



LEE MURRAY
Mayor

ROBERT SHELTON
City Administrator

October 16, 2006

Dear Resident:

After listening to resident concerns, the Board of Aldermen at their July 2006 meeting altered the City's ordinances regarding alarm monitoring; increasing the City's efficiency while decreasing residents' hassles. **The City's new ordinance allows for quicker billing for false alarms, greater leniency with the number of false alarms and a simpler annual bill.**

Effective January 1, 2007:

Annual Alarm Monitoring Charge:

- ❖ \$75 and billed in January (instead of April);
- ❖ \$25 late fee if not paid within 30 days of billing

This charge is only for residents who have their alarms directly monitored by the City. You will still be required to pay Burnes-Citadel's \$48 annual fee. Also, residents with two or more years of unpaid annual alarm monitoring charges are subject to disconnection.

False Alarm Charges: Under the new plan residents will have greater leniency with false alarms. The new charges are:

- ❖ First four (4) false alarms per month are free;
- ❖ Subsequent false alarm per month will be charged \$25 per alarm
- ❖ You will be subject to disconnection if you have six (6) or more false alarms per month or eight (8) or more false alarms per year.

Visit the City's website, www.cityoffrontenac.org, to view the recently approved ordinance.

Sincerely,

Michael Hilburg
Finance Officer
City of Frontenac

**INTERESTED IN SAVING MONEY -
SWITCH YOUR ALARM TO BE DIRECTLY MONITORED
BY THE CITY OF FRONTENAC POLICE**

Follow these five easy steps to have your alarm directly monitored by the Frontenac Police:

- 1) Contact your current alarm monitoring company to confirm you are no longer under contract;
- 2) Pay the City's Annual Alarm Monitoring fee at City Hall;
- 3) Visit the Police Department to finalize your new setup;
- 4) Hire an alarm company to have your system reprogrammed. The City uses Burnes-Citadel for their alarm system, but any local or national firm should be able to help;
- 5) Contact your current alarm monitoring company to cancel your coverage.

Approximately 70% of all alarms can be directly monitored by the Frontenac Police Department.

BENEFITS OF BEING DIRECTLY MONITORED BY THE POLICE DEPARTMENT:

- ❖ Cost Savings – save hundreds of dollars per year on monitoring
- ❖ Quicker Response – why wait for the alarm company to call you before calling the Police
- ❖ Better Service – deal only with City of Frontenac employees