



**SAN JOAQUIN**  
—COUNTY—

*Greatness grows here.*



**Department of Public Works**

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**Alex Chetley, Deputy Director - Development**

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September 8, 2022

Dear Valued Water Customer:

The County of San Joaquin Public Works Department (County) is pleased to partner with Veolia, an industry-leading water technology company, to provide an Advanced Metering Infrastructure (AMI) system to the water customers of San Joaquin Water Works No. 2 in Victor. The AMI system allows your meter to be read and operated remotely. The system also provides a website portal called ACE, where you can create an online account. ACE will allow you to monitor your water usage and set alerts informing you of possible leaks. Usage data will be updated daily, and you will be able to view data in hourly increments to monitor your usage effectively. Enclosed are instructions for creating an account on ACE. The ACE portal can be accessed entering [bit.ly/AceVictor](http://bit.ly/AceVictor) into your web browser.

Keeping your personal information confidential and secure is of utmost importance to the County. Please be advised that Veolia/ACE are third-party service providers. When you sign up for ACE service offered on their website, you may be required to share personal information. They are not permitted to retain or use your personal information for any purpose unrelated to providing service. The County will not be responsible for, and expressly disclaims all liability for, damages of any kind arising out of use, reference to, or reliance on any information provided and/or contained within this website. Should there be a discrepancy between ACE and your billing invoice, the paper water invoice will be the amount owed.

If you have any questions regarding the AMI system or wish to opt-out of ACE service, please contact Chang Cao at (209) 468-3062 or via email at [ccao@sjgov.org](mailto:ccao@sjgov.org).

We hope you find the benefits of the new water metering system useful, as we are always looking for opportunities to better serve you!

Sincerely,

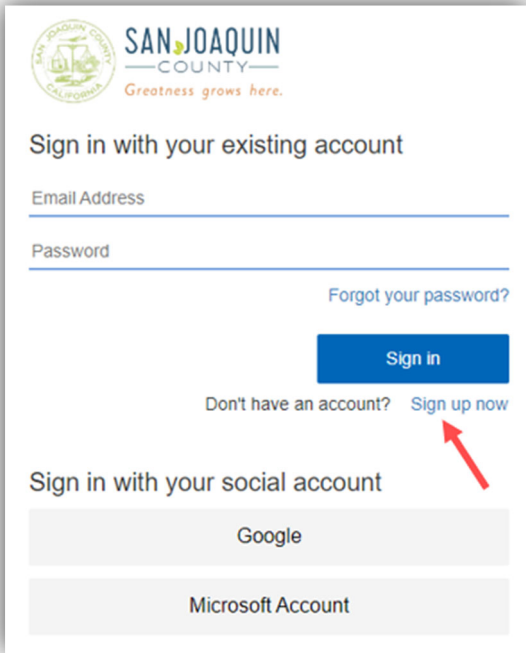
Chang Cao  
Community Infrastructure Engineer

Enclosure: ACE Website Portal Usage Instructions.



## ACE - Customer Portal Registration Instructions

**Step 1:** Enter [bit.ly/AceVictor](https://bit.ly/AceVictor) into your browser.  
Click the [Sign up now] link.



The screenshot shows the registration page for San Joaquin County's ACE Customer Portal. At the top is the county logo and the slogan "Greatness grows here." Below this, the heading "Sign in with your existing account" is followed by input fields for "Email Address" and "Password". A "Forgot your password?" link is positioned below the password field. A blue "Sign in" button is located below the "Forgot your password?" link. Below the "Sign in" button, the text "Don't have an account?" is followed by a blue "Sign up now" link, which is highlighted with a red arrow. At the bottom, the heading "Sign in with your social account" is followed by two buttons: "Google" and "Microsoft Account".

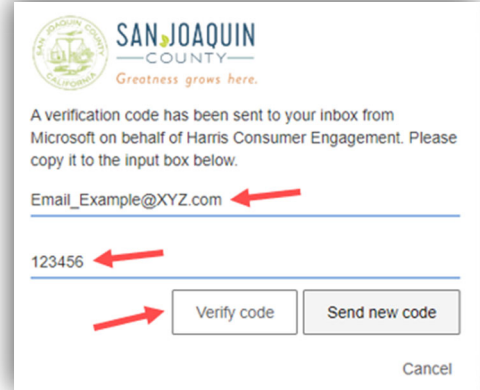
**Step 2:** Enter your email address and click the [Send verification code] button.



The screenshot shows the verification step of the registration process. It features the San Joaquin County logo and slogan. The text "Verification is necessary. Please click Send button." is displayed. Below this, there is an input field for the email address, which contains "Email\_Example@XYZ.com". A red arrow points to a "Send verification code" button. A "Cancel" link is located at the bottom right of the form.

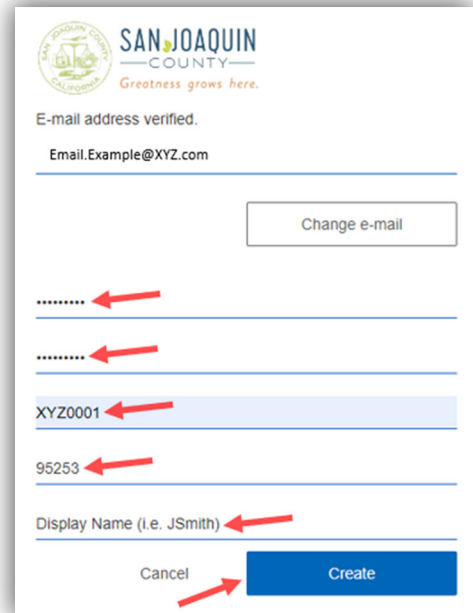
Keeping your personal information confidential and secure is of utmost importance to the County. Please be advised that ACE is a third-party service provider. When you sign up for the service offered on their website, you may be required to share personal information. The County will not be responsible for, and expressly disclaims all liability for, damages of any kind arising out of use, reference to, or reliance on any information provided and/or contained within this website.

**Step 3:** Check your email for a verification code from Microsoft. Enter your email and the code.



The screenshot shows the verification code entry step. It features the San Joaquin County logo and slogan. The text "A verification code has been sent to your inbox from Microsoft on behalf of Harris Consumer Engagement. Please copy it to the input box below." is displayed. Below this, there is an input field for the email address, which contains "Email\_Example@XYZ.com", and another input field for the verification code, which contains "123456". Red arrows point to both input fields. Below the code field are two buttons: "Verify code" and "Send new code". A "Cancel" link is located at the bottom right of the form.

**Step 4:** Enter your new password twice, the Account Number you would like to access, the service zip code associated with the account number and address. Click on the [Create] button to complete your registration.



The screenshot shows the final registration step. It features the San Joaquin County logo and slogan. The text "E-mail address verified." is displayed, followed by the email address "Email.Example@XYZ.com". Below this is a "Change e-mail" button. There are four input fields: two for the password (each containing "\*\*\*\*\*"), one for the Account Number (containing "XYZ0001"), and one for the service zip code (containing "95253"). Red arrows point to each of these four input fields. Below the zip code field is an input field for the "Display Name (i.e. JSmith)". At the bottom are two buttons: "Cancel" and "Create", with a red arrow pointing to the "Create" button.

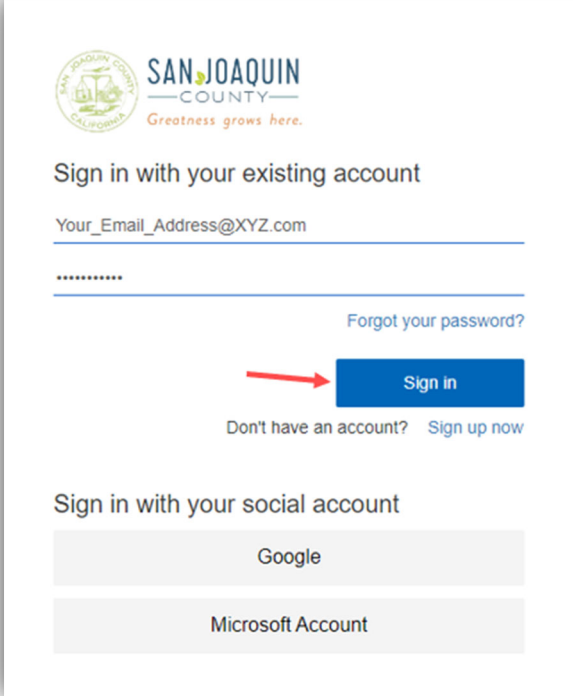
Note: Account Number must be entered as all capital letters. Password must contain lowercase, uppercase, digit, and symbol.

## ACE - Customer Portal Log-in Instructions

Step 1: Enter [bit.ly/AceVictor](https://bit.ly/AceVictor) into your browser.

Step 2: Enter your email address and password.

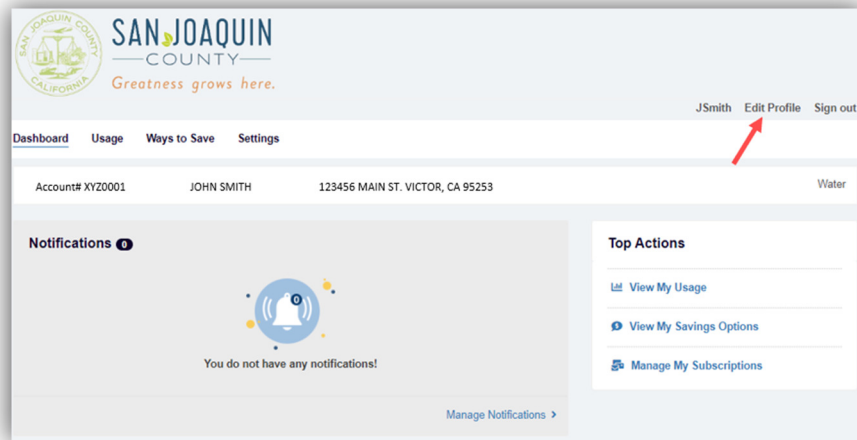
Step 3: Click on [Sign in] button to enter the website.



The image shows a screenshot of the San Joaquin County ACE Customer Portal login page. At the top left is the San Joaquin County seal, and to its right is the text "SAN JOAQUIN COUNTY" with the tagline "Greatness grows here." below it. The main heading is "Sign in with your existing account". Below this is a text input field containing the placeholder "Your\_Email\_Address@XYZ.com". Underneath the email field is a password field represented by a series of dots. To the right of the password field is a link that says "Forgot your password?". Below the password field is a blue "Sign in" button, which is pointed to by a red arrow. Below the "Sign in" button is the text "Don't have an account?" followed by a link that says "Sign up now". At the bottom of the page is the heading "Sign in with your social account". Below this heading are two buttons: "Google" and "Microsoft Account".

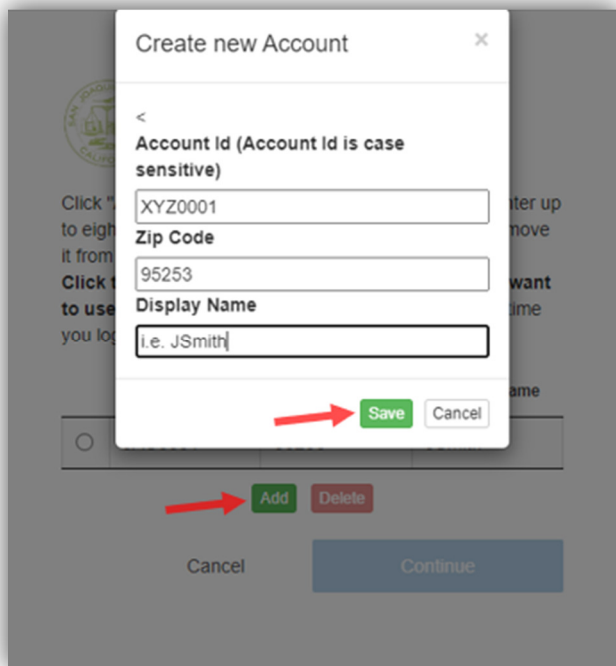
## ACE - Instructions for Adding and/or Deleting Water Accounts

Step 1: Click on [Edit Profile] on the upper right hand corner of your screen.

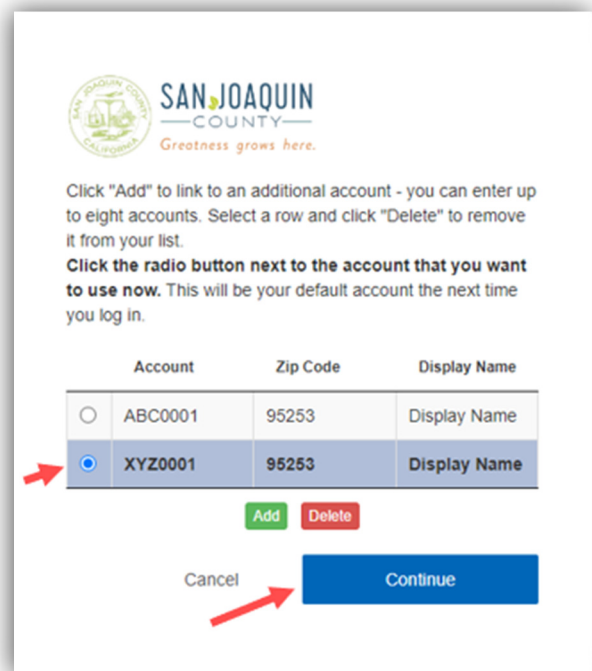


Step 2:

Click the [Add] button and, on the next screen, enter the account number, service zip code associated with the account, and a display name.



You can also delete an account by selecting the radio button and clicking the [Delete] button.



Step 3: Click on [Continue] to save your changes and return to the home screen.

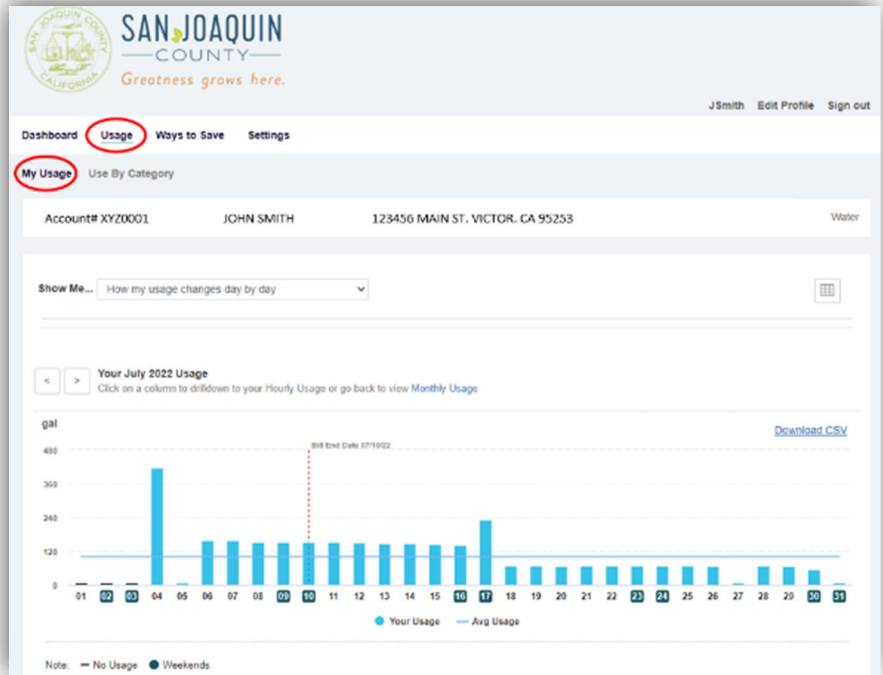
## ACE - Water Usage Monitoring Instructions

### Step 1:

Select the [Usage] tab and [My Usage] to see the daily water usage.

Other chart options in the Show Me... pull down menu include:

1. My billed usage compared to last year
2. My monthly usage with temperature
3. My monthly usage compared to my average usage
4. How my usage changes day by day
5. How my usage changes based on temperature
6. How my usage changes hour by hour



### Step 2:

To enter additional information about your property:

1. Select the [Settings] tab
2. Select [Water Profile] tabs.
3. Answer all the questions on both [Your Home] and [Water] tabs.