



City of Casa Grande Police Department

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Johnny Cervantes * Chief of Police

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October 31, 2014

3:45 p.m.

For Immediate Release

City Responds to Concerns over Alarm Billing

Casa Grande, AZ – The City of Casa Grande Alarm Ordinance encourages compliance with false alarm mitigation efforts through mandatory permitting of all alarm owners, educational awareness classes, and fines for excessive false alarms. The city's Finance and Police departments work together in these compliance efforts. However, for the recent September/October billing cycle for excessive false alarms some problems were discovered. Many permit holders notified the city that there were inaccuracies in the billed invoices.

Action Taken

City staff began looking into the matter immediately. Regretfully, an audit of recent invoices revealed a technical malfunction of miscoded information which led to improper invoicing on the September and October billing for outstanding fines dating back through 2012. While every effort is made to ensure the accuracy and timeliness of billing, these errors were not discovered until mailing already occurred. While the police department alarm coordinator is working to address every complaint or concern received, steps are being taken to ensure this does not occur in the future. Apologies are extended to any Casa Grande citizen who received one of these errant invoices. We are resolved to correct this unfortunate matter quickly as we endeavor to upgrade billing systems and procedural policies that reduce the chance for error.

Alarm owners are hereby notified:

The billing cycle which includes any invoice dated in September or October 2014 may be disregarded at this time. Staff members are working to verify information and correct any errors



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Continued,

prior to any further billing being conducted. Any alarm permit holders who have already paid their invoices, specific to this billing period only, will receive a refund within 30 days of all alarm fees paid, this does not include the \$10 fee paid for an annual permit renewal which was not impacted by this issue.

Moving forward, residents and business owners are encouraged to do their part in reducing false alarms, which costs the city greatly in unnecessary use of valuable resources and personnel.

For those residents or business owners in need of a current permit (\$10 fee) they can apply via the city website at:

<http://casagrandeaz.gov/dept/police/pdforms/alarm-permit/>

For those alarm owners that wish to earn a \$50 false alarm waiver certificate (Valid to current permit holders for one year and one household/business) they can call the Alarm Coordinator's office to schedule attendance at a free 1 ½ hour Alarm Awareness class. For this and any other concerns or questions please contact us at: (520) 421-8711 ext.6570

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