

ISO communication methods

The ISO offers various communications methods to keep stakeholders and customers informed of grid events. The following communication methods are available on a subscription basis or publicly available.

- **Daily Briefing** is a summary of the day's notices; [subscribe here](#)
- **Twitter; follow the ISO via the following handles**
 - [@ISONotices](#) all ISO notices
 - [@California_ISO](#) primary channel for grid warnings, emergency notices, and load shed events.
 - [@Flexalert](#) Conservation tips and Flex Alert notifications. Also used to encourage conservation when a grid warning or emergency notice is issued.
- **MNS** – Market notification system; system operating messages can be accessed
 - Publicly via [OASIS](#), click "System Operating Messages" at the bottom of the page
 - By [registering for MNS service](#)
 - In CIDI tool, upper right corner of home page (restricted access)
 - In the [Market Participant Portal](#) (restricted access)
- **GMS** – Grid messaging system
Messages sent to all balancing authorities' operations dispatch centers in the RCWest control area.
- **Customer service emails**, primary contacts are described as:
The contact for each scheduling coordinator, congestion revenue rights, convergence bidding and transmission operators, public information officers, regulatory and governor's offices and Office of Emergency Services as provided to their account manager, client representative or external affairs contact.
- **AWE - Alerts, warnings and emergency notifications**
Distribution list was verified May 2021, if you did not receive a verification and want to receive AWE notifications, open a CIDI ticket with "AWE request for addition" requesting to be added.
AWE notifications are also published to the ISO Today mobile app.
- **System status update e-mails**; sent at 3:00 p.m.
This is an operations distribution list only, those requesting to be added must be approved by ISO operational staff. To be added to this list, please open a CIDI ticket with "System status update request for addition" requesting to be added.

Day-ahead alerts are sent through

- Notices (Daily Briefing)
- MNS
- Customer service e-mail to all primary contacts
- System status update e-mail sent at 3:00 p.m.
- Twitter
- GMS
- AWE e-mail and ISO Today mobile app

Day-of warnings are sent through

- Twitter
- GMS
- System status update e-mail sent at 8:00 a.m., 10:00 a.m., 12:00 p.m. and then hourly until warning has ended
- MNS
- AWE e-mail and ISO Today mobile app

Stage 1 notifications are sent through

- Notices (Daily Briefing)
- MNS
- AWE e-mail and ISO Today mobile app
- Twitter
- GMS
- System status update e-mail hourly from time Stage 1 is called until event has ended

Stage 2 notifications are sent through

- Notices (Daily Briefing)
- MNS
- AWE e-mail and ISO Today mobile app
- Twitter
- GMS
- System status update e-mail hourly from issuing Stage 2 until event has ended

Stage 3 notifications are sent through

- Notices (Daily Briefing)
- MNS
- AWE e-mail and mobile app
- Twitter
- GMS
- Load serving entity blast call – a single call to all load serving entities

Cancellation or downgrading of events will have the same communication method as the original issuance.

	Twitter	MNS	GMS	AWE notification	Notice	Customer service email	System status update email	Blast call
Restricted Maintenance Operations		X	X	X				
Flex Alert (day ahead)	X			X	X			
Flex Alert (day of)	X			X	X			
Alert (day ahead)	X	X	X	X	X	X	X	
Warning (day of)	X	X	X	X	X		X	
Stage 1 Emergency	X	X	X	X	X		X	
Stage 2 Emergency	X	X	X	X	X		X	X
Stage 3 Emergency	X	X	X	X	X		X	X
All clear	X	X	X	X	X	X		