Sterling Fire Protection

Edmonton unwanted alarm fees and alarm work call sheet

The City of Edmonton unwanted fire alarm fees by response, the Fire Drill Line call to make before alarm work, and a prevention checklist.

CODE EDITION	REVIEWED
Edmonton Fire Rescue Services Bylaw 15309, City pages read 2026-11-11	**November 11, 2026**

What the City charges for an unwanted alarm

Response at the same premises in a rolling 12 months	Residential	Non-residential
First	No charge	No charge
Second	$117	$451
Third	$576	$897.50
Fourth and each later response	$1,147	$1,792.50
Security alarm response (listed separately)	$1,147	$1,792.50

A first response can be billed if the alarm was caused by the negligence of, or intentionally by, a property owner. Fees change, so confirm the current schedule with 311 (780-442-5311 outside Edmonton).

Before any alarm work or test

- [ ] Tell the alarm company the date, the work window and the zones affected. Battery changes count as testing.
- [ ] The owner notifies the City and the alarm company before work begins.
- [ ] Where an alarm company is responsible for the system, it calls the Edmonton Fire Drill Line at 780-414-7332.
- [ ] Call 15 to 30 minutes before work or testing starts, as the City recommends.
- [ ] Write down who made the call and the time, and keep it with the service report.
- [ ] For a drill in a multi-unit residence, tell residents in advance so they do not call 9-1-1.

If an alarm goes off by accident

- [ ] Call the monitoring company at once and ask it to cancel the dispatch.
- [ ] If fire crews arrive anyway, do not try to stop them from investigating.
- [ ] Resets belong to the owner or a designee. EFRS does not reset fire alarm systems.
- [ ] Do not keep arming a system after a defect has been found. It will likely cause more unwanted alarms.

Prevention walk-through from the City checklist

- [ ] Monitoring contacts and key holder phone numbers are current.
- [ ] A qualified technician inspects and tests the system at least once a year.
- [ ] Everyone who uses the system, including cleaners and tenants, knows how to arm and disarm it.
- [ ] The operator manual is on site and the owner has been trained by the alarm provider.
- [ ] Detectors sit away from bathrooms and other steam, and are cleaned where dust or pollen is common.
- [ ] Renovation work is reported to the alarm company in advance, detectors are covered or zones isolated, and covers come off straight after.
- [ ] Pull stations that are often abused have covers, dual-action hardware or cameras, or a review of whether they can be moved.
- [ ] The monitoring company has confirmed that a security or panic alarm does not send a fire response.

If an invoice arrives

- Submit an Unwanted Alarm Fee Waiver Request online within 14 days of the invoice date, with evidence.
- The City says it will respond within 60 days of receiving the evidence.
- Useful evidence is the service report with the Fire Drill Line call time, the monitoring log and any cleaning or repair invoice.
- Questions go to frsunwantedalarms@edmonton.ca or 311.

The City does not publish its waiver criteria on its page, so this sheet cannot say what a waiver decision turns on.

Sources

1. Unwanted Alarms, City of Edmonton
   https://www.edmonton.ca/programs_services/fire_rescue/unwanted-alarms
2. Preventing Unwanted Alarms, City of Edmonton
   https://www.edmonton.ca/programs_services/preventing-unwanted-alarms
3. Alarm Servicing and Fire Drill Calls, City of Edmonton
   https://www.edmonton.ca/programs_services/fire_rescue/alarm-servicing-and-fire-drill-calls
4. Fire Rescue Services Fees and Permits, City of Edmonton
   https://www.edmonton.ca/programs_services/fire_rescue/emergency-service-fees-and-permits

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