

# CASIA Communicator



Volume XXXI Number 8

December 2011

Connecticut Alarm & Systems Integrators Association, Inc. Publication • P.O. Box 7290 Wilton, CT 06897 • Tel. 203-762-2444

*We need a Little Holiday Cheer!*

**CASIA's Holiday Party**

**Thursday, December 15, 2011**

**6:30 p.m. • Laurel View Country Club**

**Members, make our party your company holiday party!**

**Definitely the more the merrier!**

*Live Music*



**RSVP today!**



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**THURSDAY, JANUARY 26, 2012**

**Two significant happenings on one night:**

**ELECTION OF  
CASIA'S  
2012 -2014  
OFFICERS**

*Proposed Slate on pg.4*

**Newly elected  
"volunteers" need your  
show of support!**

**ANNUAL POLICE  
SERVICES NIGHT**

*Postponed due to the  
fall Noreaster*

**We look forward to  
your participation**

**And pray for no snow!**



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# Communicator

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(800) 762-3099 (CT) • Fax (203) 762-9211  
Web site: [www.casiact.org](http://www.casiact.org)

Charter State Association of the  
National Burglar and Fire Alarm Association, Inc.  
Associate Member: Connecticut Police Chiefs Association  
Member: National Fire Protection Association (NFPA)

## Executive Committee

### President

Jason E. Sokol  
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## Past Presidents

Bob McVeigh (2008-9)	Mark Resko (1994-5)
Walter "Harvey" Clark (2006-7)	Robert Rossman (1992-3)
Susan R. LaFond (January 2006)	Carl Spiegel (1990-1)
Richard G. Weiss, CPP (2004-5)	Russ Fraser (1988-9)
David W. Wilson (2002-3)	Horton Spitzer (1986-7)
Howard Friedman (2000-1)	Irv Shiffrin (1984-5)
Daniel Budinoff (1998-9)	P.W. Orvis, Jr. (1980-4)
James Orvis (1996-7)	

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## Committee Heads

Education	Government Affairs	Program
Joel Kent (860) 298-9769	Carl Spiegel (860) 442-2016	

Legislative Committee Chairman - John Yusza, Jr. (203) 269-3591

## NEACC Representative

Paul Hoey (800) 645-9330 x355 Alt- Mark Resko (203) 377-5555

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## CASIA's Next Events for 2011/12

**December 15**

### Holiday Party

6:30 PM at Laurel View

Members, make our party  
your company holiday party!

Live Entertainment

Please bring a wrapped unisex gift for  
Santa's grab bag.

AND an unwrapped toy, game or clothing  
Children ages 5-14 for Boy's Village, Milford  
We look forward to the pleasure of your company.

RSVP today!

**January 26**

ELECTION of OFFICERS  
and POLICE SERVICES NIGHT

Laurel View Country Club • 6:15 p.m. Social Hour

Guest Speaker: Jerry Longo

Sgt Connecticut State Police (Ret.)

CASIA Police Person of the Year Award

VENDOR EXHIBITS

## 2012 MEETING CALENDAR

CASIA meetings are held the last Thursday of the month  
at Laurel View Country Club unless otherwise noted:

6:15 PM Social Hour; 7:00 PM Dinner

January 26	Police Services Night/Annual Meeting & Election of Officers
February 23	Membership EXPO! / Vendor Exhibits
March	No meeting. See you at ISC West
April 26	Fire & Code Officials Night
May 31	AUCTION!
June 28	Lobsterbake & Barbeque / Fairfield Beach
July 26	GOLF TOURNAMENT / Lyman Orchards
September 27	Membership Meeting/Ron Davis, keynote speaker
October 25	Membership Meeting
November 29	Membership Meeting
December 20	Holiday Party

## Other Important Events in 2012

March 27-29	Tuesday	AIREF Golf Tournament	
	Wed - Thurs	ISC WEST Sands Convention Center, LAS VEGAS	

Wednesday, May 23 NEAAC GOLF Tournament

Northwest  
**Security Systems**  
Contractors Expo



I hope the weather did not reap too much havoc for you and your firm and that this letter finds you all well. The storm is over and the power is back on...that is until our first ice storm hits.

On the power note...Being in this industry power issues can cause many problems for both our company and our central station. The one thing to remember, however (and I attribute this to my Boy Scout training) is to Be Prepared. Have an Emergency Action Plan (EAP) prepared ahead of time to accommodate for loss of power, increased phone activity and increased staffing. Ensure that backups performed at acceptable intervals and stored securely at an off-site facility or DRC. Secure a backup form of communications in the event of phone line loss. Most of all, keep your clients informed. Consider utilizing various forms of communication including social networks to let your clients know you're on top of things.

If you do not have an EAP in place and aren't sure where to begin, contact your insurance carrier. Most large companies have risk retention groups who will provide you with templates to guide you through the process of emergency planning. These are usually offered at no charge, or included with your policy coverage. These are generic templates so customi-

zation to your particular company and our industry will be necessary, but they are excellent guides for the beginner.

If you were able to attend ISC Solutions in November you know that the show had a great turnout and once again proved successful. Congratulations to Tom Several and his staff for all of their hard work organizing the event. Mark your calendars for next year when the show will be October 31<sup>st</sup> and November 1<sup>st</sup>.

CASIA's Holiday party is December 15<sup>th</sup> at 6:30 pm at Laurel View. Please bring a unisex gift for Santa's grab bag and an unwrapped toy, game or clothing suitable for a boy between the ages of 5-14. These items will be donated on behalf of CASIA to Boy's Village in Milford.

January 26<sup>th</sup>, 2012 will be our annual meeting & elections of officers when I will take on the most coveted title in all of CASIA "Past President" (this is where I would insert "lol" if texting). Our January meeting is being held in conjunction with Police Services Night. Please put this date into your calendar and plan on attending. The turnout should be quite favorable and this shows law enforcement officials statewide the power of our industry when we all come together.

I wish each of you a joyous holiday season and a happy, healthy, prosperous 2012!

*Jason Sokal*

## CASIA Proposed Slate of Officers - Two year term, 2012 / 2013

President	Dana Klesh (United Alarm Services, Inc., Brookfield, CT)
1st Vice President	Andrew Wilson (Fireworks, LLC, Cheshire, CT)
Secretary	David Wilson (Berkshire Alarm, Litchfield, CT)
Treasurer	Joseph Gurga III (Sterling Security, Waterbury, CT)
<b>Regional Vice Presidents</b>	
Hartford	Michele Fredericks (CT Home Automation, Cheshire, CT)
Litchfield	David Dubaldo (Dubaldo Security, Manchester, CT)
New London	Erik Turnquist (Standard Security, Bridgeport, CT)
New Haven	Dominic Prete (Reliable Detection, Hamden, CT)
Fairfield	Gerald Longobardo (Longhall Security, North Haven, CT)
Windham/Tolland	Dan DePaolo (Monitor Controls, Wallingford, CT)
<b>Associate Member Representatives</b>	
Julie Robillard	Centra-Larm Group of Companies, Manchester, NH
John Alberino	MRI Direct, Plainville, CT



The 9th Annual Alarm Research and Educational Foundation (AIREF) golf tournament will be held Tuesday, March 27, 2012 at the Revere Golf Club in Las Vegas. Help support AIREF by purchasing one of the many sponsorship packages available. Take part as a player and enjoy exciting golf with other industry professionals. Single golfers and pairs are welcome – our golf committee will set you up in a foursome. It's a great way to golf without guilt, spending quality time with clients, and networking with industry colleagues. Golfers know great ideas for business are seeded on the greens!

Funding for AIREF ([www.airef.org](http://www.airef.org)) is derived almost solely from this event so make sure you mark your calendar and lend your support to this important foundation.

For more information about the golf tournament and sponsorship opportunities call (203) 762-2444 or email Pat Remes at [premes@airef.org](mailto:premes@airef.org).

## 9<sup>th</sup> Annual AIREF Golf Classic @ ISC West Player REGISTRATION FORM Tuesday, March 27, 2012

**Revere Country Club / Lexington Golf Course, Las Vegas / Shotgun Start at 8:45 a.m.**



### REGISTRATION

Golf Tournament and Post-Play Reception @ Revere  
Full day of fun, food, beverages, prizes and tournament awards!  
Duffer Mulligan Packet (2 Mulligans + 4 raffle tickets)

Fee	Quantity	Total
\$300.00 each	_____	\$ _____
\$100.00 each	_____	\$ _____
<b>Total to be paid:</b>		<b>\$ _____</b>

*Company Name:		
*First Name:		
*Last Name:		
*Address:		
*City:	*State:	*Zip:
*Phone:	*E-mail:	

#### Golfer Registration

Name	Company	Email	Cell Phone	Golfer Handicap	BUS Yes or No

#### \*Required

<input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express <input type="checkbox"/> Check (payable to AIREF)	
*Credit Card No:	*Exp Date:
*Card Holder Name:	
*Card Holder Signature:	

Please fax or mail form to: AIREF Golf Classic, P.O. Box 7230, Wilton, CT 06897 Fax: 203-762-9211  
To register by phone or for additional information or questions contact Pat Shea Remes, 203-762-2444, [premes@airef.org](mailto:premes@airef.org)  
Visit the AIREF Website @ [www.airef.org](http://www.airef.org)

# Education Schedule Spring 2012

Spring education is being finalized and will be in the next *Communicator* and online at [www.casiact.org](http://www.casiact.org)



## 2012 CEU REGISTRATION FORM / one registrant per form

**License Holder's Information / all fields of information must be completed / please print clearly**

Name: \_\_\_\_\_  
Last \_\_\_\_\_ First \_\_\_\_\_  
Home Address: \_\_\_\_\_ Town: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Date of Birth: \_\_\_\_/\_\_\_\_/\_\_\_\_ License(s) Type (ELC): \_\_\_\_\_ License(s) # \_\_\_\_\_  
Home Phone # \_\_\_\_\_ Cell Phone # \_\_\_\_\_ Email: \_\_\_\_\_  
Optional / company working for at present \_\_\_\_\_

## 2012 CONTINUING EDUCATION CASIA School Code # 1290

**4 HOURS MANDATED FOR LOW VOLTAGE LICENSE RENEWAL. CASIA's "CUSTOMIZED" COURSE MAKES CASIA CEU TRAINING UNIQUE FROM OTHER PROVIDERS**

Location: Four Points by Sheraton, 275 Research Parkway, Meriden, CT 06450

Hours are 8:00 a.m. to 4:00 p.m.

**Thursday, April 12; Saturday, May 19; Saturday, June 9; Friday, September 7, 2012**  
Course of Study

## NEC / 2005 to 2011 Understanding Code Revisions

Deadline for registration is 2 weeks prior to class date. Cancellation policy: Full refund will be issued 10 days prior to class. Less than 10 days, a \$40 administration fee will be charged. No shows will forfeit all registration fees.

VALUE is in  
Content!

PLEASE KEEP A COPY OF THIS FORM FOR YOUR PERSONAL RECORDS

**Registration: \$99.00**

To be admitted to class, you **MUST BRING** your copy of the new 2011 **NEC Code Book** to class. Codebooks can be purchased at local electrical supply houses and distribution centers. **No student will be allowed to participate in the class without their own copy of the Codebook**

**To register: Mail / Fax / E-mail / Call CASIA**

Enclosed is my check for: \$ \_\_\_\_\_. Charge my credit card: MasterCard \_\_\_\_\_ Visa \_\_\_\_\_ AMEX \_\_\_\_\_

Name on Card: \_\_\_\_\_ Card #: \_\_\_\_\_  
Exp. \_\_\_\_\_

Curriculum manual will be given as part of the registration fee. There is NO test at the end of class. You must be present at the end of the course to receive your Certificate of Attendance. There is a \$25 charge for *replacement* certificates.

Note: A licensee shall not be required to comply with the continuing education requirements for the licensee's first renewal. For example, if you received your original license in November 2011, you are not required to take continuing education for the 2010-2011 year. If you received your original license before September 30, 2011, you are required to take continuing education.

CASIA submits an electronic record of your attendance to PSI Examiners for the State. It is your responsibility to keep a copy of your Certificate of Attendance.

Connecticut Alarm & Systems Integrators Association  
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## Pros & Cons of state licensing.

Here's a comment added by John Yusza, Jr.

To follow the story from the beginning go to <http://www.kirschenbaumesq.com/emailarticles.htm> November 8, 2011 Comments on Licensing.

*Everyone should have the opportunity to teach the NTS courses. The technical level of the students when they first arrive gives you insight to what an undereducated unlicensed installer let loose on the public would be like. Successful completion of any NTS course shows you what they have the ability to become. Almost all state licensing requires some classroom and supervised field experience.*

*Speaking for my state and its alarm association (CA-SIA). Our industry has been virtually left untouched by any regulation because we regulate ourselves. Where self regulation is absent the state is always willing to find a reason and a way to help correct the problem.*

Respectfully,  
John W. Yusza, Jr.  
President

### Directions to Laurel View Country Club

310 West Shepard Avenue, Hamden, CT 06514  
[www.laurelview.net](http://www.laurelview.net) 203-287-1988

#### From the North or South/Interstate 91:

Take I-91 to Exit 10 (Mt Carmel/Cheshire) Rte 40 (Exit 10 puts you on the Rte 40 Connector running from I-91 to Whitney Avenue, Hamden). Take Rte 40 Connector to the end. Bear left at the fork. Take a left onto Whitney Avenue. Follow approximately 1.2 miles. Take a right onto School Street. Follow through 3 traffic lights and take a right onto Shepard Avenue. Looking at the YMCA. At the next light, take a left onto West Shepard. The Country Club is located a half mile on the left.

#### From Rte 15 - Wilbur Cross Parkway/Merritt Parkway:

Take Exit 60. Take a left onto Dixwell Avenue, the road will fork after 5 traffic lights, stay left and head straight through the 6<sup>th</sup> stoplight, passing Sunoco on your right and Applebee's on your left. This will bring you onto Shepard Avenue. At the fifth light, take a left onto West Shepard Avenue. The Country Club is located half a mile on the left.

**Bryan Ouellette**  
Regional Sales Manager  
[bouellette@tycoint.com](mailto:bouellette@tycoint.com)

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## DCP Press Release:

Section 20-334d of the Connecticut General Statutes, requires all types of Electrical license holders to obtain continuing education hours of instruction to renew their respective licenses each year.

On November 8<sup>th</sup> 2011 the Department of Consumer Protection sent out 1762 audit letters to Electricians that had renewed a license for a responds from such licensee, to confirm that they had taken continuing education for this renewal period. The department reviews list provided by approved continuing education class providers (schools) of person taught in conjunction to other information to create the random 2011 audit list.

On the brighter side, the Continuing education requirement for 2012 will have a reduced amount of classroom hours from 7 to 4 hours only for such license renewal year.

Thank you,  
Richard M. Hurlburt, Director  
Connecticut Department of Consumer Protection  
Occupational and Professional Licensing Division  
165 Capitol Ave., Hartford, CT. 06106  
Division Phone: 860-713-6135 Division FAX: 860-713-7230  
Division E-Mail: [DCP.OccupationalProfessional@ct.gov](mailto:DCP.OccupationalProfessional@ct.gov)  
Agency Web site: [www.ct.gov/dcp](http://www.ct.gov/dcp)  
Exam Information Real Estate / Appraisal / Occupational  
Web site: [www.psiexams.com](http://www.psiexams.com)

We just don't get to be competent human beings without a lot of different investments from others. Fred McFeely Rogers

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## DCP AUDITS LICENSE RENEWALS FOR CEU COMPLIANCE

Section 20-334d of the Connecticut General Statutes requires all types of electrical license holders to obtain continuing education hours of instruction to renew their licenses each year. Continuing education requirements for 2012 will be reduced from 7 hours of classroom hours per year to 4 hours per year.

On November 8, 2011, the state Department of Consumer Protection (DCP) issued 1,762 audit letters to randomly selected electricians submitting license renewal applications requesting confirmation that they had completed their continuing education requirements for this renewal period. The department reviews attendance lists provided by approved continuing education class providers along with other information to create the random 2011 audit list.

## NEW LAWS AFFECTING OCCUPATIONAL LICENSING

### • Unlawful Advertising by Unlicensed Contractors

Current law prohibits anyone from (1) willfully and falsely pretending to qualify to practice a licensed trade or (2) offering to or practicing a licensed trade without a license or registration. In an effort to strengthen occupational licensing enforcement, a new law bill specifies that the prohibition applies to people who, in a print, electronic, television or radio advertisement or listing offer to perform work they are not licensed to perform. The covered trades are: electrical; plumbing; heating, piping, and cooling; elevator installation and repair; solar electrical; solar thermal; fire protection sprinkler systems; gas hearths; irrigation; medical gas and vacuum systems; sheet metal; and automotive and flat glass.

By law, the consumer protection commissioner and the licensing boards overseeing these trades may impose civil penalties for licensure violations, including the advertising ban the new law establishes. In addition, violators commit a class B misdemeanor (punishable by up to six month's imprisonment, a fine of up to \$1,000, or both), an unfair or deceptive trade practice, and are required to pay restitution. If they cannot pay restitution, courts may sentence them to probation.

### • Retirement Status License

Legislation signed into law by Governor Dannel P. Malloy allows anyone age 65 or older who needs to renew a DCP-issued professional or occupational license under Title 20, to pay \$20 to obtain a retirement status license instead of paying the regular license renewal fee. The bill bars a retirement status licensee from practicing or offer-

ing to practice the occupation or trade for which he or she was licensed.

An applicant must submit his or her original license to DCP, along with a letter (1) requesting the retirement status, (2) expressing the licensee's current retirement status, and (3) agreeing not to actively engage in the practice of the occupation or trade for which he or she was originally licensed.

If DCP issues a retirement status license, it must return the original license to the applicant bearing a designation or stamped "Retired". The DCP commissioner may, for good cause, grant a retirement status license to a person under age 65.

A licensee may restore his or her original license by (1) submitting a DCP form requesting reinstatement and (2) paying the current annual license fee.

## SMALL BUSINESS EXPRESS FUNDING

The state Department of Economic & Community Development (DECD) has launched a Small Business Express Program to provide small businesses that create or retain jobs in Connecticut with financial support in the way of low-interest loans, forgivable loans and matching grants.

As part of the new Jobs Bill supported by Democrat and Republican state lawmakers, the program promises to quickly process applications within 30 days. To qualify, businesses must have 50 or fewer employees and be based in Connecticut. DECD will give priority to companies that are creating jobs and otherwise contributing to the state's economy, such as by exporting their products and services or promoting innovation.

The program includes:

- **Revolving Loan Fund** – Provides qualified employers with loans of \$10,000 to \$50,000 at 4% interest for the purchase of new machinery and equipment, construction or improvements, and working capital.
- **Job Creation Incentive** – Loans of \$10,000 to \$250,000 may be available to qualified businesses that increase and maintain jobs for at least 12 consecutive months. Loans can be used for training, marketing, working capital or other expenses that directly support job creation. DECD will give priority to "economic-base industries," which include precision manufacturing,

*See Legislative Update on page 10*

## **Why should your company align with 2,500+ other companies and join CASIA/ESA?**

### **Collective Might**

A powerful, collective voice to speak and act on your behalf with regard to industry issues and affairs and, most importantly, in times of adversity.

### **Access to Leaders, Mentors and Colleagues**

Peer interaction with other individuals in your industry, yet outside your neighborhood, may be the most valuable business and career benefit of all.

### **Savings and discounts on products and services**

As a member you are eligible to receive member exclusive discounts from our various Affinity partners. Taking advantage of just one program can more than recoup the cost of membership dues.

### **Increased Sales from Lead generation**

Approximately 5,200 leads are given to members by ESA each year of consumers contacting our national office looking for a security company.

### **Consumer exposure on ESA Web site**

Your company is listed on the CASIA and ESA websites where the hundreds of thousands of visitors each year can see that your company is aligned with the nation's oldest and largest association representing the electronic security industry.

### **Company credibility and image**

When given a choice, consumers want to do business with a member of CASIA and ESA.

### **Member Coupon Program**

The 2010 Coupon Book contains more than \$4,000 in savings on products and services for ESA members. Just one or two coupons could recoup the cost of your ESA dues and all the rest is icing on the cake!

### **Discounted Training**

The National Training School (NTS) provides discounts exclusively to members. NTS delivers training that is more recognized by states that require education as a component of licensing than any other training provider.

NTS offers discounts to members on professional, personal and business training opportunities including more than 2,500 online business skills courses

### **General liability/errors & omissions (E&O): Security America Risk Retention Group**

More than 800 of your colleagues have saved money by taking advantage of the affordable and stable GL/E&O insurance coverage offered by Security America, an insurance program developed by ESA exclusively for ESA member companies. (This program is our number one (1) recruiting tool today.)

### **Complimentary state licensing guide**

ESA members have free access to the ESA state licensing guide which provides state by state information on licensing requirements

### **A wealth of industry information and other business resources**

- Business-related resource guides (i.e. Consumer Contracts, E&O Insurance, Public Relations, etc.)
- Information and guidance on industry issues (i.e. VoIP, AMPS and Alarm Response Management)
- Information and guidance on legislative initiatives that stand to affect you and your business
- The Business Library (free to members!)
  - The Business Library reports provide clear, comprehensive, practical, relevant, easy-to-apply and timely information. These reports provide answers to your most important big-dollar opportunities, concerns, and questions like:
    - What is my business worth?
    - How do I increase my retirement money and income?
    - When do I sell out and how do I negotiate the best deal?

- How do I prepare a financing proposal to get that needed capital?
- Design a compensation package that gives me the most after-tax income?
- How do I assure business continuity?
- How do I increase and manage my cash flow and build more wealth?

### **Industry Relevant Communications**

Knowledge is power and ESA keeps an eye on the social, economic and technological changes in your environment and reports them to you through regular publications including:

- Newsline (quarterly print publication)
- Stay Connected (quarterly print publication)
- ESA Integrator (weekly electronic publication)
- e-alerts (electronic communications as warranted) and more...

### **Alarm Industry Research and Educational Foundation Research to Benefit the Industry**

AIREF serves as the research arm of the electronic life safety, security and systems industry engaged in initiatives critical to public safety, consumers and the alarm industry. Through research and education AIREF will provide the resources and statistics that public safety officials can use to better understand and utilize our industry in their effort to protect and serve the community. Consumers can potentially benefit from AIREF's products and services through data that is collected on the effectiveness of alarms. The dealers, distributors, manufacturers and monitoring stations will gain an advantage from these types of studies not only in potentially increased acceptance of their products, but through improved relations with both the public sector and the end user. AIREF is continually working on industry research projects and welcomes donations and new ideas that would benefit the industry.

### **Workforce Development**

One of, if not the, biggest challenges that our members face these days is finding and, in some cases keeping, enough skilled people to do the job. ESA is approaching this industry issue with a five-pronged approach...

- National Training School: The ESA's National Training School has trained more than 35,000 industry professionals and certified more than 5,000. NTS is developing new curriculum on a regular basis and all courses are revised systematically every three years. Our most popular courses can be accessed either on line or in the classroom. It is planned to eventually offer all courses in both formats.
- Industry Apprenticeship Program: The ESA's federally approved national apprenticeship program provides a foundation that a) allows technicians to advance in their profession through a clear path and b) improves the ability of the industry to recruit, train and retain the very best people from a competitive labor pool
- Network for Workforce Development: Working in conjunction with our chartered chapter associations, a network of volunteers and association staff will provide a model for the Chapter to implement in order to spread the word to students of educational institutions across the country. Recruiting new talent into the industry is our focus and is crucial to the development of a workforce sufficient to sustain our industry at the rate at which it is growing and evolving.
- Security Industry Recruiting Center: In partnership with the Central Station Alarm Association, the ESA has created a recruiting center for the industry that will connect individuals wishing to begin a career in the electronic security industry with those with positions to fill. The recruiting center has the features and functionality of other sites like Monster.com and CareerBuilder.com – at a fraction of the cost.
- Industry Wage Study: conducted in partnership with *Security Dealer & Integrator* and *SecurityInfoWatch.com* and available on the ESA website. See [www.casiact.org](http://www.casiact.org) and [www.alarm.org](http://www.alarm.org).

# Are You Getting The Employees You Need??



by Kevin M. Spagone

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kevin@reitmanpersonnel.com

A recent Wall Street Journal article reported that despite a 9% unemployment rate companies are complaining that they can't find skilled workers and that it takes months to fill some jobs.

Dr. Peter Cappelli, Professor of Management at the University of Pennsylvania Wharton School and Director of Wharton's Center for Human Resources, does not buy the usual complaints from employers that the schools aren't giving the correct training or that the government isn't letting enough skilled labor into the country. He offers that the real culprits are businesses themselves.

He reports that employers are demanding more of job candidates than ever before. They want candidates to be able to fill a role immediately without training or ramp up time.

Dr. Cappelli points out that only 10% of the employees of Silicon Valley had IT degrees at the beginning of the tech boom. He notes that companies don't provide as much training and

that internships, apprenticeships and management training programs have largely disappeared.

He also notes that employers can't get candidates to accept jobs at the offered wages. He sees this as affordability – Not a shortage issue.

He argues for more internships, internal talent development, longer probationary periods, promoting from within and working with education providers – Particularly Community Colleges – as useful strategies.

In our work with clients we find similar complaints about candidate availability, and we are most often asked to find candidates who can be immediate contributors. We would be interested to hear from you about this issue and we remind our readers of the importance of protecting your investment in new hires with effective onboarding and retention programs.

*\*Source: Wall Street Journal*

## Legislative Update cont'd from page 8

business services, green and sustainable technology, bioscience and IT. If a participating business attains its job-creation goals, DECD may forgive all or part of the loan.

- **Matching Grants** – Matching grants ranging from \$10,000 to \$100,000 may be used to provide training, purchase machinery and equipment, build or upgrade business facilities, or assist a company relocate within the state.

DECD is holding a series of workshops throughout Connecticut to assist small businesses with the application process. In addition, applications for Express programs are available at DECD's website or by contacting the agency's Michelle Lugo (michelle.lugo@ct.gov; 860.270.8052).

Applications will be reviewed on a first-come, first-served basis and in most cases, will be reviewed and approved within 30 days after receipt of a complete application.



## An information bulletin from our lobbyist.

### DRS Offering Help on Interim Over-Withholding

The Department of Revenue Services (DRS) is offering help on Interim Over-Withholding to address concerns that Connecticut employees are continuing to experience significant over-withholding of state income tax due to difficulties arising from the state-mandated, retroactive application of the income tax increase. This is particularly problematic in cases of employee bonuses, overtime, other extra compensation, as well as income earned in another state and by seasonal employees. The DRS has been informing employers, payroll companies and the public on ways to avoid over-withholding during interim implementation of the state income changes from August through December, 2011.

If your company has, however, experienced problems, DRS is again providing guidance for employers and payroll companies while asking employers to share this information with their employees: DRS Announcement 2011(6), Additional Guidance Regarding Withholding Calculation Rules for Supplemental Compensation and Use of Newly Issued Form CT-W4T

Employers are also being reminded that state law allows employers simply to correct the over-withholding by returning the money to their affected employees (as some employers have already done).

Visit the DRS website at [www.ct.gov/DRS](http://www.ct.gov/DRS) to view Announcement 2011(6) and the attached Form CT-W4T, or to find other tax information and to file and pay Connecticut taxes online. For telephone assistance, call the DRS Taxpayer Services Division at (800) 382-9463 (Connecticut calls outside the Greater Hartford area) or (860) 297-5962 (from anywhere).



## Who is SIAC Anyway?

By Dave Simon

Director of SIAC Communications and Marketing

The Security Industry Alarm Association (SIAC) is one voice for the security industry on alarm management issues. Across the country, our staff members give speeches and presentations month after month to groups associated with the electronic security field. Our goal is to educate folks on better alarm management practices, share lessons learned, propose solutions and to reduce unnecessary calls for dispatch to the police. However, when we stand in front of our own industry groups, we pose a question: "Have you heard of SIAC?," invariably, fewer people raise their hands than we expect.

We believe we actually have higher awareness/recognition within national/state law enforcement associations than we do in our own industry. Though that may seem surprising it shouldn't be. We do spend a majority of our time working with city governments and police departments to improve alarm ordinances by delivering mutually beneficial and effective solutions. Having a bond with those officials is integral to success for our industry.

However, having recognition within our own industry is also critical to our success. So we need to continue spreading the word. Do you ever wonder where the model ordinance comes from? Do you know what the model ordinance is?

In short, it's a set of procedures that cities can implement to reduce those unwanted calls for alarm dispatch. The Model Ordinance is a joint industry and law enforcement document and has existed for well over a decade. You can access it on our Web site at [www.siacinc.org](http://www.siacinc.org). The provisions include permits for alarm users; fines for unwarranted alarm dispatches; a cutoff to alarm response after too many alarm dispatches; two-call verification (ECV or Enhanced Call Verification) and CP-01 equipment standards.

The model ordinance, properly implemented and enforced, typically reduces those unwanted calls by 35-70%, depending on the stringency of the provisions, and effectiveness of enforcement. Often this reduces demands on police departments, freeing up officers and resources. If the recommended model ordinance is put in place and aggressively enforced, police will see significant reductions in alarm dispatches, and the vast majority of them will continue responding to alarms.

We are also the interface for the electronic security industry with the International Association of Chiefs of Police (IACP), National Sheriff's Association (NSA), International Association of Fire Chiefs (IAFC) and Association of Public Communication Officials (APCO). That's a lot. What that really means is we work regularly with law enforcement and public safety officials, attending their meetings, building relationships and sharing information. This leads to safer communities. It also leads to long-term positive collaborative relationships that ensure our industry has a voice when a city or community is considering changes that will affect our bottom line.

We stay on top of activity for you across North America. We show up quickly if you have a crisis situation and need our help. We are free of charge, but we also need your help. Without contributions from companies and associations, big and small, we cannot do our job. Please consider supporting us by going to our Web site and clicking on the "contributors" page, and going to the bottom and hit the "donate" button.

If a bad ordinance shows up on your doorstep, or the city council is about to start fining alarm companies for their customers' false alarms, we'll be there for you. Call us. Use our Web site. Read our blog at [www.siacinc.wordpress.com](http://www.siacinc.wordpress.com), and bookmark it. We cover important issues every week that affect our industry. Follow us on Twitter at [www.twitter/siacinc](http://www.twitter/siacinc).

We're cutting edge. We're on top of things. We're there for you. We are one voice for the industry on alarm management issues. We're SIAC.

**What if SIAC Didn't Exist?**

Sometimes we take things for granted. But the problem with taking things for granted is that if you're not careful, those things can quickly disappear.

Support the Security Industry Alarm Coalition (SIAC). Across the country, this non-profit organization works with law enforcement and alarm associations, fighting against onerous alarm ordinances. If these ordinances are passed, they could seriously jeopardize your business.

You might say, "It doesn't matter if SIAC is helping dealers miles and miles from my business." But if you neglect the problem until it reaches your door, it might be too late.

**Support SIAC today at [www.siacinc.org](http://www.siacinc.org)**



# A Tale of Three Cities

by: Ron Walters

This is a tale of three cities where the only commonality is that they are all cities where alarm ordinances are being either proposed or amended. It is worth mentioning that all three cities are in states that are members of the Electronic Security Association (ESA).

All three of these jurisdictions have progressed similarly as far as meetings with dealers and the authorities.

**In jurisdiction one** the law enforcement leadership has bent over backwards to work with the industry. Over the last 11 months, and through 2 police chief's, they have held multiple public meetings to discuss what was best for their community and have listened to everyone who spoke. However, in this case local dealers, *who are not part of any association*, have gone out of their way to destroy those things that must be in an ordinance if it is to be successful.

For example;

They are against Enhanced Call verification (ECV), in spite of the FACT that it provides the single largest piece of the reduction results and does not negatively impact response times.

They are against requiring alarm registrations and citizens having to provide phone numbers and or Email addresses to the police.

They are against registration fees, even though the city lowered them to \$12.00 annually for residential customers.

As a compromise they would rather see higher fines to the users than all of these more palpable requirements.

**In jurisdiction two;** the police have actually campaigned against the city council's attempt to adopt a verified response ordinance. The police have gone out of their way to work with the industry, but again a cadre of local dealers has vigorously fought the police.

For example;

Local dealers are promoting that the industry collect all user fees and fines. This is in spite of being provided legal precedent that it is unconstitutional.

Local dealers are against any form of licensing of alarm companies or dealers in spite of the fact that licensing protects legitimate alarm companies.

**In jurisdiction three;** the City began by promoting industry collection of all fees and fines. When the industry pushed back on this and provided case history, the city threatened a VR (non response to alarms) position. The local members of the state association came together and with a unified voice fought back against both collections and VR.

## So what is different about these three cities?

The Security Industry Alarm Coalition (SIAC) has provided the same leadership and information in all three instances. Multiple meetings were held with officials in all three jurisdictions, but with different results. So why are all three very different?

The bottom line is that in jurisdiction three the local chapter of the state association is strong and all of the major players

stood together and spoke with a unified voice. The result was that the City finally agreed to propose a conventional ordinance that does not include industry collection of user fines and does not include VR (non response) to alarms.

In both jurisdictions one and two there is weak local participation in their state associations and thus a split message. Additionally in these two cities the local dealers, whether to create what they perceive to be a favorable business atmosphere for themselves, or just out of ignorance, created enough dissension to sway the alarm legislation away from the Best Practices that the industry supports and which provide the best chance for success.

## So what does this tell us?

In the SIAC mission statement we are charged to speak with; *"One voice for the alarm industry on alarm management issues."* It has been, and will continue to be, in the best interest of every alarm dealer to belong to professional trade associations. There is always strength in numbers but when we appear in public and are split in our message there can be no strength.

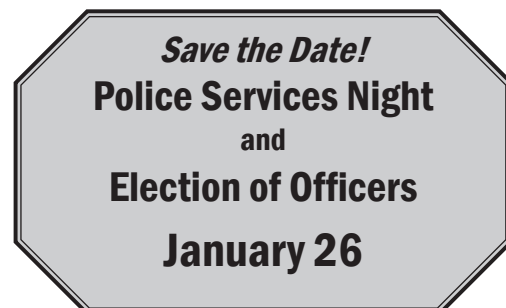
Never in the history of our industry have our associations provided so much for so many at such a small price. The Electronic Security Association (ESA) provides the best training in the history of our industry and through a very professional lobbying process not only monitors Washington DC, but also potentially harmful legislation in every state and it doesn't stop here. There is affordable and excellent insurance coverage through SARGE and AIREF continues to fund effective and relevant studies and projects to benefit all in the industry.

In Connecticut you have a superbly managed association that not only coordinates your state level activities, but also manages the high volume of information and support being provided by the ESA and others groups like SIAC, and all for the low cost of membership.

However, even in strong states like Connecticut, there is always the danger that uninformed companies can weaken your greatest strengths by not being part of the solution.

So your challenge for 2012 is for every CASIA member to seek out one non member company and to personally invite them to attend at least one meeting, but don't stop there. When they attend that meeting sit with them and tell them all of the benefits you have received by being a member. You might be surprised by the results.

Good Luck.





For those of you that do not get my daily e-mails, I am repeating important tax information from Mitch Reitman, who is a tax expert and also an alarm business expert.

## The IRS is Offering You a Break

**By Mitch Reitman**

*Managing Principal of S.I.C. Consulting, 817-698-9999.*

The IRS has announced the Voluntary Classification Settlement Program (VCSP), a new program that allows eligible employers to voluntarily reclassify workers as employees, rather than independent contractors, for future tax periods. In exchange, the employers' liability for past payroll tax obligations will be reduced to only a minimal payment.

### Employee vs. Independent Contractor Issue

As I have pointed out in this column in the past, many alarm companies misclassify their employees as "independent contractors" to avoid payment of payroll taxes. If the IRS determines that workers have been improperly classified as independent contractors rather than employees, the employer can be subject to significant back taxes, interest and penalties.

According to the IRS, one of the main factors determining whether a worker is an independent contractor is whether the employer has the right to control or direct only the result of the work – as opposed to also controlling the details of how the work is performed.

The IRS already offered the Classification Settlement Program (CSP), which allows qualified employers to prospectively reclassify workers as employees. However, the CSP is available only to employers undergoing an audit. The VCSP allows voluntary reclassification outside of the audit process and without the need to go through the normal administrative correction processes.

### VCSP Eligibility

The VCSP is available to employers that currently treat their workers, or a class or group of workers, as independent contractors or other nonemployees. To be eligible, the employer must have consistently treated the workers as nonemployees and have filed required Form 1099s for the workers for the previous three years.

The employer cannot currently be under audit by the IRS or under audit concerning the classification of workers by the Department of Labor (DOL) or a state governmental agency. Employers that were previously audited by the IRS or DOL on classification issues are eligible for the VCSP only if they complied with the audit's results.

The employer isn't required to reclassify all of its nonemployee workers as employees. But after an employer chooses

to reclassify some of its workers, all workers in the same class must be treated as employees.

### So, What Is In It For You?

In exchange for reclassifying workers as employees, the employer's liability for past payroll obligations is cut to 10% of the employment tax liability that may have been due on compensation paid to the workers for the most recent tax year, determined under Section 3509 of the Internal Revenue Code. There are certain additional limitations and conditions, so check with your tax advisor. Employers that qualify won't be liable for any interest or penalties and won't be subject to an employment tax audit on the classification of the workers in prior years. Again, there are some additional considerations and limitations, so consult with your tax advisor.

### Why Would You Want to "Volunteer" to Pay Taxes?

Just days before announcing the VCSP, the IRS signed an agreement with the Department of Labor (DOL) to improve the coordination of their efforts to prevent employee misclassification by sharing information and law enforcement. Labor commissioners and other agency leaders from seven states signed similar agreements with the DOL, and four other states are also scheduled to sign agreements.

With these agencies swapping information on employee misclassifications, your company must take greater care than ever to properly classify workers, because one agency investigation could easily trigger another. So the time to review your worker classifications is now. If your company needs help determining how to properly classify employees, please give us a call. We can also help you decide whether you could benefit from the VCSP.

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STANDARDIZED ALARM CONTRACTS**

# Supplier News

## **FIRE-LITE ALARMS SIMPLIFIES FIRE ALARM PROGRAMMING, MAINTENANCE**

### **PS-TOOLS Software Saves Install and Service Time – and it's FREE**

Fire-Lite Alarms by Honeywell announced an upgraded time-saving software tool designed to simplify fire alarm system installs and service while building a database of information on each installation. The PS-TOOLS program assists users in system configuration, including component selection and panel programming in addition to helping with remote diagnostics. It can be used with nearly every Fire-Lite Alarms' addressable and conventional control panel on the market today. The software and user instructions can be downloaded free-of-charge from [www.firelite.com](http://www.firelite.com). Users can also register online to receive software update notices via email.

Fire alarm installers can setup and verify the configuration of a Fire-Lite Alarms system using PS-TOOLS before downloading any programming to the panel. Details on multiple installations, including location, components, settings and facility contacts, can be logged and tracked through PS-TOOLS to help dealers provide more organized, proactive services to customers. To quickly diagnose troubles remotely, the software can provide access to a system's event and history logs either locally or via remote connection. Virtually every function available to an installer standing at the panel is replicated in the software tool, making it powerful, yet easy-to-use. The PS-TOOLS software also provides an automatic conversion of older databases found in Fire-Lite Alarms panels.

More details on Fire-Lite Alarms' complete suite of software and fire alarm specification tools are available on [www.firelite.com](http://www.firelite.com).

## **SILENT KNIGHT OFFERS FREE BASIC FIRE ALARM TRAINING NATIONWIDE**

### **One-Day "Fire Drill" Intro Course Offers CEUs**

Silent Knight by Honeywell announces its one-day Fire Drill course, designed to provide an introduction to basic fire alarm technology and specific Silent Knight systems. In addition to being offered free-of-charge throughout the year in cities across the U.S., the Fire Drill course qualifies attendees for CEUs.

The Fire Drill training is ideal for technicians, sales people and business owners new to the fire alarm industry. Fire alarm experts seeking more advanced, hands-on training on Silent Knight's IntelliKnight systems are urged to attend the Tech Ed course. Covering installation, programming and troubleshooting, the two-day Tech Ed course costs \$200 per attendee and provides each participant programming software, CEUs and lunches.

## **SILENT KNIGHT INTRODUCES FIRE ALARM MONITORING SYSTEM**

### **New Monitoring System Speeds Emergency Response, Simplifies Fire Alarm Use and Maintenance**

Silent Knight by Honeywell introduced a dynamic fire alarm monitoring system designed to simplify the management and maintenance of multiple fire alarms and speed response to emergency events. The IFP-NET-3 displays detailed, floor-by-floor layouts of protected facilities and their fire alarm systems. As many as 200

Farenhyt and Silent Knight fire alarms can be tied together using an existing Ethernet – no extra fiber or wire required – which allows multiple sites in a large geographic area to be monitored from one location.

Real-time fire alarm status and event information can be viewed on one or more PCs programmed with the intuitive, Microsoft® Windows®-based IFP-NET-3 software. When an event occurs, such as a smoke detector in alarm, the IFP-NET-3 display immediately zooms to the facility's affected area and the device in alarm. To speed emergency response, detailed information about the fire alarm event is provided, along with any pre-programmed instructions such as what to do or who to alert, all of which can be simultaneously emailed to key personnel.

## **VISONIC WELCOMES NEW SALES MANAGER FOR THE NORTHEAST REGION**

Visonic Ltd., a leading developer and manufacturer of cutting-edge home security and safety systems and components, is pleased to welcome Bob Carrino as Northeast Sales Manager. Mr. Carrino's territory spans the states of Maryland through Vermont, inclusive of Pittsburgh, Pennsylvania.

Bob has had a very successful career in sales, beginning with a 20 year run in the retail industry before transitioning into the security industry 16 years ago. He has served as a manufacturer's representative for several leading companies as well as a Regional Sales Manager for a major CCTV manufacturer. Bob can be reached at 860-983-0168.

## **VISONIC ANNOUNCES POWERMASTER-30 WIRELESS ALARM SYSTEM DESIGNED ESPECIALLY FOR LARGE RESIDENTIAL PREMISES AND MID-SIZE BUSINESSES**

### **New system is based on company's innovative PowerG wireless technology with industry leading robustness, performance and range.**

Visonic Ltd. announced the availability of a new wireless alarm system—PowerMaster-30—designed to meet the security needs of large residential premises and mid-size businesses. The new system is the second member of the PowerMaster family that integrates Visonic's innovative PowerG wireless technology. Similar to the PowerMaster-10 system, PowerMaster-30 excels in range, robustness and performance.

With PowerMaster-30 security professionals and central stations can:

- Provide a wireless alarm system that has strength and reliability closer than ever to that of a wired system.
- Expand business to include large premises and new applications.
- Save money and time with fast and easy installations, and remote maintenance.
- Support the environment with a green, energy-saving solution.
- Use the system for advanced applications.

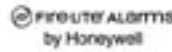
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For more information on our fire alarm solutions, visit [www.honeywellfire.com](http://www.honeywellfire.com) or call 203.484.7161.  
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## CASIA ASSOCIATE MEMBER'S LISTING

...please support the vendors who support the Association

- |   |  |
|---|--|
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| Alarm Central – 800-982-2010                        | NEXgeneration Central – 800-765-7403                   |
| Alarmax – 888-603-6689                              | Rapid Response Monitoring – 800-558-7767               |
| Altronix – 888-258-7669                             | Reitman Security Search – 203-488-6944                 |
| Bosch Security – 800-289-0096 x 4536                | Repworks, Inc. – 800-777-7377                          |
| Centra-Larm Group – 800-639-4068                    | Risco Group Inc. – 508-942-0452                        |
| Crow Electronics – 800-438-2769                     | Security Central – 800-228-2974                        |
| CSM/Criticom Monitoring Services – 866-844-6939     | Security Lock Distributors – 781-251-7226              |
| DMP – 800-641-4282                                  | Silent Knight by Honeywell – 800-328-0103              |
| DSC – 888-888-7838                                  | Supreme Alarm Screens – 203-262-1809                   |
| Edist – 800-560-9809                                | System Sensor – 800-736-7672                           |
| Fire-Lite Alarms by Honeywell – 203-484-7161 x 5670 | Tane Alarm Products – 800-852-5050                     |
| GEM Electronics – 888-436-4195                      | Tri-Ed/Northern Video – 877-874-3301                   |
| GMR Video – 800-647-1931 x 706                      | United Central Control – 866-701-7045                  |
| Honeywell Security Products – 800-645-7568          | USA Central Station – 877-222-8118                     |
| ISC Solutions – 203-840-4800                        | UTC Fire & Security (formerly GE) – 800-835-4546 x 555 |
| Linear – 800-421-1587                               | Visonic – 860-243-0833 x214                            |
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