

IMPORTANT INFORMATION FROM YOUR PUBLIC SAFETY DEPARTMENT

New measure against false fire alarms Important notice to residents with a central alarm system

As of **March 1, 2025**, a significant fee will be charged if our firefighters are called to your home for a **false fire alarm**. This fee is designed to reduce unnecessary calls to our public safety team.

What is a false alarm?

False alarms include, but are not limited to:

- **Cooking errors** (e.g. smoke from burnt food);
- **Renovation or maintenance work** triggering detectors;
- **Negligence** (disabled or misused smoke detectors);
- **Unmaintained or faulty systems** such as low battery.

Please note: No billing will be applied if actual smoke or fire damage is detected.

Why this measure?

False alarms have major impacts:

- **Disturbance to firefighters:** they overload our team, and compromise their availability for real emergencies. They infringe on our firefighters' sleep, work and family life.
- **Unnecessary risk:** every emergency movement of our vehicles represents a risk, for our firefighters, our equipment and the general public. An unnecessary move is an unnecessary risk.
- **Financial impact:** these interventions cost the Town, and therefore taxpayers, around \$80,000 a year.

How to avoid these fees?

We encourage citizens to adopt the following good practices:

1. **Have your alarm system regularly checked** by a qualified professional.
2. **Clean your smoke detectors** to avoid unjustified activation.
3. **Program a 90-second delay** between alarm activation and notification of your central monitoring station.
4. **Keep an up-to-date list of your emergency contacts** at your alarm control centre.
5. **Inform your control centre** before carrying out any work that could interfere with the system.
6. **Call your control centre immediately** in the event of a false alarm, to avoid the fire department being dispatched.

TO ALL RESIDENTS Fill out the self-inspection form

All Sutton residents are invited to fill out the fire prevention self-inspection form available on the Town's website or at the Town Hall reception desk, to check that their system complies with current safety standards.



Scan this QR code and
fill out the form

sutton.ca/en/auto-inspection

*Your cooperation is essential to ensure fast, efficient
service in the event of a real emergency.*



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