



# LAWRENCEVILLE

## GEORGIA

### CITY COUNCIL REGULAR MEETING MINUTES

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Monday, August 24, 2020  
7:00 PM

Council Assembly Room  
70 S. Clayton St, GA 30046

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#### **Call to Order**

PRESENT

Mayor David Still

Council Member Glenn Martin

Council Member Victoria Jones

Mayor Pro Tem Bob Clark

Council Member Keith Roche

#### **Prayer**

Mayor Pro Tem Clark introduced Deputy City Manager, Steve North, to give the invocation.

#### **Pledge of Allegiance**

Mayor Still led the group in the Pledge of Alligiance.

#### **Agenda Additions / Deletions**

Item #12 is tabled to the September 28th Regular Meeting.

Item #13 is tabled indefinetly.

Motion to approve the agenda as amended made by Mayor Pro Tem Clark, Seconded by Council Member Martin.

Voting Yea: Mayor Still, Council Member Martin, Council Member Jones, Mayor Pro Tem Clark, Council Member Roche

#### **Approval of Prior Meeting Minutes**

Motion to approve the minutes as amended made by Council Member Jones, Seconded by Council Member Roche.

Voting Yea: Mayor Still, Council Member Martin, Council Member Jones, Mayor Pro Tem Clark,

## Council Member Roche

1. July 27, 2020 Special Call
2. July 27, 2020 Special Call and Executive Session
3. July 27, 2020 Regular Meeting
4. August 12, 2020 Special Call
5. August 12, 2020 Work Session and Executive Session

### **Proclamations**

6. Proclamation for Purple Heart City

Mayor Still delivered the presentation and proclaimed the City of Lawrenceville a Purple Heart city.

### **Announcements**

Council Member Glenn Martin thanked the Purple Heart attendees for their service. Also, Mayor Still showed the upcoming meeting slide on the screen (this can be found on the website). Mayor Still also emphasized the importance of wearing a mask, washing your hands and social distancing to stop the spread of COVID-19.

### **Public Comment**

Presentations will be limited to 2 minutes per person and Council will not respond to the comment.

No Public Comment.

### **Consent Agenda**

These are items on which the Mayor and Council are in agreement to approve and are placed on the agenda to be approved in one vote.

Lee Thompson read the Consent Agenda.

Motion to approve the Consent Agenda as read by the City Attorney made by Council Member Roche, Seconded by Council Member Martin.

Voting Yea: Mayor Still, Council Member Martin, Council Member Jones, Mayor Pro Tem Clark, Council Member Roche

7. Purchase of Electrical Wood Poles - CCA on an Annual Contract
8. Purchase of Electrical Materials on a Six-Month Contract
9. Purchase of Natural Gas Materials on a Six-Month Contract
10. Memorandum of Agreement with Gwinnett County to provide Long-Term Ambient Trend Monitoring and Macroinvertebrate Bioassessment Monitoring Data
11. Purchasing Ordinance Amendment

**Public Hearing Old Business**

Discussion will be limited to 7 minutes per side including rebuttal. Discussions on Zoning issues will be limited to 10 minutes per side including rebuttal. Questions and answers from Council Members will not infringe on the time limit.

12. RZC2020-00016 & SUP2020-00032; Family Promise of Gwinnett County; 757 Moon Road  
Tabled to the September 28<sup>th</sup> Regular Meeting.
13. SU-18-21, Gann Enterprises Inc., c/o Andersen, Tate & Carr, P.C.; 45 East Crogan Street  
Tabled indefinitely.

**Council Business Old Business**

There is no public comment during this section of the agenda unless formally requested by the Mayor and the Council after an official vote.

14. LPAC Construction Material Testing and Special Inspections Change Order 1  
Kip Stokes delivered the presentation.

Motion to approve the LPAC Construction Material Testing and Special Inspections Change Order 1 made by Council Member Roche, Seconded by Mayor Pro Tem Clark.

Voting Yea: Mayor Still, Council Member Martin, Council Member Jones, Mayor Pro Tem Clark, Council Member Roche

15. Resolution to approve Customer Service Policy  
Steve North delivered the presentation.

Motion to approve the Resolution to approve Customer Service Policy made by Council Member Jones, Seconded by Mayor Pro Tem Clark.

Voting Yea: Mayor Still, Council Member Martin, Council Member Jones, Mayor Pro Tem Clark, Council Member Roche

**Council Business New Business**

There is no public comment during this section of the agenda unless formally requested by the Mayor and the Council after an official vote.

16. Intergovernmental Agreement with DDA for Purchase of 512 W Crogan St  
Chuck Warbington delivered the presentation.

Motion to approve the Intergovernmental Agreement with DDA for Purchase of 512 W Crogan Street by Mayor Pro Tem Clark, Seconded by Council Member Martin.

Voting Yea: Mayor Still, Council Member Martin, Council Member Jones, Mayor Pro Tem Clark,

Council Member Roche

**Executive Session - Personnel, Litigation, Real Estate**

Motion to enter Executive Session made by Mayor Pro Tem Clark, Seconded by Council Member Jones.

Voting Yea: Mayor Still, Council Member Martin, Council Member Jones, Mayor Pro Tem Clark, Council Member Roche

Motion to adjourn Executive Session made by Mayor Pro Tem Clark, Seconded by Council Member Roche.

Voting Yea: Mayor Still, Council Member Martin, Council Member Jones, Mayor Pro Tem Clark, Council Member Roche

Report of items discussed in Executive Session

1 Personnel

1 Litigation

3 Real Estate

No votes taken.

**Final Adjournment**

Motion to adjourn made by Council Member Martin, Seconded by Council Member Jones.

Voting Yea: Mayor Still, Council Member Martin, Council Member Jones, Mayor Pro Tem Clark, Council Member Roche

**Minute Signatures**

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David R. Still, Mayor

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Karen Pierce, City Clerk

OFFICE OF THE MAYOR

# The City of Lawrenceville



## Proclamation

*WHEREAS*, the City of Lawrenceville, Georgia has great admiration and the utmost gratitude for all the men and women who have selflessly served their country and this community in the Armed Forces; and

*WHEREAS*, the contributions and sacrifices of the men and women who served in the Armed Forces has been vital in maintaining the freedoms and way of life enjoyed by all of our citizens; and

*WHEREAS*, the Purple Heart is the oldest military decoration in present use and was initially created as the Badge of Military Merit by General George Washington in 1782; and

*WHEREAS*, the Purple Heart was the first American service award or decoration made available to the common soldier and is specifically awarded to members of the United States Armed Forces who have been wounded or who have paid the ultimate sacrifice in combat with a declared enemy of the United States of America; and

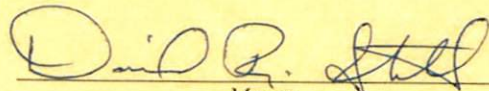
*WHEREAS*, the mission of the Military Order of the Purple Heart is to foster an environment of goodwill among the combat-wounded veteran members and their families, promote patriotism, support legislative initiatives, and most importantly, make sure we never forget; and

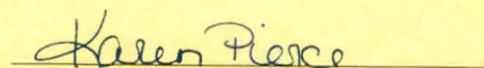
*WHEREAS*, the City of Lawrenceville, Georgia appreciates the sacrifices our Purple Heart recipients made in defending our freedoms and believe it is important that we acknowledge them for their courage and show them the honor and support they have earned.

*NOW THEREFORE*, I, David Still, Mayor of the City of Lawrenceville, Georgia hereby proclaim Lawrenceville, Georgia as a **Purple Heart City**, for honoring the service and sacrifice of our nation's men and women in uniform wounded or killed while serving to protect the freedoms enjoyed by all Americans.



*In Witness Whereof, I have hereunto set my hand and caused the Seal of the City of Lawrenceville to be affixed. This 24<sup>th</sup> of August, 2020.*

  
Mayor

  
City Clerk

**ORDINANCE NO. ORD 2020-4**

**AN ORDINANCE TO AMEND THE CODE OF THE CITY OF LAWRENCEVILLE, GEORGIA, CHAPTER 2, ARTICLE IX, SEC. 2-266. – VEHICLE PURCHASES**

The City Council of the City of Lawrenceville, Georgia hereby ordains that Chapter 2, Article IX, Sec.2-266. – Vehicle Purchases of the Code of the City of Lawrenceville, Georgia is hereby amended by deleting Chapter 2, Article IX, Sec.2-266. – Vehicle Purchases in its entirety and replacing it with the following:

**Sec.2-266. – Vehicle Purchases.**

Competitive procurement methods shall be used for all vehicle purchases. The Purchasing Director shall work with departments to determine the appropriate procurement method to ensure the best value for the City. Once the solicitation process is complete, the City Manager shall be authorized to approve the purchase of replacement and new vehicles as long as the total expenditure shall not exceed the cumulative approved budget amount in any fiscal year without seeking additional or specific approval of the City Council. For the purposes of this section, the term "vehicle" means automobiles, motorcycles, heavy equipment, heavy machinery, trailers and similar items.

Except as amended in this Ordinance, all other provisions of Chapter 2, Article IX of the Code of the City of Lawrenceville, Georgia, shall remain in full force and effect.

IT IS SO ORDAINED, this 24TH day of August, 2020.



David R. Still, Mayor

Attest:



Karen Pierce, City Clerk

**RESOLUTION RES-2020-19**

**RESOLUTION TO ADOPT A CUSTOMER SERVICE POLICY**

**WHEREAS**, the City Council of the City of Lawrenceville has adopted policies governing the provision of utilities to City customers; and

**WHEREAS**, the City is desirous of providing a consistent and efficient customer experience; and

**WHEREAS**, the City seeks to implement standards and guidelines that customers can understand; and

**WHEREAS**, the City intends to adhere to the Georgia Public Service Commission rules and regulations, when applicable.

**NOW THEREFORE BE IT RESOLVED** that the CS02 Customer Service Policy presented by the Finance Director is approved and adopted, and all policies, and procedures previously approved that may conflict with the Customer Service Policy are hereby repealed.

**BE IT FURTHER RESOLVED**, that the City Manager of the City of Lawrenceville is authorized to adopt, implement and update this Customer Service Policy as necessary to establish and maintain compliance with applicable best practices, policies and state and federal law.

**IT IS SO RESOLVED** this 24<sup>th</sup> day of August, 2020.



David R. Still, Mayor

ATTEST:



Karen Pierce, City Clerk



# LAWRENCEVILLE

## GEORGIA

|                       |                                       |
|-----------------------|---------------------------------------|
| <b>Policy:</b>        | <b>Customer Service Policy</b>        |
| <b>Policy Number:</b> | <b>CS02</b>                           |
| <b>Date:</b>          | <b>August 2020</b>                    |
| <b>Update:</b>        | <b>August 2020</b>                    |
| <b>Authority:</b>     | <b>Director of Financial Services</b> |

## 1. APPLICABILITY

The policies and procedures contained herein shall be applied equitably and uniformly to all customers regardless of the county or community in which the service address lies and without regard to city limits. Likewise, all charges and rates are applied equitably and uniformly to all residential customers regardless of the county or community in which the service address lies and without regard to city limits.

## 2. ESTABLISHING NEW ACCOUNT

An application for utility service shall be completed and submitted by the applicant prior to service being established. A deposit may be required, the total of which shall not exceed the amounts specified in the Service and Deposit Policy as approved by the City Manager or designee. Upon discontinuance of service, the deposit amount in excess of any unpaid bills for utility service shall be promptly refunded to the customer. Where the customer has received utility service at the same location for at least twelve (12) consecutive months and has paid each bill for service promptly, the deposit shall be automatically credited to the customer's account within thirty (30) days of the end of that consecutive 12-month period.

The customer shall receive the following information, which may be in the form of an approved application or other form of documentation:

- a) Name of Customer;
- b) Amount of Deposit;
- c) Date of Receipt;
- d) Municipal Utility Name;
- e) Statement that the deposit collected is non-interest bearing to customer;
- f) Address to where service is to be rendered; and
- g) Statement of terms under which the deposit may be refunded or applied to the customer's account.

## 3. SERVICE CHARGES AND RATES

Applicable service charges and rates, which may change from time to time, and are established by ordinance or tariff, are contained in a separate document, which is available to the public through the utilities website, in the Customer Service Office or upon request.

#### **4. METER READING AND BILLING**

Utility meters are read monthly and all active accounts are billed monthly. Bills may be provided to the customer using one of the following forms of communication:

- a) Physical Bill
- b) Electronic Bill

Bills may be mailed to the service address or to another mailing address, as requested by the customer whose name in which the account is established. Bills may be emailed to an email address that is provided by the customer based on the City's ability to automate the distribution of emailed correspondence.

#### **5. FINALED AND OR CLOSED ACCOUNTS**

Accounts may be subject to termination if they are 2 months past due, or if the account has remained disconnected for more than 10 days. Once terminated, a new account may be required. In order to establish a new account:

- a) The final bill must be paid in full;
- b) Application fees, connection fees, and additional deposits may be required;
- c) If there is an outstanding balance on the property, proof showing change of ownership must be provided in order to establish service.

#### **6. REASONS FOR DISCONNECTION**

Utility service may be disconnected for one or more of the following reasons:

- a) At the request of the customer;
  - i) When service to the customer constitutes an immediate hazard to persons or property;
  - ii) By order of the Georgia Public Service Commission (for Natural Gas Service), any Court, or any other authorized public agency;
- b) Violation of applicable utility rules and regulations;
- c) A bill for past service is not paid within twenty four (24) days after the bill's due date or penalty date.

#### **7. LIMITATIONS ON DISCONNECTION**

Prior to disconnecting or interrupting service for non-payment, the following information will be provided to the account holder:

- a) Written notice of the pending disconnection at least five (5) days prior to the date of disconnection. Such notice shall include:
  - 1. The earliest date for the proposed disconnection;
  - 2. The amount due and the reason for the proposed disconnection; and
  - 3. A telephone number the customer may call for information about the proposed disconnection.
- b) Customer service will make available whatever information it has concerning any programs through which a customer may apply for assistance in paying past due

utility bills. The information shall be published on the utilities website, available in the Customer Service Office and available upon request. The City shall not be responsible for determining qualifications or applicability for any program for which it provides information.

## **8. DISCONNECTION DURING ILLNESS**

Utility service shall not be disconnected for past due residential accounts when the customer provides verifiable documentation from a physician, county board of health, hospital or medical clinic that the utility customer is experiencing a serious illness, or has experienced a serious accident, where disconnection of service would be detrimental to the customer's health. However, if such accommodation is granted, the customer will not be relieved of the obligation to pay for services rendered or utilities delivered. The customer shall provide:

- a) A document from a medical professional to the Customer Service Office either in physical or electronic form;
  - i) The document shall include contact information for the physician, county board of health, hospital or medical clinic;
  - ii) The document shall be signed and dated;
- b) Upon receipt of the document:
  - i) The Customer Service Manager or Coordinator shall work with the customer to establish a payment plan not to exceed 6 months for the account balance; and
    - (1) Customer failing to meet the obligations of the payment plan may be subject to disconnection.

## **9. SEASONAL RESTRICTIONS**

- a) The City shall not discontinue gas or electric service to a residential customer between November 15th and March 15th if the forecasted local low temperature is below 32°F for a 48-hour period beginning at 8:00 A.M. on the date of the proposed disconnection;
- b) The City shall not discontinue electric service to a residential customer if, prior to 8:00 A.M. on the date of the scheduled disconnection, a National Weather Service Heat Advisory or Excessive Heat Warning is in effect, or is forecasted to be in effect by the National Weather Service;

## **10. CUSTOMER'S RIGHT TO APPEAL**

If a customer disputes a bill, he or she should contact a Customer Service Representative in the Customer Service Office with an inquiry as soon as possible. In reviewing the inquiry, the City shall:

- a) Review the request and determine if billing or meter error exist;
- b) Evaluate the inquiry for solutions based on written policies;
- c) In the event the Customer Service Representative is unable to resolve the issue then:
  - i) The Customer Service Representative shall either connect the customer with the Customer Service Coordinator or provide the contact information for the Customer Service Coordinator to the customer;
  - ii) The Customer Service Coordinator shall evaluate the situation for a potential solution after receiving information regarding the inquiry. The Customer Service

- Coordinator shall consider the customer's perspective, city policies and procedures, and consult with the Customer Service Manager.
- iii) If the Customer Service Coordinator and Customer Service Manager are unable to determine a solution, then the Customer Service Manager shall provide a written explanation to the Director of Financial Services. The Director of Financial Services shall review the inquiry to determine if all options have been considered.
  - iv) If the customer is not satisfied with the Director of Financial Service's decision, then an appeal may be made to the City Manager or designee.
- 1) After exhausting all local and direct measures of appeal to satisfactorily resolve the inquiry, the customer may submit a written or oral request, to be followed by a request in writing, that the Georgia Public Service Commission investigate the inquiry either before or after service has been terminated.
  - 2) Nothing herein shall relieve the customer of being current with said account and continuing to remit payment for service received while the accuracy of an inquiry is being investigated or appealed. If an inquiry is determined to be in favor of the customer, no late fees, penalties, or interest shall accrue and the same shall be refunded where applicable.

## **11. ACCOUNT SETUP AND INITIATION**

The City shall have an application approved by the Director of Finance for utility applications and the application should include:

- a) Customer's name;
  - b) Service address;
  - c) Contact information;
  - d) Mailing address;
  - e) Valid form of ID;
  - f) Proof of Ownership, Rental or Lease; and
  - g) Other information needed to process an application.
- 1) The application for new service will be available on a city website, by email or in physical form.
    - a) The application may be a form for new service or transfer of service;
      - i) Transfer of service may only be transferred in the name of the original account holder;
      - ii) Additional names may be added, with Valid ID. May only be associated with the mailing address.
  - 2) Landlord accounts may be setup along with tenant accounts;
    - a) Landlord accounts may become active accounts between tenants, without the submittal of a new application for service;
    - b) Landlord accounts may receive late notices for tenant accounts;
  - 3) Accounts may be updated with valid documentation:
    - a) Marriage Certificate;
    - b) Death Certificate;
    - c) Court documents related to name change;
    - d) Or other items validating the new information.

## 12. BAD DEBT

If it is determined that an applicant has a bad debt (an open or closed account with an outstanding balance), then the Customer Service Representative shall:

- a) Discuss the bad debt with the applicant to either collect the payment for the bad debt or transfer the bad debt to the new account;
- b) Bad Debt transferred to a new account must be paid on the first utility bill for the new account to avoid service disconnection

## 13. BANKRUPTCY

Upon receiving a written Notice of Bankruptcy Filing the City shall:

- a) File Proof of Claim with court for Chapter 11 and 13;
- b) Update the customer's utility account with the bankruptcy filing and inactivate the account;
  - i) The deposit from the customer's pre-bankruptcy account will be used to offset any unpaid balances.
- c) A new post-bankruptcy utility account will be opened, and an Adequate Assurance Request will be mailed to the customer via Certified Mail;
- d) The Adequate Assurance Request will require that the customer pay a deposit on the new post-bankruptcy account within 20 days of the bankruptcy filing date;
- e) The deposit must be made by cash or money order;
  - i) If the customer does not pay the security deposit within the 20 days on Chapters 7 and 13, the service may be terminated.
  - ii) If the chapter 11 debtor does not provide satisfactory assurance of payment, utility service may be terminated after providing the customer a notice of termination in accordance with state regulation prior to shut off.
- f) If there is any credit amount left after paying all outstanding balances, that portion can be transferred to the post-bankruptcy account deposit with the customer paying the difference for the entire deposit;
- g) In any Chapter of the bankruptcy code, if a utility customer who has filed for protection defaults on post-petition utility payments after a post-petition deposit has been made, the utility service will be terminated; and
- h) For discharged bankruptcies, write-off account balances.

## 14. POLICY MAINTENANCE

The City Manager may from time to time amend or adjust this policy.



David R. Still, Mayor