



LAWRENCEVILLE

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Policy:	Extra Trash Pick-up Policy
Policy Number:	CS05
Date:	August 2025
Update:	
Authority:	Chief Financial Officer

Purpose

To establish a procedure for residents who occasionally generate household trash exceeding the capacity of their City-issued cart. This policy provides for an optional, one-time scheduled extra trash pick-up at a flat fee of \$15 per service request.

Scope

This policy applies to all residential sanitation customers within the City of Lawrenceville who utilize City-issued trash carts.

Policy

- 1) Eligibility
 - Service is available to residential sanitation customers in good standing with the City.
 - Only household trash is eligible. Construction debris, hazardous waste, electronics, appliances, or large items remain subject to separate policies.
- 2) Service Details
 - Extra trash must be bagged and placed inside the City-issued cart. No loose bags or materials outside the cart will be collected.
 - Pick-up will occur on a separate, scheduled day from the customer's regular collection day.
 - Residents must request service at least two (2) business days in advance either by:
 - Submitting an online request form, or
 - Calling Customer Service directly.
- 3) Fee
 - Each extra trash pick-up will be billed at \$15 per cart per service request (regardless of cart count).
 - Fees will appear on the customer's monthly utility bill.
- 4) Limitations
 - Customers requiring frequent or ongoing additional capacity are encouraged to request an additional cart, subject to standard cart fees.



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- Service is subject to crew and equipment availability.

5) Enforcement

- Trash not meeting the requirements (loose bags, oversized items, or materials outside policy scope) will not be collected, and the \$15 fee will not be refunded.

Overflow Trash Plan (Temporary Transition)

Effective Dates: Date of Signing – January 3, 2026: During this transition period, the City will provide temporary overflow trash collection to assist customers adjusting to cart-based service.

1. Service Details

- Customers who place trash outside of their issued cart will have overflow materials collected.
- Each overflow occurrence will result in a \$15 charge, which will appear on the customer's monthly utility bill.
- Customers may request additional carts during this time for long-term capacity needs.
 - See the Extra Cart Policy (CS-06 – Extra Cart) for specifics requirements

2. Process

- Collection crews will document each overflow occurrence during scheduled routes.
- Sanitation Dispatch will compile daily records of overflow incidents and transmit them to the Finance/Customer Service team.
- Finance/Customer Service will notify customers weekly of overflow charges by email or U.S. Mail.
- Charges will be processed and reflected on the customer's monthly bill.

3. Customer Communications

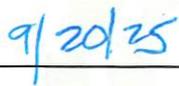
- Customers should expect higher call and email volumes during this period. Complaints may also occur through social media, field staff, and elected officials.
- All staff are expected to be familiar with the plan and able to clearly explain that the overflow charge is a temporary measure designed to support a smooth transition to standardized cart service.

Administration

- Customer Service will oversee all customer interactions and intake of requests
- Sanitation Department will oversee scheduling and execution of extra trash pick-ups.
- Data Processing Division will oversee billing and fee processing for completed pick-ups.



City Manager



Date