



FAQ

Flex Alert conservation campaign

What is a Flex Alert?

A Flex Alert is a call to consumers to voluntarily cut back on electricity and shift electricity use to off-peak hours (normally after 9 p.m.). As part of an educational and emergency alert program, Flex Alerts inform consumers about how and when to conserve electricity. The media effort is critical to achieving high levels of conservation during heat waves and other challenging grid conditions. This includes wildfires or when major power plant or power lines are unavailable.

Who issues a Flex Alert?

A Flex Alert is issued by the California Independent System Operator Corporation (ISO). The grid operator decides when and where conservation will be helpful in reducing the strain on the power grid. Conservation is an important operational tool.

How is a Flex Alert communicated?

The ISO notifies media through the release of a news bulletin when a Flex Alert is issued. Online print, TV and radio are instrumental in notifying the public about the need to conserve. Social media channels and community based organizations spread the word to minority and low-income communities. If available, Flex Alerts will appear on Cal Trans digital highway signs. Email notifications through the Flex Alert network go out to commercial and government facilities to reduce electricity, producing substantial grid relief by decreasing or shifting demand.

Flex Alerts are also posted on the grid update section of the ISO website; just click on "Today's Outlook" on the caiso.com homepage and scroll down to the bottom of the page. To receive automatic notifications, click on Notify Me or go to your iPhone or Android store to download our mobile app *ISO Today*. You can also follow Flex Alerts and grid conditions on Twitter and Facebook. Additionally, you can visit www.flexalert.org for updates as well.

When is a Flex Alert issued?

Ideally, a Flex Alert is most effective when issued a day in advance of when conservation is needed so consumers have time to adjust electricity usage ahead of time, such as turning thermostat up or off before leaving for work.

However, grid emergencies can happen suddenly and for a variety of reasons, so if conservation can help, the ISO will issue a Flex Alert with little or no advance notice.

Are Flex Alerts needed this summer?

The Flex Alert campaign plays a key role in mitigating the risk of local reliability issues and is especially important in southern California where the Aliso Canyon natural gas moratorium could cause supply shortages and threaten grid reliability.



When a Flex Alert is issued, consumers are advised reduce their electricity use on the dates and times noted in the emergency alert. Conservation is a vital tool in preventing local rotating power outages during heat waves in San Diego County, South Orange County and parts of the Los Angeles Basin should gas supply or transmission issues arise.

What do you do if you hear that a Flex Alert has been called?

The key hours on hot days are usually between 4:00 – 9:00 p.m. during the “air conditioning rush hour”. Follow these simple tips:

- Adjust your thermostat to 78 degrees or higher. Turn off if you will not be home.
- Use a fan instead of air conditioning, when possible.
- Draw drapes and turn off unnecessary lighting.
- Keep refrigerator full (with bottles of water if nothing else) and unplug the second refrigerator.
- Avoid using electrical appliances and devices. Put off tasks like vacuuming, laundry, dish washing and computer time until after dinner (9 p.m.).
- Set your pool pump to run overnight instead of during the day.
- Saving water, saves energy.
- Find more tips at flexalert.org.

