

WH SECURITY DISPATCHER

JULY/AUGUST 2010

WH Security's new website features many service options for customers

WH Security is proud to announce the launch of a new website! Featuring a new look, how-to videos, testimonials, online services, downloadable system manuals and more, WH Security's new website provides many service features.

Those who previously visited WH Security's old website will immediately notice new graphics and colors, along with an easy to navigate layout and more information on WH Security's products and services.

Current WH Security customers will

find more options than ever before in the new "My Account" section of

"Current WH Security customers will find more options than ever before in the new 'My Account' section of the website"

the website, including an expansive frequently asked questions section,

New website cont. on Pg. 2



The new features of WH Security's website don't stop with the homepage (shown above). Visit WH Security's new website today to see the new "My Account" section for information important to you! Check it out at wh-security.com

WH Security receives high ACSI customer satisfaction survey score

WH Security recently received an impressive score of 91 on the American Customer Satisfaction Index (ACSI) by the University of Michigan. For reference, Wright-Hennepin also received a score of 91, which was the highest score of all electric cooperatives in the nation.

The ACSI index is referred to as the "gold standard" of recognized national customer satisfaction measuring tools and is used widely among many industries in the nation. The ACSI calculates its score through customer surveys. The purpose of the ACSI is first to measure performance, but more importantly to learn from the results and keep improving. Because the questions and format are identical,

participating companies can see how they rank compared to industry peers, as well as completely different companies and industries.

"WH Security recently received an impressive score of 91 out of 100 on the American Customer Satisfaction Index (ACSI) by the University of Michigan."

This ability to judge the same data provides valuable insight to companies

to adapt best practices and adopt other lessons derived from the data. "Our customer survey tells us that fast response time to emergencies, low monthly monitoring rates, and quality products are the most important things WH Security can deliver," said Sonja Bogart, VP of customer service, sales and marketing. "WH Security's employees work hard every day to deliver those qualities. We are very happy about this high score, but we will strive to do even better."



New website cont. from Pg. 1

online billing, alarm activity logs, how-to videos and more. Access the "My Account" section by visiting wh-security.com and clicking on the "My Account" button in the top right corner of the homepage.

The "My Account" section of wh-security.com (shown at right) is your portal to information about WH Security and your service.

From the "My Account" page, you have many options, including viewing your alarm activity, paying your bill online, requesting a service call, downloading system manuals and more.

The website allows you to log in and view alarm activity. To use this feature you must first register and receive a username and password for your account by calling 763-477-4275.

One of the options to choose from in the "My Account" section is a "Change/Order Batteries" page (shown to the right). This section features three videos showing how to change batteries in the three most common wireless sensors: a smoke detector, a door sensor and a motion sensor. This page also contains a form to use when you need to order batteries for any sensors in your home that may be running low or drained.

Check out WH Security's new and improved website today at wh-security.com

WH Security Call Today (763) 477-3664 MY ACCOUNT REQUEST MORE INFORMATION

Home Home Alarm Security Systems Business Security Systems Medical Alerts Alarm Monitoring About Us

My Account
Welcome to your WH Security online service center.

MONTHLY REMINDERS

- Be sure to test your security system monthly.
- Keep your emergency contact list updated.

FAQS
The most common questions WH Security receives, and their answers, are listed for your convenience. [Learn More](#)

SERVICE PLANS
Protect against unexpected service calls on your home security system. For only \$5 per month, WH Security will provide service labor at no cost. Contact us for more information. [Learn More](#)

ADD A CELLULAR DIALER
Cellular equipment offers a perfect communication option for customers that don't have traditional phone lines, as well as excellent double coverage for those who don't want to depend on phone lines only. [Learn More](#)

UPGRADE YOUR SYSTEM
Improve your protection by having the best in equipment. WH Security provides expert... [Learn More](#)

ADD SENSORS
Lifestyles change and your needs change with them. Be sure your security system keeps up. See... [Learn More](#)

MOVING?
Will you be moving, but want to keep your service with WH Security? Enter your address in... [Learn More](#)

CHANGE/ORDER BATTERIES

Please call 763-477-4275 to obtain a password

CONTACT US TODAY!

WH Security Call Today (763) 477-3664 MY ACCOUNT REQUEST MORE INFORMATION

Home Home Alarm Security Systems Business Security Systems Medical Alerts Alarm Monitoring About Us

How to Change Batteries
Your security system is only as good as the batteries that are located in each of your system's sensors. WH Security has created three how-to videos to guide you through changing batteries in the three most common sensors.

SMOKE DETECTOR **DOOR SENSOR** **MOTION SENSOR**

If you need further assistance, please contact our technical support during business hours at 763-477-3000. You can also order batteries online.

Your order will be billed directly to your account and should arrive at your home within two to three business days.

ORDER BATTERIES Required fields are **BOLD**

NAME	EMAIL
Account #	PHONE
Shipping Address	Comments
CITY	
STATE	
Zip	

© 2010 WH Security - Business & Home 6800 Beacon Drive, PO Box 236, Rock Hill, South Carolina 29732

Pay your bill the convenient way!

Tired of writing checks?

Make your payments more convenient with WH Security's free EZ Pay and E-billing services.

What is EZ Pay?

- Have monthly payments made automatically from your bank account or credit card
- No need to worry about late fees
- Pick from a range of due dates

What is E-billing?

- Receive an e-mail when your bill is ready
- Log on to a secure website to view and pay your bill online

Sign up today by calling...

763-477-3000 or 800-943-2667



WH Security The Power to Protect

A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association