



BC Bulletin

AUGUST 2020

Canyon Highlights August 1 - August 31

- ◆ Aug 11, 4PM: BCAC meeting[⊛]
- ◆ Aug 13, 6PM: BCA BOD meeting[⊛]
- ◆ Aug 24, 7PM: CSD meeting*[⊛]
- ◆ Aug 25, 4PM: BCAC meeting[⊛]

*Subject to change

⊛ Meeting remotely; call office for details

For information on clubs meeting by Zoom, please contact the individual organizers

Your Water Use is in Your Hands

As we continue into the dry season, water use is in the forefront of everyone's mind. Ventura County has a new tool to help homeowners monitor and adjust water use in real time, alerting you to leaks, forgotten hoses, and broken pipes quickly. Below we answer some of your questions about the new tool, the Advanced Metering Infrastructure (AMI) Customer Portal, and how it works:

What is AMI?

It's an innovative smart meter that uses Advanced Metering Infrastructure (AMI) to provide hourly water usage data online via a customer portal. The meters use communication networks and data management systems to allow quick, two-way communication between the water utility and customers. Drawing from technology developed for electrical meters, the system provides a number of important functions that were not previously possible or had to be performed manually, such as the ability to automatically and remotely read meters, measure water use, and identify leaks.

How does it work?

1. Water used by the customer goes through the water meter.
2. The meter sends water usage data over AMI and a secure FlexNet® communication network.
3. Data is received by Ventura County Water & Sanitation.
4. Water usage data is made available to the customer online and through any alerts set up by the customer.
5. Customer Portal allows the customer to view hourly water usage data.

What is the customer portal?

The customer portal is an application that enables customers to view their own usage and set personal alerts around their usage. There are daily, billing cycle, multi-day, and vacation alerts available, so you can customize the alerts to fit your schedule and needs. These alerts enable the utility to communicate messages and notifications to you quickly.

How do I set up an account?

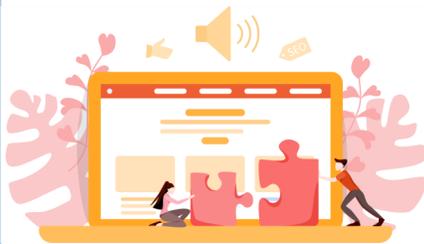
Setting up an account is quick and easy:

1. Go to <https://my-vcws.sensus-analytics.com>
2. Click on the link that says, "Need to set up an account?"
3. Enter your email address and click "Get Started" to send a link to your inbox
4. Follow the link sent to your email
5. Enter your name as it appears on the bill and your customer account number without spaces or dashes



For additional information and more FAQs, visit Ventura County Public Works on the web at <https://www.vcpbublicworks.org/2019/09/09/ami-faqs/>. 

Psst...



Something
BIG
is coming to
bellcanyon.com

August 17, 2020

Come by and say hi to the new hub for BC forms, fun, and more



Canyon Q&A: Your Guide to the Small Stuff

Working in the BCA Office, staff members receive a lot of calls and emails about the same things. We've collected some of the most commonly-asked questions about life in the Canyon and answered them here in a handy guide for residents old and new.

Q: Where are all my BCA emails? E-blasts cover a wide range of topics, from lost pets, to the Friday Deliveries, to Board letters, all sent out through a mass-email program. Because the emails are often image-heavy or full of links, they are an easy target for spam filters—if it's been a while since you've seen a BCA email, your junk folder is a good place to start. Still don't see any? Email Jenni or Bri in the office and let us know; it may be that your email server is rejecting the messages before they even get to you.



Q: Transponders changed—how do I get one? With the switch to Home and Guests came the ability to issue a new vehicle transponder without any wait. If you have a new car with a **paper** license plate, send a clear, high-res picture of the plate, your address, and the vehicle's primary driver name to Bri or Jenni by email and wait for us to send a confirmation email back. After that confirmation, head down to the Entry Station, pay the \$20 fee (cash or check only), and get the new transponder affixed. The transponder will have an electronic expiration date; once your metal plates come in, call the BCA Office and give us the new plate number so we can remove the expiration—no need to come back in. For cars that already have the metal plate, send Bri or Jenni a picture of the registration, the vehicle's color, your address, and the primary driver's name. You'll go through the same process as the paper plates, but your transponder will not have the expiration date. **No matter what**, if you change the plate on a car, paint the car a new color, or sell an old car, you must let the Office know as soon as possible so that we can update the transponder record, and, as always, transponders cannot be transferred between cars.

Dashboard
Visitors
Home Status
Telephones
Call Down Codes
Census
Animals
Vehicles
Recent Admits
Logout

Q: What's all this other stuff on my Home and Guests account? Primary residents have a number of functions they can utilize on the Home and Guests website, all accessible from the left-hand menu. "Visitors" is where you can enter, edit, and remove names from your admit list; "Home Status" is where you can set your privacy level; "Telephones" is where you can see, edit, and reorder the phone numbers the Entry Station will use to contact you. On the "Call Down Codes" tab, you can set phone passwords for every member of your household. This can include things like "Kids cannot authorize entry!" for the kids, "Flapjacks" as a privacy password, or "No, seriously, don't let this one add anyone to the list" for extra-determined kids. Under "Census," "Animals," and "Vehicles," you can view and make limited edits to the property information the BCA has for your lot file—just remember to let the Office know if you remove someone from the resident list. Finally, "Recent Admits" is the tab where you can view visitors who were admitted exclusively to your property within the last 7 days.

Q: What's the deal with trash cans? Trash service and trash can violations are often confusing, especially for residents who haven't dealt with the Community Services District (CSD) before. The CSD is a government organization with an elected Board that oversees the use of Bell Canyon's tax money—think of them as city-lite. The CSD has a contract with Waste Management that provides every Bell Canyon address with one green bin, one trash bin, and recycling bin; extra bins, bulky item pickup, and valet service must be paid for by the resident. The CSD is also responsible for enforcing Ordinance 99-104, which sets the times cans can be out of their enclosures in Bell Canyon. **To contest a red sticker or get cans back**, you will need to call **818-917-6946** or email Dennis Zine, General Manager, at zman8910@aol.com.



Q: I got a violation letter—now what? The basic process for violations, whether traffic, maintenance, or other rules violation, is the same: a household will get a warning letter, which can escalate to a hearing, which can result in fines or other consequences for continuing violations. However, for maintenance and other rules violations, the office will often call, follow up with another letter or additional phone calls, or check in by email before a violation gets sent to a hearing. It may seem like a lot of contact, but we want to offer homeowners every possible assistance and opportunity to address the violation before escalating the matter to the Board. The best way to avoid this is to avoid the warning all together—make sure your landscaping is properly maintained, keep fences in good condition, and try to avoid loud music, animals, or other disturbances that interfere with your neighbors' quiet enjoyment of their property.

That's all for this issue; if you didn't see a question here that you would really like answered, let us know by emailing reception@bellcanyon.com—your question could be in a future issue of the *Bell Canyon Bulletin!* ■