



WH Security
The Power to Protect
A wholly owned subsidiary of Wright-Hennepin Cooperative Electric Association

The Dispatcher

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Using Control My Home while on vacation

We've all done it. We've gone on vacation, left for a weekend, and as soon as getting midway through the drive realize the front door wasn't locked, the alarm wasn't set, or the thermostat wasn't changed.

Instead of having to turn around or call a neighbor or relative to go check on your house, you can arm your alarm, lock your doors and control your thermostat from a mobile phone or tablet with WH Security's Control My Home service. You can also turn lights on or off, and even set a lighting schedule to make it appear like someone is home.

Control My Home is powered by Alarm.com, which will also send text messages or emails should an alarm be



While on vacation, keep an eye on your home with WH Security's Control My Home interactive service.

triggered. Custom alerts can also be created.

Wondering how your cat is doing

while you're away, or if the neighbor kid is pulling their tail too much while checking in on your home? Access video equipment around your house with Control My Home, and you can literally see what's going on while relaxing on the beach or sitting around a fire.

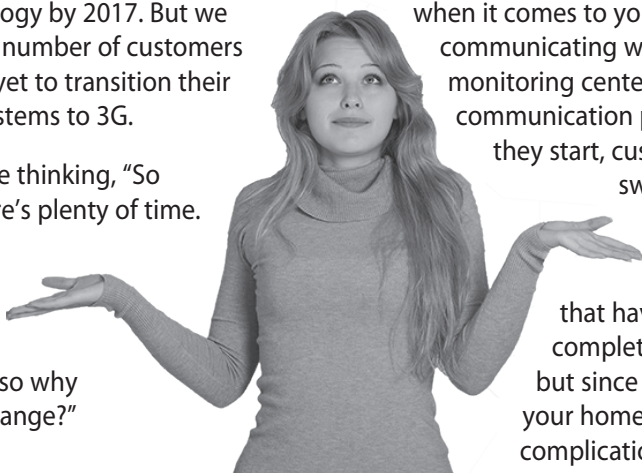
Vacations are supposed to be a time to sit back and unwind, so set your mind at ease with Control My Home. And be sure to check out this blog on home security tips for vacationers at: <http://goo.gl/qP3JFx>.

To learn more about Control My Home services offered through WH Security, call a representative at (763) 477-3664, or visit the Control My Home webpage at: <http://goo.gl/vX4VKE>.

If it's not broken, why fix it? The 2G to 3G conundrum

By now, you should have encountered numerous messages about the Federal Communications Commission's decision to phase out cellular service utilizing 2G technology by 2017. But we still have a number of customers who have yet to transition their security systems to 3G.

You may be thinking, "So what? There's plenty of time. Plus, my system is working just fine right now, so why should I change?"



As more and more bandwidth is dedicated to 3G/4G communicators, devices using 2G will be forced onto a slower bandwidth, which will cause issues when it comes to your security system communicating with WH Security's monitoring center. In order to avoid communication problems before they start, customers should switch to 3G as soon as possible.

We understand that having this service completed can be a hassle, but since it means keeping your home secure without complications and avoiding a

monitoring lapse of your system, it's well worth it. Plus, if you plan to continue your security service you will need to complete this upgrade sooner or later, so why not avoid last-minute scheduling?

To help out, WH Security will cover the trip and labor to make your system 3G compatible in most cases. The rest of your system components will remain the same.

Simply call (763) 477-3664 between 8 a.m. and 4:30 p.m. to speak with a WH Security representative, who can explain your options.

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Be aware of door-to-door scams this summer

Unfortunately, summer is the peak season for door-to-door scammers. You have probably encountered legitimate salesmen who also take part in this practice, but already this year there have been reports of phony salesmen knocking on doors. Scams can involve selling roofing, gardening services and security systems, as well as other services. If you should find salesperson at your door, be wary and keep these tips in mind:



Don't answer the door:

If you want to avoid any such situations, simply steer clear of it by refusing to answer the door. However, if you choose to answer the door, use a window or peephole to confirm who is at your door. Also, don't let unknown persons inside your home.

Ask for identification

Always ask for identification from anyone you do not know before allowing them to enter your home. Appropriately licensed salespeople will have these credentials and should gladly show them to you. Also, ask for phone numbers and addresses of the business' local and main offices, as well as printed materials with the information they are presenting.

Be skeptical, and remember that you don't have to listen to their pitch:

Don't believe any sales pitch until you have had an opportunity to verify the information. A reputable company doesn't rely on pressuring customers into on-the-spot deals. They want to earn your business, properly inform you and give you a deal after you take time to research their company and product. You can verify that the company is authentic by checking the Better Business Bureau at www.bbb.org. If you feel like you're being pressured into a sale, remember that it is your home and you don't have to listen to their pitch.



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Hitting the road this summer? Consider these safety tips

I'm sure that before heading out on a vacation you probably make a checklist of all the things you need for the trip. Having a security system, especially an interactive one that allows you to control it from a mobile device, helps make you feel like your home is secure while you're away. But before you take to the road with your family this summer, consider these tips and precautions:



Leave your worries at home when you take a trip this summer with these tips.

• Make sure your contact list is current

– Updating your call list with accurate and up-to-date phone numbers and names will give you added peace of mind by ensuring the proper individuals are alerted should your alarm be set off.

• Have a neighbor or relative tend to your home

– Newspapers piled up outside your door and an unkempt yard are dead giveaways that you're not home. Before leaving on vacation, talk to a friend, relative or neighbor about taking care of these tasks.

• Don't post travel plans on social media

– Taking a vacation is an exciting experience, and a lot of times we want to share our joy with our friends. Keep in mind that anyone could see the information you post, including when your home will be nice and empty while you're away.

• Unplug your appliances

– If you're not home, there's no need to leave most

of your appliances plugged in. Not only will this protect you from damaging power surges, but it will save on power as well.

• **Remove your spare key** – Don't do burglars a favor and leave a clean entry into your home with a key under a mat or in a flower pot. Bring any hidden keys inside while you're away, or leave them with a trusted neighbor or relative.

No one wants to fret about their home while they're on vacation. Unfortunately, some instances are out of our control when it comes to damages incurred on our home, but taking some proper precautions before you leave can ease your mind and help limit or prevent such situations.

Free Monitoring-For-Life!

Just for telling your friends about WH Security

**With each referral that signs up,
you get \$50!**

**When you get to seven referrals,
you receive Free Monitoring-For-Life!**

*To refer friends, call (763) 477- 3664, or visit
wh-security.com and click on "My Account"*

Certain restrictions apply

