



Department of Police

September 29, 2009

CAROLINA BURGLAR  
PO BOX 467  
SANDY SPRINGS, SC 29677

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**RE: NOTICE OF ORDINANCE CHANGE**

This letter is to notify you of the ordinance change requiring alarmed locations to be registered with the Greenville Police Department. Enclosed you will find a blank registration form to give to your customers so they can register each alarm with our department. Please make your customers aware of the below items so they will be familiar with the standards we follow.

**Greenville Police Department - Excessive False Alarm Standards:**

- City ordinance requires owners of alarm systems to provide the police department a current and updated list of at least two contact persons who can silence the alarm in the event of an activation.
- Effective July 1, 2009, there will be a \$10.00 registration fee for alarmed locations within the City of Greenville. The registration must include two contact persons and the proper mailing address for the responsible party to receive mailed correspondence. The keyholder and mailing address information may be updated at any time by written submission of a change.
- City Ordinance and Resolution No. 2001-03 allows fees to be charged for excessive false alarm activations, within each calendar quarter. Effective July 1, 2009, the rates for excessive false alarm fees are:  
False Alarm #1 and #2 = No Charge      False Alarm #3 and above = \$100.00 each
- A 30-day grace period, during which no alarms will be counted, shall be permitted for each new installation.
- A false alarm is defined as; an alarm signal indicating an attempted or unauthorized intrusion into a structure or the attempted commission of a crime, when in fact no evidence exists upon response to such alarm that an unauthorized intrusion or crime was attempted or committed in or about the structure.
- Owners of alarm are responsible for defining, with their alarm monitoring center, a proper procedure for reporting alarm activations to the Police Department. The Greenville Police Department does not cancel alarm dispatches.
- To appeal an excessive false alarm fee, a written document must be submitted prior to the "Due Date" listed on the invoice. Once a written appeal is submitted, the alarm owner needs to provide documentation from the alarm company supporting the reason for the false alarm. All appeals submitted after the "Due Date" listed on the invoice will be denied.

Please feel free to contact me, if you need any additional information. I can be reached in my Office / 864-467-5215, or by Fax / 864-467-5460 and Email / [dallen@greenvillesc.gov](mailto:dallen@greenvillesc.gov).

Sincerely,

Donna J. Allen/Communications Administrator

