



Appeal Hearing Request Form

www.austintexas.gov/alarms | dsdalarm@austintexas.gov | Austin 3-1-1 (or 512-974-2000 outside Austin)
Alarm Administration, City of Austin PDC, PO Box 1088, Austin, TX 78767

This completed form and supporting documentation **must be submitted before the 10th day following the mailing date of the notice**. Please print or type all information clearly and completely. Mail or email the completed form and supporting documents to the address above.

Permit Number: _____

Permit Holder Name: _____

Alarm Site Address: _____

City: _____ State: _____ Zip: _____

Email: _____ Home Phone: _____

Cell Phone: _____ Business Phone: _____

Invoice Number(s): _____

I understand that I must specify facts and provide documents and/or records that prove the alarm was generated by a permitted alarm system and one or more of the following:

- Alarm was true and not false (e.g., Copy of the police report confirming a break-in or robbery);
- Alarm did not occur at your location (e.g., Copy of a police report, alarm company activity report showing no alarms occurred on the incident date, or letter from your alarm company indicating no request was issued to dispatch the Austin Police Department);
- You were not the owner of the property at the time of the false alarm;
- Residential or commercial site is not within the Austin city limits and the Code of Ordinances do not apply to the site.

I understand that the appeal hearing will be scheduled by Alarm Administration and I will be notified by email. Hearings are scheduled on Tuesdays, Wednesdays, and/or Thursdays between the hours of 11 a.m. and 1 p.m. The appeal hearing can take place either in person at the Utility Customer Service Center located at 8716 Research Blvd, #115, Austin, TX 78757, or a phone hearing can be requested.

Mail or email the completed Appeal Hearing Request form and supporting documents (facts, documents, and/or records) to Alarm Administration at the address above. **Submit the completed form and supporting documentation before the 10th day following the mailing date of the notice.** If you have any questions, please contact Alarm Administration at dsdalarm@austintexas.gov or call 3-1-1 (or 512-974-2000 outside Austin) Monday-Friday, 8:30 a.m.-4:30 p.m.

Signature: _____ Date: _____

Print Name: _____