

Making a Difference...Why We Do What We Do

Monitored protection helps save family dog in Mississippi fire

By Bob Tucker, Chief Storyteller, ADT

Home alone, Bob, a 12-year-old German Shepherd, nearly died in a fast-moving electrical fire.

The dramatic rescue happened one Saturday afternoon in Ocean Springs, MS where Samantha Betterton was running errands with her daughter.

“My monitoring company called to say a smoke alarm was activated,” said Samantha. “Thinking my husband was still home, I connected with him, but he had already left. That’s when my stomach dropped, knowing our beloved Bob was trapped inside.”

Samantha feared the worst because earlier in the year, the family had already lost two other pets, plus Bob is older and moves slowly.



Rushing home, Samantha found her husband kicking in the front door as smoke was spewing out the windows. He ran inside and pulled out Bob as flames consumed the house. Firefighters arrived a few minutes later and saved the structure from burning to the ground.


Samantha credits her security company for alerting her to the fire so she could call her

husband to quickly return home. While all that was happening, the monitoring center dispatcher was calling the local fire department.



“Without everyone working together, we would have come home to ashes and our fur baby would be gone,” said Samantha.

A few weeks after the fire, Samantha had an opportunity to meet and thank Katie Whaley, the dispatcher who handled the alarm signal.

“Knowing that my work made a difference for this family and their precious pet, makes me very happy,” said Katie. The National Fire Protection Association (NFPA) estimates about 40,000 pets die in fires each year, and most happen inside homes without monitored security protection. 

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