



## Alarm Fee Billing and Registration

### How do I register my alarm?

Visit our website: [www.nrhtx.com/alarms](http://www.nrhtx.com/alarms) and utilize one of these options for registering your alarm.

Online:

1. Visit [www.nrhtx.com/alarms](http://www.nrhtx.com/alarms)
2. Click on the "Register" hyperlink on the bottom portion of the page

In Person:

1. Visit the North Richland Hills Police Department, 4301 City Point Drive, NRH, 76180
2. Complete the registration form and provide payment

### How do I pay my bill?

1. Mail in your check or money order to:  
City of North Richland Hills  
False Alarm Reduction Program  
PO Box 820609  
North Richland Hills, TX 76180
2. In person: Visit the North Richland Hills Police Department, 4301 City Point Drive, NRH, 76180

### Can I pay my bill over the phone?

Payments are not accepted via phone.

### Is there a "paperless" option for alarm correspondence?

To reduce the amount of paper you receive, the option to receive email notification for all alarm permit services is available. To "opt-in" for electronic delivery of burglar activation, invoices, and other correspondence related to your account, send the request to [alarmpermit@nrhtx.com](mailto:alarmpermit@nrhtx.com). In the request, provide the following information: 1) the alarm permit number and/or address, 2) two contact phone numbers, and 3) preferred email address to for electronic delivery.

### What is the cost of an alarm permit registration?

1. Commercial permits: \$50 with an annual renewal price of \$25
2. Residential permits: \$20 with an annual renewal price of \$10
3. Senior permits: \$10 with an annual renewal price of \$10

### Why am I receiving a bill for a permit that is already expired?

During our transition from utilizing an outsourced company to bringing the program in house, there was a period of time we were unable to bill for renewals. These delayed bills are simply a catch-up period, and no late fees/fines have been assessed. Late fees will be applied 60 days past the date of the invoice.

### What if I already paid an invoice or received a duplicate invoice?

If you paid an invoice and have received a duplicate invoice, email a copy of your payment to [alarmpermit@nrhtx.com](mailto:alarmpermit@nrhtx.com) noting address and/or account number.

### What happens if I do not register my alarm?

Alarm systems that are not registered with the City are subject to a \$100 non-registration penalty for violation of the City Of North Richland Hills Ordinance: Chapter 9 – Alarm Business Systems and Users Sec. 9-1-9.22. The same penalty will apply if you do not renew your alarm permit on an annual basis.

### Do I have to register my car alarm?

No, car alarms do not need to be registered.

### What happens if I do not pay my alarm fines?

Failure to pay any service fee, permit fee or appeal hearing fee assessed under Section 9-5 or 9-15 Within 30 days from the date of the original invoice may result in revocation of the alarm permit.

### What if my alarm is activated accidentally?

The false alarm fee schedule is structured based on type of alarm and classification of permit:

#### Burglar Alarms:

- 1 - 3: No fee
- 4 - 5: \$50 each
- 6 - 7: \$75 each
- 8 or more: \$100

#### Robbery Alarms:

- 1: No fee
- 2 - 3: \$100 each
- 4 or more: \$200 each

### Can I call police dispatch to cancel my false alarm?

No, for your system security, police dispatch can only take false alarm cancellations from your alarm company.

### Will I be charged for alarm activations that are not false?

No, you will not be charged an alarm activation that is not false. If you are charged for an alarm that you do not believe was false, you may file an appeal within ten (10) days.

### If I disagree with an assessed fine, can I appeal?

Yes. If you disagree, the Ordinance does have an appeal provision. The alarm user may appeal an assessment of a service fee to the Alarm Coordinator by setting forth, in writing within ten (10) days of the date of the notice sent, the reasons for the appeal. Be sure to include your name, the alarm location, date of the false alarm, your permit number, reasons for the appeal and any supporting evidence.

### Are false alarms a problem?

Yes, they are. Across the nation, the growth of alarm system ownership has resulted in a tremendous number of false alarms. The response to false alarms has created an additional burden on law enforcement agencies. Nationwide, approximately 99% of all burglar alarms police respond to are false.

### How can I help prevent false alarms?

Make sure that you immediately report your false alarm to your alarm company, so they can cancel with police dispatch prior to police arrival to your home or business. Ensure that everyone in your household or business has been trained on your alarm system. Make sure your alarm system is in good working order and inspected periodically by your alarm company. Ensure doors/windows are secure to prevent false alarm activations.