



Security Systems

A Division of CSG Security Inc.
Customer Service Center

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Dear Chubb Customer:

An important message for Chubb Customers in the City of Regina

Chubb Security Systems is committed to keeping you informed of any changes to police and emergency response in your region. We would like to take this opportunity to inform you of the upcoming changes in the City of Regina.

The Regina Police Service will implement their revised police response procedures effective June 1, 2004. The reason cited for the change is the demand placed on police services by false alarm activity.

Alarm By-law Fee Highlights

As your alarm system installer and monitoring company, Chubb Security has registered your premises with the Regina Police. There is **no cost** to you for this service.

- **Burglary Alarms** (Residential, Commercial & Financial) – as a result of the revised police policy, Chubb is required to verify the alarm prior to dispatching the police. Effective June 1, 2004, Chubb will implement the following dispatch procedures for burglary alarm:
 - 1) call the premises, if no answer
 - 2) call the 1st and 2nd key-holder, if no answer
 - 3) dispatch police
 - 4) notify keyholder
- If your premises have guard response or special instructions, we will continue to follow those procedures.
- Premises owner/key-holder is required to attend the premises where the alarm is activated, within 30 minutes of the activation.
- If a police dispatch cancellation is **not made within four (4) minutes** of the initial dispatch, whether or not a police unit has been sent to the premises, the event will be considered a false alarm.
- Effective June 1, 2004, the fees for the police to respond to a false alarm are as follows:

	Registered	Non-Registered
1 st false alarm	no charge	\$115 plus GST
2 nd false alarm	no charge	\$115 plus GST
3 rd false alarm	\$89.95 plus GST	\$115 plus GST
4 th false alarm	\$89.95 plus GST	\$115 plus GST

- **After the 4th false alarm** in a 365 day period the premises will be suspended from police response. An appeal may be submitted to the Police Alarm Coordinator, along with an application fee of \$33.00, which is refundable if reinstatement is not granted.
- If police are requested to a suspended address, a **\$100 fine payment is assessed for attempting to dispatch police**, although police will not attend.

Chubb encourages customers to ensure that their emergency contact list is current. This will enable the Monitoring Centre to provide accurate verification of alarm signals. If you would like to update any of the contact numbers or authorized designates on your contact list, please contact Chubb at 1-888-353-7989 **or** by Fax at (866) 922-2212. **Your Chubb representative can help in identifying key-holder response options.**

If you require any other information, please do not hesitate to contact our Customer Service Center at 1-888-844-CHUBB.