts may rule it to be a partnership in the event of outstanding debts, notwithstanding the intentions or perceptions of the parties.

Limited Partnerships

A limited partnership is composed of one or more general partners who manage the business and share in the liability, and one or more limited partners who share in the profits but whose liability is limited to the extent of their investment. Limited partners may take no part in running the business. To assure the existence of limited liability, you should file a Certificate of Limited Partnership with the office of the Secretary of State.

Corporations

A corporation is a legal entity made up of persons who have received a charter legally recognizing the corporation as a separate entity having its own rights, privileges and liabilities apart from those of the individuals forming the corporation. As a sole owner of a small corporation, you have separate tax and financial responsibilities. Corporations may be formed for profit and nonprofit. To create a corporation, Articles of Incorporation must be filed with the Secretary of State's office along with payment of the various fees. To determine which corporate structure works best for your business, consult with your accountant and attorney.

SOURCES OF CAPITAL

The single most important item in obtaining capital for a new venture is a well written business plan. Lenders, no matter who they are, want to know one thing: Will you be able to pay back the loan? A good business plan shows that you have given the venture a great deal of thought and that you are well prepared.

Your business plan should include the following elements: a business description, a personal profile, a loan request proposal, repayment plans, sales projections and a description of collateral and financial statements. Most lenders also require personal guarantees even from established business owners. Consider consulting a financial planner, your accountant or your attorney for more detailed advice.

Banks

The most common lending source is a commercial bank. Generally, a loan of any size will require collateral greater than the amount of the loan so that the bank may sell the collateral and recover most of the loan in the event a debt is not repaid. Each bank has a different set of lending rules under which its loan officers must operate, and these rules change depending on the amount of money available to lend. If you are turned down by a bank, the bank is required to advise you of the reasons. If the banker believes in you and your plan, he may be able to direct you to another source. Additionally, in order to open

a checking account at a bank, you will need to provide the bank with either a copy of the Articles of Incorporation or a copy of the assumed name certificate along with the tax identification number. Otherwise, the bank will not be able to deposit or cash checks made payable to your business.

Money Brokers

There are many types of money brokers. Some are individuals and others are large companies operating in several states. They make their living by knowing where to find various sources of money. Some charge a packaging fee, some only a fee if the loan is placed, some work on a percentage of ownership of the business and some a combination of all three. Shop around and check their success records and their references.

Limited Partnerships and Corporations

Family and friends may be willing to risk some money but do not want to be held liable in the event of problems and might agree to be a limited partner or a corporate shareholder. Thus, limited partnerships and corporations are not only forms of business structure but may also be means for obtaining capital.

Selling Partnerships and Corporations

The sale of partnership interests, both general and limited, and sale of stock of a corporation may be subject to securities regulations. A limited number of shares may be sold to people you know without advertising before a securities filing is required, but a lawyer should be consulted before you offer partnership interests or stock for sale.

Leasing Companies

If your only need for capital is to purchase equipment, leasing companies may offer the solution. Leasing offers certain advantages such as 100 percent financing with no down payment; tax advantages, by being able to expense the lease payment as it is paid rather than over the life of the equipment; and conservation of working capital and bank lines of credit. Because there is greater risk involved to the lender, the cost of the money may be greater. However, the advantages offered in leasing may make it a better source of capital.

PERMITS, APPROVALS, LICENSES, REGISTRATION & REGULATIONS

ZONING AND DEVELOPMENT PROCEDURES

The City of Kingsport, through its Planning & Zoning Departments, provides an important service to citizens and developers by helping to ensure that new construction and new businesses are in compliance with the City zoning and development ordinances and that land within the City is platted in accordance with the adopted subdivision regulation. Also, it is through this department that these ordinances are updated periodically and assistance with zoning or other development questions is provided.

Questions regarding zoning and other development related issues may be discussed in more detail through the recommended pre-application conference provided by the City at no cost to the citizen or developer. The purpose of this service is to determine which development regulations will apply to specific properties. The City recommends this process prior to the property owner or proposed owner hiring an engineer or surveyor.

Zoning regulates how land is used and protects the character of each district. Zoning helps protect property values and the overall quality of the community, as a whole, through controlling density of construction and intensity of land use, as well as setting standards for landscaping, screenings, building setbacks and height.

Platting is the way in which property is divided through laying out on paper or mapping each piece of land. A recorded plat indicates lots, building lines, easements, right-of-way, flood areas, boundary markers and other permanent attachments to land.

Procedures for Zoning Change

- Applicant contacts the Kingsport Planning Department regarding the rezoning request and receives an application for rezoning.
- Application fee of \$150.00.
- Applicant submits completed application with a description of the property, and/or a zoning development plan, by the fifteenth (15th) of the month prior to the month the rezoning is to be considered; a fee will be required at this point.
- Adjacent property owners are notified of the request and a “Rezoning Notice” sign is erected on the property before the Planning Commission meeting.
- Planning Commission considers the request at a public meeting and chooses to approve or reject the rezoning.
- The sign is removed in the week following the meeting.
- If Approved: A Notice of Public Hearing appears in the local newspaper fifteen (15) days prior to the Public Hearing conducted by the Board of Mayor and Aldermen.
- Board of Mayor and Aldermen hold a Public Hearing and a First Reading of the Ordinance.

- If the Ordinance is approved at the Public Hearing/First Reading, it is considered again on a Second and final reading. These meetings are generally consecutive meetings of the Board, which meets the first and third Tuesdays of each month.
- The Ordinance becomes effective fifteen (15) days after publication in the local newspaper.

Procedures for Platting

Before property may be divided and sold and/or a building permit is issued for construction, the property must be platted. The size of the property and available utilities determine the route to take for the platting process (preliminary and final).

- Formal submittal of the plat including application fees (originating at \$35.00) and all other required documents.
- Staff reviews plat and submits review comments to the applicant.
- Applicant re-submits with corrections, if needed.
- A meeting date with the Planning Commission is established, if necessary.
- If approved, city staff takes the plat to be recorded.
- Once recorded, city staff files the plat and provides a copy to the applicant.

CITY PERMITS

Many Kingsport City business owners will visit the Building Division. The Inspections and Permits Department is located two buildings behind City Hall at 201 West Market Street. Many owners must also visit the Sullivan County Health Department to comply with either food handling regulations or waste handling requirements. The Inspections and Permits Department of Kingsport will assist you with your local permits.

CERTIFICATES OF OCCUPANCY

The last step to occupying your intended place of business is a Certificate of Occupancy, or CO. This is issued by the Kingsport Building Division and is designed to allow the City to inspect your place of business to ensure that all ordinances have been followed. This inspection will also ensure that the utilities on site can handle the demands that your business will place on them. Should your business expand in size you must renew the certificate of occupancy.

STATE PERMITS

The state of Tennessee has numerous requirements regarding the permitting and licensing of businesses. Different types of businesses and occupations are regulated by different state agencies for the protection of Tennesseans, their health and rights. Before writing your business plan, become familiar with the permits and regulations required by your local, state, and federal governments. The Secretary of State's office can properly direct

you to the state or federal agency you must contact should your business or profession be listed.

STATE LICENSING REQUIREMENTS

Many businesses are required to obtain a license, pass an examination and/or obtain approval of a specific state agency before operating a business. To determine if this is necessary for your business, visit the website of the Tennessee Department of Economic Development at www.state.tn.us/ecd/.

TENNESSEE BUSINESS ADVANTAGES

- Tennessee is consistently one of the lowest per capita taxed states in the nation.
- Tennessee has no sales tax on manufacturing equipment for qualified manufacturers.
- Tennessee has no sales tax on pollution control equipment.
- Tennessee has no sales tax on raw material.
- Tennessee has no state property tax.
- Tennessee has no property tax on work in progress or finished product inventories.
- Tennessee offers an investment tax credit of 1%.
- Tennessee offers accelerated depreciation on personal property.
- Tennessee offers infrastructure and training grants up to \$750,000.
- Tennessee offers reduced sales tax on energy fuel and water for qualified manufacturers.
- Tennessee offers “Double Weighting” of Tennessee sales for Franchise and Excise taxes.

KINGSPORT BUSINESS ADVANTAGES

- Kingsport lies at the intersection of two major interstate systems: I-81 and I-26 (formerly I-181)
- Tri-Cities Regional Airport is conveniently located near Kingsport and offers a new concourse, inexpensive parking, and connects to destinations worldwide
- Kingsport is located within a days drive of over 70% of the country’s population
- The region offers an educated workforce with eight colleges and universities within 50 miles of Kingsport
- Entrepreneurial groups such as the Service Corps of Retired Executives and the Holston Business Development Center support new Kingsport businesses
- A warm climate, rich history, and beautiful scenery make Kingsport an attractive city for families to live, work, and play

RESOURCE LISTINGS

Alcoholic Beverage Commission (ABC)

207 North Boone Street

Johnson City, TN 37601

(423) 434-6451

Manufacturers, wholesalers, and retailers of alcohol must contact this agency to obtain a liquor permit. In addition restaurants that sell liquor by the drink must also purchase this permit. Beer is not covered by the ABC, but falls under the jurisdiction of the county (see Sullivan County Clerk)

American Electric Power

(800) 967-4237

www.aep.com

- Set up your commercial account
- Community profiles

Attorney General

425 5th Avenue

Nashville, TN 37243

(615) 741-5860

www.attorneygeneral.state.tn.us

Better Business Bureau

PO Box 1178 TCAS

Blountville, TN 37617

(423) 325-6616

Contact this office for information concerning trade and consumer practices.

The Business Journal

3010 Highway 126

Blountville, TN 37617

(423) 323-7111

www.bjournal.com

The Business Journal provides accurate and timely information which facilitates forward looking business strategies for the Tri Cities region.

Citadel Broadcasting Group

P.O. Box 8668

Gray, TN 37615

(423) 477-1000

City of Kingsport Financial Services
424 Broad Street
Kingsport, TN 37660
(423) 229-9416

Commercial water & sewer accounts can be set up through this office. Businesses can also obtain business licenses from the financial services office. Licenses can usually be granted the same day the application is submitted. Finally, city taxes are due to the financial services offices. Kingsport city taxes include: business tax, property tax, and a personal property tax.

Comptroller of the Treasury
First Floor, State Capitol
Nashville, TN 37243
(615) 741-2501
www.comptroller.state.tn.us

The Comptroller of the Treasury is a constitutional officer elected by the General Assembly for a term of two years. Statutes prescribe the comptroller's duties, the most important of which relate to audit of state and local government entities and participation in the general financial and administrative management of state government.

Downtown Kingsport Association
140 West Main Street
Kingsport, TN 37660
(423) 246-6550
www.downtownkingsport.org

Their purpose is to stimulate quality downtown economic development in Kingsport through self-help initiatives. The association supports the comprehensive revitalization process based upon the National Main Street's four-point approach to downtown revitalization.

Employment Security Division
Department of Labor & Workforce Development
Andrew Johnson Tower, 8th Floor
Nashville, TN 37243-0655
(615) 741-6642

The Employment Security Division is the state's official source for employment research and statistics. They help employers who are looking at business expansions or are interested in labor availability and wage information.

- Labor Market Information
- Employer Services
- Unemployment Taxes

Environmental Protection Agency
Region 4
Sam Nunn Atlanta Federal Center
61 Forsyth Street, SW
Atlanta, GA 30303-3104
(800) 241-1754
www.epa.gov

In conjunction with city, county and state health departments, this federal agency is responsible for administering legislation protecting the health and well being of the citizens and residents of the United States through the protection of our environment. This agency can be contacted to gather information on environmental and waste handling issues.

- Obtain federal environmental regulations concerning your business.

Equal Employment Opportunity Commission
50 Vantage Way
Suite 202
Nashville, TN 37228
(615) 735-5820
www.eeoc.gov

The EEOC is committed to eradicating employment discrimination at the workplace. The EEOC works to fulfill the roles of the civil rights employment legislation to ensure Americans enjoy a workplace free of harassment and discrimination.

Federal Information Center
(800) 688-9889
www.info.gov

This office will help you find which governmental agency is best equipped to answer your question.

- Access to the vast majority of federal departments
- Answers and/or routes information requests about the federal government
- Patent, trademark and copyright information

First Stop Shop Hotline
(800) 872-7201

A hotline to answer questions related to small business problems without calling several state agencies.

Hawkins County Clerk's Office
P.O. Box 790
Rogersville, TN 37857
(423) 272-7022

The County Clerk is responsible for keeping the county records and archives. Business owners must file the name under which they intend to do business with the County Clerk after establishing that no one else has used that name. Most of the information available cannot be related over the telephone, but must be researched in person. If your desired location of business is in the Hawkins County side of Kingsport then you are required to receive a business license from both the City of Kingsport and Hawkins County. To mail or receive the required forms for a Hawkins County Business license contact the main office in Rogersville, TN.

300 Main Boulevard
City County Building
Churchill, TN 37642
(423) 357-3361

To pick up the required forms you may visit the Church Hill Office located in the Church Hill City County Building.

Health Related Boards
1st Floor Cordell-Hull Building
425 5th Ave. North
Nashville, TN 37247
(615) 532-3202

Internal Revenue Service
208 Sunset Dr.
Johnson City, TN 37604
(800) 829-1040

Businesses must contact the Internal Revenue Service in order to receive the employer's federal identification number and federal tax requirements.

Kingsport Area Chamber of Commerce
151 East Main Street
Kingsport, TN 37660
(423) 392-8800
www.kingsportchamber.org

The Kingsport Tennessee Area Chamber of Commerce is a business membership organization comprised of nearly 1,000 members. The Chamber's mission is to utilize resources and focus efforts on enhancing a strong and viable business environment for the Kingsport area. The benefits of Chamber membership include representation before the city, state and federal legislative bodies, seminars to members, referrals for business-to-business contacts and customer to business contacts.

- Community Information
- Business Contacts
- Membership Directory
- Networking Opportunities
- Special Events
- Information Resource

Kingsport Building Division
225 West Center Street
Kingsport, TN 37660

Businesses constructing new buildings in Kingsport must contact the Building Division to submit plans for the new construction. Review of the plans usually takes around 7-10 days to complete. Permits from this office can be obtained after filling out the appropriate application.

Building Permits	(423) 229-9393
Plumbing and Electrical Permits	(423) 229-9393
Plans Examination	(423) 229-9393
Driveway and Ramp Permits	(423) 229-9451
Inspection Services	(423) 229-9393

Kingsport City Planning Division
225 West Center Street
Kingsport, TN 37660
(423) 229-9485

www.ci.kingsport.tn.us

Administers the Zoning Ordinance and processes all applications for zoning, platting, variances and conditional uses.

Kingsport City Public Library
400 Broad Street
Kingsport, TN 37660
(423) 229-9489

www.kingsportlibrary.org

The Kingsport City Public Library provides various research tools to assist business owners at many levels including the First Tennessee Bank Small Business Center. The business center offers a continuously updated collection of books, audiovisual material, computer software and periodicals that can help you start, operate, and grow your business.

- Library services are free to local business owners
- Various “how-to” books on such topics as accounting, advertising, franchising, etc.
- Variety of forms available for business & tax purposes

Kingsport City Schools District
Adult Education Office
1701 E. Center St.
Kingsport, TN 37664
(423) 378-2130

The school district offers business training classes three times per year. Classes are held at Dobyns Bennett High School and include subjects such as: small business marketing, financial planning, and business planning.

Kingsport Times-News
701 Lynn Garden Drive
Kingsport, TN 37662
(423) 246-8121
www.timesnews.net

Office of Minority Business Enterprise
531 Henley St. Rm 706
Knoxville, TN 37902
(865) 594-6074

Coordinates the development of businesses that are disadvantaged because of race, religion, ethnic background, gender, or disability. The Minority Business Enterprise offers educational, training, and capital assistance programs.

Secretary of State
312 Eighth Avenue North
6th Floor, William R. Snodgrass Tower
Nashville, TN 37243
(615) 741-2819

<http://www.state.tn.us/sos/soshmpg.htm>

This state office manages and documents the affairs of the State of Tennessee, its businesses, and its citizens and residents. The Secretary of State routes requests and inquiries to the correct departments and agencies within the State of Tennessee. In addition, businesses filing for articles of incorporation do so in this office.

Service Corps of Retired Executives (SCORE)
Kingsport Chapter 545
151 East Main Street
Kingsport, TN 37660
(423) 392-8805
www.score.org

SCORE provides professional one-on-one counseling for people considering a business start-up. SCORE counsels with an emphasis on creating a business plan that can be utilized in day-to-day operations as well as for obtaining financing. These retired executives provide many years of business expertise. This service is invaluable to a person considering business ownership.

Small Business Administration

(U.S. Government)

Suite 201

50 Vantage Way

Nashville, TN 37228

(615) 736-5881

www.sba.gov/tn

The U.S. Small Business Administration (SBA) was created in 1953 as an independent agency of the Federal Government to aid, counsel, assist and protect the interest of small business concerns, to preserve free competitive enterprise, and to maintain and strengthen the overall economy of our nation.

- Loan Guarantee Program
- Business Development
- HUB Zone program

Small Business Development Center

East Tennessee State University

College of Business

P.O. Box 70698

Johnson City, TN 37614

(423) 439-8505 (Main Campus)

Kingsport Branch

ETSU/UT at Kingsport

1501 University Blvd

Kingsport, TN 37660

(423) 392-8017

The Tennessee Small Business Development Center (TSBDC) Regional Office was established at East Tennessee State University in 1983 as part of a statewide, university-based resource partner of the U.S. Small Business Administration. It was created with the mission to use the expertise of the staff and university faculty to develop and implement programs of management assistance and training. These programs are designed to improve the equity, profit, and growth potential of small business and to develop jobs in the private sector.

Sprint

(866) 366-2500 (1-4 phone lines)

(800) 215-8037 (5+ phone lines)

(800) 323-2561 (sales office for Yellow Pages & advertising services)

www.sprint.com

- Set up your commercial account
- Advertise in the Yellow Pages

Sullivan County Clerk's Office
3258 Highway 126 Suite 101
Blountville, TN 37617
(423) 323-6428

The County Clerk is responsible for keeping the county records and archives. The Clerk also collects county business taxes from residents. A business license can be obtained through the Clerk's office. The cost for the license is \$20 and can be granted the same day of application. The County Clerk also oversees permits to sell beer. Businesses must submit an application along with \$250 to the clerk 10 days prior to the next Beer Board meeting. The Beer Board will issue a beer license after the business has been approved at two different meetings. The Beer Board meets the second Wednesday of each month.

Sullivan County Health Department
140 Blountville Bypass
Blountville, TN 37617
(423) 279-2777

Tennessee Department of Agriculture
Ellington Agricultural Center
Nashville, TN 37204
(615) 837-5103

www.state.tn.us/agriculture

The Tennessee Department of Agriculture can be of much assistance to businesses with agriculture related questions. In addition, the Department of Agriculture registers pesticide dealers, and certifies: pesticides, pest control firms, greenhouses and nurseries, as well as plants for commercial sale.

Tennessee Department of Commerce and Insurance
Consumer Affairs Division
206 State Office Building
Nashville, TN 37219
(615) 741-4737

Contact this office concerning consumer complaints against unfair and deceptive trade practices.

Tennessee Department of Commerce and Insurance
Division of Fire Safety
500 James Robertson Parkway
Nashville, TN 37243
(615) 741-7190

The Division of Fire Safety reviews plans for all buildings three stories or more, or those with high hazard industrial occupancies. Contact this office if you are constructing a new building under these conditions.

**Tennessee Department of Commerce and Insurance
Regulatory Boards Division
Davy Crockett Tower, Suite 500
Nashville, TN 37243-0565
(615) 741-6007**

The Regulatory Board licenses and regulates several hundred thousand Tennesseans in their professions and businesses. Businesses regulated by the state include:

- Accounting
- Architects and Engineers
- Barbers
- Burial and Cemetery
- Contractor Board
- Employee Leasing
- Geology Registration
- Land Surveyors
- Pharmacy Board
- Private Investigators
- Real Estate Commission
- Alarm Contractors
- Auctioneers
- Boxing/Racing
- Collection Services
- Cosmetology
- Funeral Board
- Home Improvement
- Motor Vehicle Dealers
- Polygraph Board
- Private Security Guards
- Real Estate Appraisers

**Tennessee Department of Economic and Community Development
312 8th Avenue North
Nashville, TN 37243
(615) 741-1888**

www.tennessee.gov

Tennessee Film & Music Division	1(877) 818-3456
Energy Division	1(800) 342-1340
Administrative Services Division	(615) 741-3714
Kingsport/Sullivan County Office	(423) 323-1203

**Tennessee Department of Employment Security
628 West C St.
Kingsport, TN 37664**

Administers the unemployment insurance program in Tennessee. An employer is liable for premiums if the employee is paid \$1500 or more in one calendar quarter of the current year, or in the preceding calendar year. The unemployment insurance program applies to those businesses that employ one or more persons during some part of the day in each of 20 weeks in the current or preceding calendar year. Premium rates are based on the first \$7000 paid per employee and are assessed at a rate of 2.7%.

**Tennessee Department of Environment & Conservation
Division of Groundwater Protection
3193 Highway 126
Blountville, TN 37617
(423) 323-1673**

The Tennessee Department of Environment & Conservation, Division of Groundwater Protection is responsible for the service of sewage systems, and testing drinking water.

Tennessee Department of Environment and Conservation
Division of Solid and Hazardous Waste
5th Floor L&C Tower
Nashville, TN 37243
(615) 532- 0780

This Division oversees the disposal and treatment of solid wastes. In addition, regulates the transportation of solid waste material.

Tennessee Department of Environment and Conservation
Division of Air Pollution Control
9th Floor L&C Annex
Nashville, TN 37243
(615) 532-0554

Contact this officer if your business discharges particulates or gaseous emissions.

Tennessee Department of Health
Division of General & Environmental Health
3193 Highway 126
Blountville, TN 37617
(423) 279-1616

The Tennessee Department of Health, Division of General & Environmental Health is the regulatory authority of inspection on the construction of restaurant, hotel/motel, public swimming pools, daycare, campground, bed & breakfast, and/or tattoo & body piercing studios. License requests usually take between 2-3 weeks for processing, and cost of the license is dependent upon the size of the establishment. Once licensed, the Department of Health inspects an establishment twice a year.

Tennessee Department of Health
Cordell Hull Building, 3rd Floor
425 5th Avenue North
Nashville, TN 37247
(615) 741-3111

www.state.tn.us/health

The Department of Health is responsible for regulating food service establishments in Tennessee. It also administers all health related profession licenses. License requests usually take between 2-3 weeks for processing. Once licensed, the Department of Health inspects an establishment twice a year.

- Restaurant Scores
- Health License Verification

Tennessee Department of Labor and Workforce Development

**710 James Robertson Parkway
Andrew Johnson Tower, 8th Floor
Nashville, TN 37243-0655
(615) 741-6642**

www.state.tn.us/labor-wfd

The Tennessee Department of Labor and Workforce Development is the nation's leading provider of comprehensive and efficient workplace and workforce services. Contact this office concerning questions to labor laws and workers compensation.

**Tennessee Department of Revenue
Andrew Jackson Building, Room 1200
500 Deaderick Avenue
Nashville, TN 37242
(615) 741-2461**

www.state.tn.us/revenue

The Department of Revenue administers some 28 taxes ranging from sales and use taxes to mineral severance tax. Contact the local office to obtain the application for the sales and use tax. In addition, this office can help businesses complete the certificate of registration. Other taxes in Tennessee include:

-Alcoholic Beverage Tax

-Coin Operated Amusement Tax

-Highway Fuel Tax

Local Office:

**Tennessee Department of Revenue
204 High Point Drive
Johnson City, TN 37601
(423) 854-5321**

-Beer Tax

-Gas Tax

-Mixed Drink Tax

**Tennessee Department of Safety
Commercial Vehicle Enforcement
1150 Foster Ave.
Nashville, TN 37249
(615) 5197**

Tennessee registers all vehicles over 10,101 pounds within this office. All vehicles that carry hazardous waste are also registered through the department of safety.

**Tennessee Department of Safety
Sullivan County Office
3769 Highway 11-W
Blountville, TN 37617
(423) 279-3250**

The Tennessee Department of safety can assist anyone interested in obtaining a commercial vehicle driver's license (chauffeur and special chauffeur license).

**Tennessee Department of State
Division of Business Services
312 Eighth Avenue North
6th Floor, William R. Snodgrass Tower
Nashville, TN 37243
www.state.tn.us/sos/**

(615) 741-2286 corporate information

(615) 741-0531 trademark information

The Tennessee Department of State Division of Business Services provides the following services:

- Processing and filing corporation, limited liability company, limited partnership, limited liability partnership and certain general partnership documents that are required by law to be filed with the Secretary of State.
- Providing information via telephone about corporate filings and the filing process.
- Registering and maintaining records about trademarks and service marks under the Tennessee Trade Mark Act of 2000.

**Tennessee Regulatory Authority
Cordell Hull Building
Nashville, TN 37219**

Motor Carriers Division (615) 741-2974

Railroads Division (615) 741-3191

Utility Services Division (615) 741-3939

The Tennessee Regulatory Authority (TRA) was created to meet the challenge of the changing telecommunications and utility environment. The TRA is charged with the responsibility of setting the rates and service standards of privately owned telephone, natural gas, electric and water utilities. Contact these departments with any questions concerning regulations for public services.

**Tennessee Restaurant Association
P.O. Box 681207
Franklin, TN 37067
(615) 790-2703**

**Tennessee Retail Federation
2303 21st Avenue, South
Nashville, TN 37212
(615) 385-3666**

**United States Department of Commerce
One Commerce Place
Suite 1427
Nashville, TN 37239
(615) 251- 5161
District Office**

Federal regulations apply to businesses that engage in interstate commerce. Special federal permits of licenses are also required for enterprises such as those involving government property, radio and television stations, production of drugs and alcohol products, investment advisory services, etc.

**WCYB-TV 5
101 Lee Street
Bristol, VA 24201
(276) 645-1555
www.wcyb.com**

**WEMT-TV FOX 39
3206 Hanover Road
Johnson City, TN 37604
(423) 283-3900
www.wemt39.com**

**WJHL Newschannel 11
338 East Main Street
Johnson City, TN 37604
(423) 926-2151
www.wjhl.com**

**WKPT-TV 19
222 Commerce Street
Kingsport, TN 37660
(800) 311-4578
www.wkpttv.com**

Worker's Compensation Division
Department of Labor & Workforce Development
Andrew Johnson Tower, 8th Floor
Nashville, TN 37242-0655
(615) 741-6642

Administers the workers' compensation system and promotes a better understanding of the program's benefits by informing employees and employers of their rights and responsibilities. They administer a mediation program for disputed claims, encourage workplace safety, participate with law enforcement in combating fraud, and oversee an information awareness program for educating the public on laws and regulations which define workers' compensation requirements. They ensure that companies properly provide benefits and both assess and collect penalties for noncompliance from employers and insurance companies.

RESOURCE CATEGORIES

ADVERTISING/MEDIA

The Business Journal
3010 Highway 126
Blountville, TN 37617
(423) 323-7111
www.bjournal.com

Kingsport Times-News
701 Lynn Garden Drive
Kingsport, TN 37662
(423) 246-8121
www.timesnews.net

Citadel Broadcasting Group
P.O. Box 8668
Gray, TN 37615
(423) 477-1000

Sprint
(800) 323-2561 (sales office for
Yellow Pages and advertising)
www.sprint.com

Kingsport Area Chamber of Commerce
151 East Main Street
Kingsport, TN 37660
(423) 392-8800
www.kingsportchamber.org

WJHL Newschannel 11
338 East Main Street
Johnson City, TN 37604
(423) 926-2151
www.wjhl.com

WCYB-TV 5
101 Lee Street
Bristol, VA 24201
(276) 645-1555
www.wcyb.com

WKPT-TV 19
222 Commerce St.
Kingsport, TN 37660
(800) 311-4578
www.wkpttv.com

WEMT-TV FOX 39
3206 Hanover Road
Johnson City, TN 37604
(423) 283-3900
www.wemt39.com

BUSINESS ASSOCIATIONS

Better Business Bureau
PO Box 1178 TCAS
Blountville, TN 37617
(423) 325-6616

Downtown Kingsport Association
140 West Main Street
Kingsport, TN 37660
(423) 246-6550
www.downtownkingsport.org

Kingsport Area Chamber of Commerce
151 East Main Street
Kingsport, TN 37660
(423) 392-8800
www.kingsportchamber.org

Office of Minority Business Enterprise
531 Henley St. Rm 706
Knoxville, TN 37902
(865) 594-6074

Service Corps of Retired Executives
(SCORE)
Kingsport Chapter 545
151 East Main St.
Kingsport, TN 37660
(423) 392-8805
www.score.org

Tennessee Restaurant Association
P.O. Box 681207
Franklin, TN 37067
(615) 790-2703

Tennessee Retail Federation
2303 21st Avenue South
Nashville, TN 37212
(615) 385-3666

COMMUNITY SERVICES

Albright Joyce Day Care
416 Roan St.
Kingsport, TN
(423) 245-3567

Child Care Child Care Information
1701 Virginia Ave
Kingsport, TN
(423) 378-3369

Holy Mountain Day Care
And Kindergarten School
3121 Ashley St.
Kingsport, TN
(423) 247-1312

Kindercare Learning Centers
2000 American Way Rd
Kingsport, TN
(423) 246-2961

Apostolic Lighthouse
Day Care Center
145 Shipp Springs Rd.
Kingsport, TN
(423) 247-1891

Head Start
1022 Reedy Pl
Kingsport, TN
(423) 246-1512

Kiddie Kollege
2308 Sherwood Rd
Kingsport, TN
(423) 245-2341

Little Lamb Childrens Center
2316 Memorial Blvd
Kingsport, TN
(423) 246-1310

Play Center Nursery School
And Kindergarten
354 Revere St.
Kingsport, TN
(423) 246-4342

Small World Child Care
497 Lenoir Rd
Kingsport, TN
(423) 288-9116

St. Dominic's Church Child
Development Center
1474 E. Center St.
Kingsport, TN
(423) 245-8483

St. Dominic's Church Child
Development Center
2517 N. John B Dennis Hwy
Kingsport, TN
(423) 288-8101

St. Paul's Day School Kindergarten
161 E. Ravine Rd.
Kingsport, TN
(423) 246-9952

Tots N Tykes Day Care Center
210 Lee St.
Kingsport, TN
(423) 245-1141

HealthSouth Rehabilitation Center
113 Cassell Dr.
Kingsport, TN
(423) 246-7240

Indian Path Pavilion
2300 Pavilion Dr.
Kingsport, TN
(423) 857-5500

Wellmont Holston Valley Medical
130 W. Ravine Rd.
Kingsport, TN
(423) 224-4000

LOCAL GOVERNMENT

City of Kingsport Financial Services
424 Broad Street
Kingsport, TN 37660
(423) 229-9416

Kingsport City Planning Division
225 West Center Street
Kingsport, TN 37660
(423) 229-9485
www.ci.kingsport.tn.us

Hawkins County Court Clerk's Office
P.O. Box 790
Rogersville, TN 37857
(423) 272-7022

Kingsport City Public Library
400 Broad Street
Kingsport, TN 37660
(423) 229-9489
www.kingsportlibrary.org

Kingsport Building Division
225 West Center Street
Kingsport, TN 37660
(423) 229-9393

Sullivan County Clerk's Office
3528 Highway 126 Suite 101
Blountville, TN 37617
(423) 323-6428

Kingsport City Schools District
Adult Education Office
1701 E. Center St.
Kingsport, TN 37664
(423) 378-2130

Sullivan County Health Department
140 Blountville Bypass
Blountville, TN 37617
(423) 279-2777

Sullivan County Court Clerk's Office
3258 Highway 126 Suite 101
Blountville, TN 37617
(423) 323-6428

NATIONAL GOVERNMENT

Environmental Protection Agency
Region 4
Sam Nunn Atlanta Federal Center
61 Forsyth Street, SW
Atlanta, GA 30303-3104
(800) 241-1754
www.epa.gov

Federal Information Center
(800) 688-9889
www.info.gov

Internal Revenue Service
208 Sunset Dr.
Johnson City, TN 37604
(800) 829-1040

Small Business Administration
Suite 201
50 Vantage Way
Nashville, TN 37228
(615) 736-5881
www.sba.gov/tn

U.S. Department of Commerce
One Commerce Place
Suite 1427
Nashville, TN 37239
(615) 251-5161

Equal Employment Opportunity Commission
50 Vantage Way
Suite 202
Nashville, TN 37228
(615) 735-5820
www.eeoc.gov

STATE GOVERNMENT

Alcoholic Beverage Commission (ABC)
207 North Boone Street
Johnson City, TN 37601
(423) 434-6451

Dept of Commerce and Insurance
Consumer Affairs Division
206 State Office Building
Nashville, TN 37219

Comptroller of the Treasury
First Floor, State Capitol
Nashville, TN 37243
(615) 741-2501
www.comptroller.state.tn.us

Health Related Boards
1st Floor Cordell-Hull Building
425 5th Ave. North
Nashville, TN 37247
(615) 532-3202

Secretary of State
312 Eighth Avenue North
6th Floor, William R. Snodgrass Tower
Nashville, TN 37243
(615) 741-2819
www.state.tn.us/sos/soshmpg.htm

Tennessee Department of Agriculture
Ellington Agricultural Center
Nashville, TN 37204
(615) 837-5103
www.state.tn.us/agriculture

Tennessee Department of
Environment & Conservation
Division of Groundwater Protection
3193 Highway 126
Blountville, TN 37617
(423) 323-1673

Tennessee Department of
Environment and Conservation
Division of Solid and Hazardous Waste
5th Floor L&C Tower
Nashville, TN 37243
(615) 532- 0780

Tennessee Department of
Environment and Conservation
Division of Air Pollution Control
9th Floor L&C Annex
Nashville, TN 37243
(615) 532-0554

Dept of Commerce and Insurance
Division of Fire Safety
500 James Robertson Parkway
Nashville, TN 37243
(615) 741-7190

Dept of Commerce and Insurance
Regulatory Boards Division
Davy Crockett Tower, Suite 500
Nashville, TN 37243-0565
(615) 741-6007

Tennessee Dept of Economic and
Community Development
312 8th Avenue North
Nashville, TN 37243
(615) 741-1888
www.tennessee.gov

Dept of Employment Security
628 West C St.
Kingsport, TN 37664

Tennessee Department of Health
Cordell Hull Building, 3rd Floor
425 5th Ave North
Nashville, TN 37247
(615) 741-3111
www.state.tn.us/health

Tennessee Department of Labor
and Workforce Development
710 James Robertson Parkway
Andrew Johnson Tower, 8th Floor
Nashville, TN 37243-0655
(615) 741-6642
www.state.tn.us/labor-wfd

Tennessee Department of Revenue
204 High Point Drive
Johnson City, TN 37601
(423) 854-5321

Tennessee Department of Safety
Sullivan County Office
3769 Highway 11-W
Blountville, TN 37617
(423) 279-3250

Tennessee Regulatory Authority
Cordell Hull Building
Nashville, TN 37218
Motor Carriers Division (615) 741-2974
Railroads Division (615) 741-3191
Utility Services Division (615) 741-3939

UTILITIES

American Electric Power
(800) 967-4237

Sprint
(866) 366-2500 (1-4 phone lines)
(800) 215-8037 (5+ phone lines)

Tennessee Department of State
Division of Business Services
312 Eighth Ave North
6th Floor William Snodgrass Tower
Nashville, TN 37243
(615) 741-2286 corporate info
(615) 741-0531 trademark info

City of Kingsport Financial Services
424 Broad St.
Kingsport, TN 37660
(423) 229-9416