

Hurononia



BARRIE POLICE SERVICE MAKE CHANGES TO FALSE ALARM AND CANCELLED ALARM BILLING



Starting April 1, 2018 the existing Alarm Response Policy (for false and cancelled alarms within the City of Barrie) will include an Alarm Cost Recovery Program that will be billed directly to the alarm monitoring station by the Barrie Police Service. The current practice is for the [Barrie Police Service](#) to invoice residential or commercial businesses directly for all false alarms. **PLEASE BE ADVISED THAT THIS PRACTICE WILL CEASE AND THE INVOICE WILL NOW BE MAILED TO THE MONITORING STATION THAT REQUESTED THAT POLICE BE DISPATCHED.** Huronia Alarm & Fire Security Inc. will, in turn, invoice our customer directly. The invoice will include detailed information including address, date, time; name of business and/or homeowner. Please note that there will not

be an increase to fees billed for 2018. The current fees are as follows: \$180 for every dispatched alarm that is deemed to be false and a fee of \$120.00 will be charged for every dispatched alarm that is cancelled prior to an officer's arrival. For residential alarms only, the first false alarm and/or cancelled alarm will be forgiven. Any subsequent alarms will be billed at the current rate. If you have any questions about this change, [please get in touch](#).

HOW YOU CAN AVOID FALSE ALARMS

As a security system owner, there are many ways you can help to prevent false alarms. The following tips are simple steps you can take that can greatly reduce the number of false alarms you have during the lifespan of your security system.

- 1. Know your system.** During installation, ask questions and ensure you understand how to operate the security system before the technician leaves. Insist that the keypad be easily accessible from the exit point and the arming delay is set for a reasonable amount of time to depart/enter.
- 2. Maintain "call lists".** Keep your "call list" up to date with current phone numbers for you and your contacts. With the right contact information, we can be proactive in determining if emergency response teams should be dispatched to your home. [Click here to let us know of changes you need to make to YOUR call list to ensure that it is up to date.](#)
- 3. Schedule annual inspections.** Request annual inspections of your alarm system to ensure proper performance of your security system. Also, be sure to replace the batteries every three to five years. [Click here to request your annual maintenance inspection.](#)
- 4. Properly train users.** Ensure all family members and others who have a key to your residence are trained to properly use your security system and know the passcode and our [monitoring stations phone number](#) in case the alarm is accidentally set off. Never give a key to someone who is not familiar with the system.
- 5. Monitor changes in the home.** After any changes in the household, [contact us](#) to ensure they won't affect the security system. New pets that enter an armed room or plants or curtains placed too close to drafty areas can trigger a false alarm.

ASK US ABOUT ENHANCED CALL VERIFICATION FOR SECURITY SYSTEMS

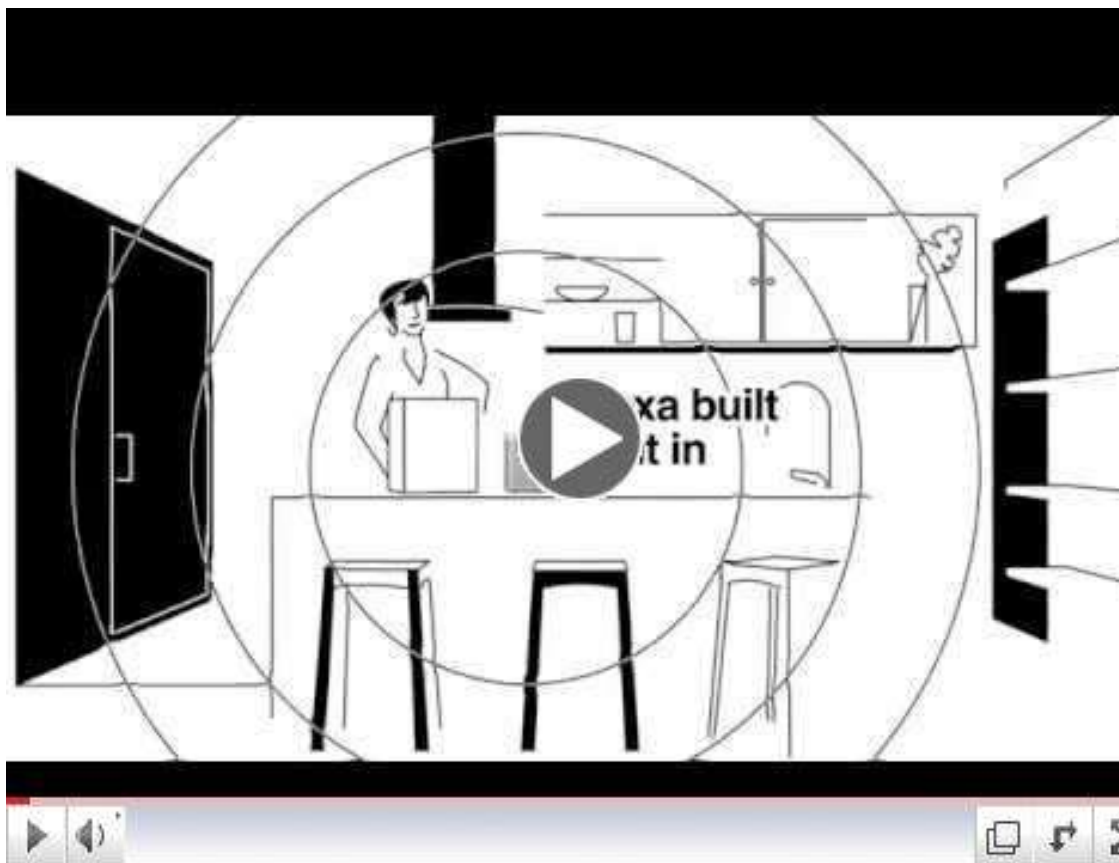
According to the Canadian Security Association (CANASA), Enhanced Call Verification (ECV) for security systems can help to reduce false alarm dispatches. Huronia has implemented ECV at our monitoring stations. As part of this program, we call two or more phone numbers (preferably cell numbers) to confirm an alarm's validity before requesting a dispatch. The False Alarm Reduction Association (FARA) states that communities that require ECV have seen emergency response to false alarms reduced by 30-50 per cent. This helps to ensure that emergency response teams are better able to respond to true emergencies. Questions? [Please get in touch.](#)

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- Play songs, check news and traffic, manage smart devices and enjoy other helpful Amazon Alexa skills using a single Sonos speaker.
- Start music with your voice from Spotify, Amazon Music, iHeartRadio and TuneIn.
- Combine Voice with the Sonos app to manage even more music from Apple Music, podcasts, internet radio and 30 other streaming services

The new Sonos One, now with Amazon Alexa. What will you ask it first? [Get in touch with us today](#) to learn more about SONOS products and services.



The Smart Speaker for Music Lovers: The New SONOS ONE with Amazon Alexa



Huronia

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