

ALARM ENFORCEMENT UNIT (AEU) TIME REQUIREMENTS

New Permits

New Permits will be processed and a welcome letter containing the permit number will be mailed within 30 days of receipt.

Renewal Permits

Renewal Permits will be processed within 30 days of receipt. No confirmation is sent to the alarm subscriber. Please contact the AEU to confirm permit information.

False Alarm Waivers

Requests to waive the false alarm fee will be evaluated within 60 days of the date of request. Waiver requests must be submitted in writing within 10 days of the invoice date to be considered. Any requests made after the 10 days are automatically denied.

Payments

Payments are processed by the City of Mesa Customer Service Department and Payment Processing Center. Payments are generally processed the same or next business day, but can take up to 3 business days after receipt.

Refunds

Refunds will be processed and mailed no more than 180 days after the need for a refund is identified. Businesses may be required to provide a W-9 to receive a refund.

Assessments

False alarm assessments will be reviewed and mailed within 2 weeks of the alarm call.

*Timelines may be extended and/or requests may be denied if the alarm subscriber or the subscriber's alarm company fail to provide the correct paperwork and/or respond in a timely manner.

Revised 3/28/2013