



FW: Fee APPEAL account #100795

FortPierceFL

to:

cricker@city-ftpierce.com

10/06/2017 02:15 PM

Hide Details

From: FortPierceFL <FortPierceFL@publicsafetycorp.com>

To: "cricker@city-ftpierce.com" <cricker@city-ftpierce.com>

Hello,

Please see appeal below.

Acct # 100795

Invoice # 2553, 2348

Kind Regards,

Marie

Fort Pierce, FL

False Alarm Reduction Program

Phone: 855-787-2698

Fax: 877-302-9820

**From:** Michelle Enge [<mailto:meandt28@yahoo.com>]

**Sent:** Tuesday, October 3, 2017 4:18 PM

**To:** FortPierceFL

**Subject:** Fee APPEAL account #100795

Good afternoon,

I spoke with Alex from your company today regarding my account. I have \$150 worth of fees due, because of false alarms and an unregistered alarm system.

The reason for my appeals request is because, when i had my system installed, the Comcast representative told me to go to my local police station to register my alarm. I did as told and left my information with the clerk at the Fort Pierce Police Department and she informed me that the officer in charge of registering alarms would handle it. That was months ago.

I then had two separate incidents where my motion detector went off when i was not at home. The first time, **August 20, 2017**, I called Comcast and they sent someone out to replace my motion detector, as it was not working properly. I was then out of the house the second time, **September 5, 2017** and it happened again. I called Comcast again to report this and they said they would make a note of my call in their system.

So, my concern is that i am being charged for circumstances that our essentially out of my control.

I do hope you can assist me in waiving these fees. My alarm system has been registered, since i was informed on how to do it.

I will also do what is necessary in keeping with my family safe when and if my alarm system malfunctions again, as to not get charged in the future for false alarms.

If you could please update me on what your company can do for me, I would appreciate it.

Sincerely,

Michelle Enge

Acct. # 100795

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