



WH Security The Power to Protect

A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association

The Dispatcher

www.wh-security.com • (763) 477-3664 • info@wh-security.com

January/February 2015

Remotely control your thermostat while away

Have you ever wanted to adjust or check your home's thermostat setting while you are away? With WH Security's interactive system you can easily view and control your thermostat settings through a simple, user-friendly website and mobile phone app. The system works with WH Security systems and is powered by Alarm.com. The service allows you to:

- Remotely view and change your thermostat setting anywhere you have an Internet connection
- Save energy by setting custom schedules
- Check the temperature in your home when away on vacation

- Receive custom text or email alerts when the temperature in your home drops too low or becomes too high

In addition to thermostat controls, the Control My Home interactive system offers a variety of other home energy management and security features. For instance, a user can remotely lock doors, turn lights on and off or set automatic light schedules.

For more information, call a WH Security representative at (763) 477-3664 or visit: <http://goo.gl/QHhWaa>.



Control your thermostat from any device, smartphone or computer that connects to the Internet

Thank You

Thank you for your business, we appreciate it

Identity theft protection services

According to the Bureau of Justice Statistics, about 16.6 million U.S. residents were victims of identity theft in 2012 and that number continues to increase. To help, WH Security has partnered with Zander Insurance Group to provide members with an affordable and effective identity theft protection plan, starting at \$6.75 per month. This service provides a recovery plan and reimbursement benefits should the customer fall victim to the crime.

While most identity theft plans focus only on financial fraud, WH Security's plan provides a variety of protection by monitoring and covering the following:

- Social Security ID Fraud
- Child ID Theft & Family ID Fraud
- Tax ID Fraud
- Employment ID Fraud
- Benefits ID Fraud and Criminal Activity

For more information on identity theft call a WH Security representative at (763) 477-3664 or visit: <http://goo.gl/SLWz1m>.

WH Security The Power to Protect

WH Security is converting from 2G technology

You may have heard that the Federal Communications Commission (FCC) has made the decision to stop supporting cellular service that uses 2G technology. They are requiring upgrades to all cellular towers between now and 2017. As new cellular communication technology enters the scene, adjustments need to be considered and implemented to ensure proper signal communication. Through 2017, national cell carriers such as AT&T, Verizon, etc. will be phasing out 2G technologies and replacing it with 3G technology.

Why this is important:

For security customers who have 2G technology as part of their security system, we want to make sure the cellular device in your home sends the signals to the central station in a timely and accurate manner. Without upgrading the 2G devices, there is a possibility signals could be intermittently sent or not sent at all.

What you need to do:

WH Security representatives are ready to work with you on viable solutions to ensure proper communication. We have a variety of options for customers to consider and most of them come with little or no expense to you.

If you have cellular communications as part of your security system, please call (763) 477-3664 between 8 a.m. and 4:30 p.m. to speak with a representative and discuss your options. We will be happy to answer any questions you may have.



Stay safe in cold weather with WH Security's freeze sensors

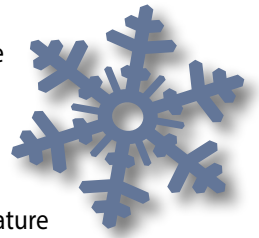
Protecting your home or cabin from intrusion is always a top priority, but WH Security doesn't stop there. Environmental damage and destruction are possibilities that every homeowner needs to protect against. This is particularly true during the cold winter season, which is why WH Security offers freeze and temperature drop sensors.

WH Security's freeze sensors are designed to alert you when your furnace is not working properly. In the winter, furnace malfunctions could cause a property's temperature to drop, leading to frozen pipes. If frozen pipes burst, they can cause damage to appliances, belongings and walls. The damage can be especially harmful if it goes undetected at a vacation property that is far away, such as a cabin that is rarely used during the winter months.

Luckily, freeze sensor technology is designed to keep you informed before the temperature

drops enough to cause frozen pipes. Freeze sensors are typically centrally mounted in the home, and detect if the in-home temperature drops below 45 degrees Fahrenheit. If this situation occurs, the sensor will alert your monitoring center. Dispatchers will then inform you of the situation right away, avoiding damage caused by frozen pipes. These sensors are inexpensive to purchase and they do not increase your cost of monthly monitoring. They also add great value to your security system by protecting your home during the cold winter months.

If you would like more information about WH Security's freeze sensors, call a WH Security Representative at (763) 477-3664 or visit <http://goo.gl/gakZgF>.



Sign up for FREE alerts!

As a WH Security customer, you can receive FREE reminders to test your WH Security system, via text or email. You can also receive alerts when alarm events occur. The WH Security monitoring center will be notified as well. To sign up, visit: <http://goo.gl/Vryb8G>.

(763) 477-3664
www.wh-security.com



WH Security offers convenient payment options

WH Security provides various payment options, making your monthly billing as simple as possible. The following choices are available to you:

EZ Pay (automatic bank draft): With the EZ Pay option, paying your WH Security bill is made easy. Your payments will be made automatically from your bank account or credit card each month. When signed up for EZ Pay, there is no need to worry about late fees and you can pick from a range of due dates.

Online payments: For quick payment of your bill, WH Security offers the convenience of online payments. You can pay your WH Security bill using a Visa, MasterCard or Discover credit card, as well as a debit card or e-check. All payments are processed via a secure website. In addition, you will receive an email notifying you when your bill is ready.

For more information or to sign up for one of these payment options, contact a representative at (763) 477-3664.