



608-666-2888

Krus Fire & Security Contact Information:

John Krus - Owner

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www.krusfireandsecurity.com

Questions you may have:

Q. Who do I call to change information on my account? Or if I have billing questions?

A. Krus Fire & Security

Q. When will I receive my last monthly bill from ACEC?

A. Your final bill in October will arrive at the same time of the month as usual. If you are on auto-pay ACEC will draft the amount due on your regular due date.

Q. Will my monthly bill amount change?

A. No, your monthly bill amount will remain the same.

Q. Will the due date of my monthly statement stay the same?

A. Yes.

Q. I am on annual billing (billed once a year), will I remain on annual billing?

A. Yes.

Q. If my bill was on auto-pay with ACEC will it be on auto-pay with Krus Fire & Security?

A. No, ACEC is prohibited by law from sharing your bank or credit card information with Krus Fire & Security. Please contact Krus for billing and payment options.

Q. I have an invoice outstanding for work previously billed through ACEC, do I pay ACEC or Krus?

A. If you were invoiced by ACEC for previous services, those charges are payable to ACEC.

Q. Am I under contract to keep my security monitoring with Krus Fire & Security?

A. No, you are not. None of ACEC's Security services required a contract so no contract has carried forward.

Q. Do I own my Security/Envirowatch equipment?

A. Yes. Your equipment would have been purchased at the time of install.

Q. Do I own my First Call unit (health monitoring)?

A. No. Your equipment is leased and is owned by Krus Fire & Security. The maintenance program on the unit remains the same.