



The **WH Security** The Power to Protect

A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association

Nov./Dec. 2011

Dispatcher



WH Security system prevents break-in

David and Kellie Wolfe purchased a WH Security system in 1994 for their cabin. The original purpose of the security system was to help them monitor their property for storm damage. However, the system has now prevented a burglary from happening – 15 years after the system was installed.

“We had it installed so that if a tree limb fell and broke a window, we could get up there and repair it before animals got in or weather damaged the cabin,” said David.

The Wolfes had just sealed their cabin up for the winter in late October when they were alerted by WH Security that a glass break sensor had been set off at the cabin.

Kellie received the initial call from WH Security’s dispatch center alerting her that the sensor had been set off. The dispatcher told her that the police were on their way, but gave her the option to cancel police



WH Security alerted David and Kellie Wolfe of a break-in that occurred at their cabin right after they sealed the building up for the winter.

assistance if she didn’t think it was necessary.

“I was pretty nervous,” said Kellie. “I didn’t know if someone had tried to break in or if a tree limb had fallen through a window, which is why I told them to go ahead and send the police.”

When the police arrived, the burglar had already been scared off by the alarm, and luckily, nothing was taken from their property.

“Without our security system, they could have literally taken everything out of our cabin,” said David. “We’d show up later – maybe even months

later. It could have been cleaned out, doors open, animals and weather could get it. It would be totally insecure.”

In addition to preventing a burglary, the Wolfe’s WH Security low temperature sensor has also alerted them twice when their furnace stopped working, preventing frozen pipes and extensive damage from occurring to their cabin.

“For people who have cabins, I would really recommend getting a security system,” said Kellie.

David agreed, saying: “It really gives you peace of mind.”

Sign up for alarm alerts



Sign up to receive free alarm activity alerts via email or text message.

Just go to www.wh-security.com, click on “My account,” then “Receive alarm alerts” and fill out the online form.

Ways to make alarm systems pet friendly

Are you thinking of getting a pet, but worry about it setting off your alarm system? Many people wonder if security systems and pets are a bad combination, but alarm systems can be designed to accommodate households with pets, greatly reducing the likelihood of pet-triggered alarms.

The sensor that typically causes the most concern in regards to pets accidentally setting off an alarm are motion sensors. However, these issues can be avoided by using other

devices to cover the same areas – for example: glass break sensors. As their name implies, glass break sensors will trigger an alarm if glass is broken by detecting the high-decibel noise that shattering glass makes. These sensors are a great fit for families with pets.

For more information on pets affecting alarm systems, check out WH Security's blog at <http://goo.gl/SdQAG>, or call a service representative at (763) 477-3000.



Security systems can be designed in a way that will minimize pet interference.

Be mindful of carbon monoxide this winter

The risk and frequency of carbon monoxide (CO) poisoning increases dramatically as people turn on their furnaces. With the onset of cold weather, this is an important time of year to take precautions and protect your home from CO.

CO is an odorless, invisible gas produced from the combustion of fossil fuels, which is how heat is produced in furnaces and ovens that are fueled by LP or natural gas. The

CO produced from these types of sources, if not properly ventilated, can cause harm to people and animals.

There are ways to protect your home from this harmful gas. CO detectors are available that will make a loud noise if CO levels in your home rise above a certain point. These sensors will alert whoever's in the home of a problem.

However, if you you'd like to be alerted of a CO leak while you're away, you can have a CO sensor installed as a part of your security system. By doing this, your CO sensor will be monitored 27/7 just like the other sensors in your home.

For more information about protecting your home from CO, check out WH Security's blog at <http://bit.ly/rU1U5X> or call a representative at (763) 477-3000.

Keep your contact information up-to-date

If your phone number, billing address or name has changed, please let WH Security know.

This information is crucial to properly maintaining your account and helps WH Security provide you with the best service possible.

If there has been any change in your contact information, please notify WH Security as soon as possible by calling (763) 477-3000, or emailing info@wh-security.com.

Five tips to prevent burglaries during the holiday season

Did you know that nearly 400,000 burglaries occur in the U.S. each year during November and December alone?* Of those burglaries, single-family homes are the most frequent victims. Burglars view the holiday season as an opportunity to swipe gifts, credit cards and cash lying out in the open.

To prevent yourself from becoming a statistic, there are several things you can do:

1. Close your curtains when you're not home.
2. Don't place gifts in locations that are easily seen from windows.

3. When breaking down boxes from expensive gifts, turn them inside out.
4. If you'll be away for the holidays, place your lights on a timer, and have your neighbors pick up your newspaper every day so that it looks like you're home.
5. If it snows while you're away, have a neighbor leave vehicle tracks in your driveway so it looks like your home was recently visited.

*Source: FBI