



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



# The Dispatcher

[www.wh-security.com](http://www.wh-security.com) • (763) 477-3664 • [info@wh-security.com](mailto:info@wh-security.com)

December/January

## Tips to keep your home safe over the holidays

❄️ For most people, the holidays are a joyous time of year filled with celebrations, friends and family. But for cowardly opportunists like thieves, the holidays are the perfect time to see what's not only under your Christmas tree, but your whole house.

Ensuring that your home is safe and secure is important. The following tips can add extra piece of mind before you and your family take off this holiday season: ❄️

**Unplug appliances:** In order to protect your home and belongings from electrical fires or a power surge, unplug all unnecessary appliances that are not on timers. Be sure to unplug large appliances like TVs and computers, and even small appliances like your coffee maker and toaster. You can easily cut power to multiple appliances by turning your breakers off. WH Security offers fire sensors that are monitored 24/7, which means that the proper authorities will be alerted to an emergency whether you're home or away. To find out more check out: <http://goo.gl/CDW6JK>.

❄️ **Check pipes:** Oftentimes, people lower the temperature of their home when they're gone for an extended period of time over the holidays. This is a good idea, but make sure there's enough heat to keep the water pipes in your home from freezing. Ask a neighbor or relative to check your faucets while you're away, and take extra precautions by insulating your



**Remember these tips and precautions to keep your home secure and your mind at ease this holiday season.**

❄️ pipes. Or, if you would like to get an alert whenever your in-home temperature drops below 43 degrees, have freeze sensors installed by WH Security.

Once your temperature drops below that threshold, the sensor will alert our monitoring center, which will then notify you. For more information, call (763) 477-3664 or visit <http://goo.gl/JDRXfG>.

❄️ **Keep travel plans to yourself:** A lot of people like to proudly post vacations or trips they're taking on social media. While you may just be displaying your excitement, you might also be inadvertently scheduling an appointment for a local thief to come and scope out your home. Likewise, you should hold off on posting pictures of your vacation until you're home. You never know who has access to your profile on social media, and people can pass along information easily. But if

you would like to check in on your home while you're away and make sure there aren't any unwanted visitors, ❄️ WH Security has video cameras that are accessible from smartphones or tablets: <http://goo.gl/WXcFkY>.

**Inventory your valuables:** Create a detailed inventory of your valuable possessions in the event of a burglary or home fire. Include a description of the items, original value, date of purchase and serial numbers. Be sure to keep a copy somewhere safe outside of your home. An easy way to take an inventory of all your things is by taking photos of your valuables. ❄️

**Control your home whenever you're away:** Advances in technology have made it possible for homeowners to not only keep an eye on their home while away, but also control it. In addition to a professionally-monitored home security system, WH Security offers Control My Home services that allow users to control their home's thermostat, cameras, lights, locks, security system and outlets from anywhere they have an internet connection. Users can check in and make sure their thermostat is working correctly, and even set lighting schedules to make it appear like someone is home. ❄️

For more information, call a representative at (763) 477-3664 or visit the Control My Home page at <http://goo.gl/DN4qXZ>.

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# Protect your family from carbon monoxide

Did you know that November, December, January and February are top months for carbon monoxide (CO) poisoning incidents? CO is a poisonous, colorless, odorless, and tasteless gas. At high levels CO can be dangerous to human health and even threaten your life, but luckily it is very preventable. Here is what you can do to protect you and your family from CO this winter:

- Make sure that air vents are not blocked.
- Do not use a gas oven to heat your home, even for a short time.
- Never use a charcoal grill indoors, even in a fireplace.
- Avoid sleeping in a room with an unvented gas or kerosene space heater.
- Never idle the car in a garage, even if the garage door is open. Fumes can build up very quickly in the garage and living area of your home.
- Do not use any gasoline-powered engines (mowers, weed trimmers, snow blowers, chain saws, small engines or generators) in enclosed spaces.
- Never ignore symptoms, particularly if more than one person is feeling them. If CO poisoning is suspected, exit the space immediately and call 911.

In addition to the CO information above, it is very important to have a CO sensor in your home. Because carbon monoxide is toxic, colorless, odorless and tasteless it makes it very difficult to detect without a sensitive CO detector. WH Security has CO sensors that monitor air quality inside your home. These sensors are monitored 24/7 by our monitoring center, which contacts you immediately in the event CO is detected. For more information, please visit <http://goo.gl/Yswc8s> or call a representative at (763) 477-3664.

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# Wintertime and senior safety

Winter brings about many hazards for everyone. But our elderly loved ones can especially feel at risk due to snow, ice and freezing temperatures, so here are some things to keep in mind when it comes to keeping them safe this winter:

Slipping and falling on ice is probably the most common cause of injury for seniors during winter. Be sure to wear boots with non-skid soles, and walk on plowed or cleared pathways. Falls also commonly occur inside of homes, so try to keep walkways clear and unobstructed.

It doesn't take long for anyone to get frostbite in the middle of a Minnesota winter, and seniors who have trouble walking face increased exposure times. Combat cold temperatures by dressing in layers and utilizing mittens, heavy socks, a warm hat, and a scarf. Remember, you can take a layer off if you're too hot, but you can't always add an extra layer.

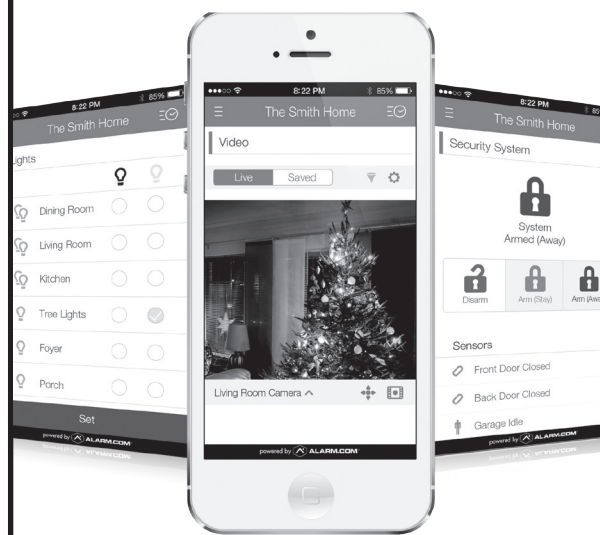
If you have a loved one who you're worried about leaving alone during the winter months, consider getting a medical alert system from WH Security. These systems require your loved one to wear a bracelet, belt clip or necklace with



**Keep your loved ones safe this winter with a WH Security medical alert system.**

an emergency button they press when an incident occurs - signaling the monitoring center that they need help. Medical alert systems provide around-the-clock assistance with professional dispatchers. In the event of an emergency, dispatchers will contact your loved one live, through the medical alert. If no response is received, medical personnel are dispatched immediately to assist. GPS tracking capabilities are also available. For more information, call a representative at (763) 477-3664 or visit <http://goo.gl/BVhRUH>.

## Home for the holidays ...even if you're not



In addition to your professionally-monitored system, WH Security has a revolutionary wireless service that enables you to always know what's happening at home. With alert notifications and state of the art services like video monitoring, interactive security, thermostat adjustment and light control, you'll have confidence knowing that the people and things you love will stay safe.

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