

# WH SECURITY DISPATCHER

MAY/JUNE 2010

## Personal safety tips from Sgt. Brian Johnson

Sgt. Brian Johnson of the Wright County Sheriff's Office, educated WH Security customers with personal safety tips at a free event at WH Security's headquarters on Tuesday, May 18.

Sgt. Johnson discussed regional crime statistics and activity, summertime safety, personal protection tips and more. Additionally, Sgt. Johnson taught attendees how to protect themselves in everyday situations, how to prepare for certain situations and how to be safe at home.

Some of the safety tips provided by Sgt. Johnson included:

- Try to avoid putting yourself in bad situations. Stay out of dark areas or places that you are not familiar with. Don't take short cuts.
- Walk with confidence. If you find yourself lost or in an area where you

feel uncomfortable, act as though you are very confident in what you are doing. Walk tall and with good posture, focusing on the path ahead. This will help make you look less vulnerable. It is preferable to walk with a friend.

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**“If something doesn't feel right or you have a suspicion, trust that inner voice.”**

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- When you are out and about, keep your valuable items such as purses, wallets, cell phones, etc. on you at all times. Do not leave them in your car or unattended in shopping carts or at the dinner table. Thieves can act quickly to get these items from you.
- It is okay to be suspicious of door-to-door salesman. Some of these

salespeople are more interested in entering your house than actually making a sale. It is okay to speak with them through a closed door or to put up signs that say “No Soliciting” to deter these salespeople.

- If you are being attacked, stare down criminals and yell for help. If you are approached one on one by a criminal, look them in the eyes and try to gather some distinguishing features about them. Staring them down might make them second guess making you a victim. Also, yelling for help not only attracts attention from nearby people, but it can also fluster and frustrate the criminal.

- Don't stop for strangers. Even though it may be your instinct to pull over and help a person on the side of the road or on the sidewalk, the safe thing to do is call 911 and continue driving. Some of

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Introducing the...

## “Credit Rewards” referral program!

### Refer your friends to WH Security and receive up to \$275 in credits!

One Friend = \$40

Two Friends = \$85

Three Friends = \$135

Four Friends = \$200

Five Friends = \$275

That's a potential **\$275** credit!

For every friend that signs up, we will give you a credit toward your security account. This credit can be applied toward monitoring and/or upgrades to your security system. Contact us for details.

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**WH Security**  
The Power to Protect

A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association

\*Certain restrictions may apply. Current customers must be in good credit standing. Credits will be applied to customer accounts, once friends sign new three-year security agreements. The maximum credit per household is \$275 within a one year period. Offer expires October 29, 2010.

CUSTOMER SERVICE: 763-477-3000

[WWW.WH-SECURITY.COM](http://WWW.WH-SECURITY.COM)

WH SECURITY DISPATCHER

these people look like they need help and instead take advantage of people willing to help.

- Listen to your inner voice. If something doesn't feel right or you have a suspicion, trust that inner voice.

- Lock your doors. Whether you live in a heavily populated city or in a very rural area, it is important to make boundaries. Sgt. Johnson recommends doing this by locking your house's doors whether you are home or away. He also urges everyone to always lock their car doors and to not keep valuables in the car.

- Call 911 in the event of an emergency. Never feel embarrassed to call 911. If you have a feeling that something is wrong or if you aren't quite sure if your situation is actually an emergency, it doesn't hurt to call 911. No one will make fun of you for calling for help.

## Tell a story about how your security system helped in a time of crisis and receive three months of free monitoring

See how other customers of WH Security have benefitted from having a security system online! WH Security is now a member of an online video sharing website called YouTube.

WH Security's YouTube channel currently features videos of customers recalling times when their security system saved them from disasters. One video even shows how your security system works in the event of a burglary.

**"If we decide to create a video and feature it on YouTube, you will receive three months of free monitoring."**

Check us out on YouTube today at <http://www.youtube.com/user/WHSecuritymn>.

Do you have a story about how your WH Security system helped you in a time of crisis and think it would make a great YouTube video? Send us an e-mail at [marketing@wh-security.com](mailto:marketing@wh-security.com) or call us at 763-477-3111 to tell us your story.

If we decide to create a video and feature it on YouTube, you will receive three months of free monitoring.

Contact us today to become our next video star!

### Expert advice...

## Check your security system before you leave on vacation

During the summer months, many of us retreat to cabins for the weekend or take vacations and visit places far away. Just as important as packing your toothbrush is

remembering to check your security system well in advance of your departure to ensure that it is functioning properly.



**Phil Haataja**  
WH Security  
Manager

**Low batteries**  
If any of the components of your security system are beeping, you could have low batteries.

Likewise, some keypads will alert you that batteries are low. It is important to change these batteries right away, to ensure that all your sensors will be working while you are away.

sensors from us by calling 763-477-3000 or online at [www.wh-security.com](http://www.wh-security.com).

**"It is extremely important to make sure that your system is operating correctly"**

### House guests/home caretakers

If you are leaving home, but are having house guests stay at your home or someone watching over your house, there are a couple things you should do before you leave. First, show those people how to use the system. Second, call the monitoring center at 763-477-4275 and have your house guest or your home's caretaker be the primary emergency contact (temporarily). They can even be given their own password

in the event of an emergency so that you do not have to supply them with your password.

By calling the same number, you can also update your emergency contact list. This should be updated often to ensure that the most recent contact information is listed.

### Test your system

It is extremely important to make sure that your system is operating correctly well before you leave in case a component must be repaired. You can do this by putting your system in test mode, arming it and setting it off.

Put your system in test mode before testing the system by calling 763-477-4275. Then, set off your alarm and call again to ensure the signal was properly received by our monitoring center.

If you have any questions about your system, please call us at 763-477-3000.

You can order new batteries for these