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
- X (formerly 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.
- **Emergency notifications** *(formerly AWE – Alerts, warnings and emergency notifications)*
  Emergency notifications (EN) are auto-published to MNS, Today's Outlook and the ISO Today mobile app (our recommended notification source).

  To receive ENs via email, subscribe here. Whitelist the @caisocommunications.com email domain so these do not get blocked or sent to the spam folder.
- **System status update e-mails**
  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 Warnings are sent through

- Notices (Daily Briefing)
- GMS
- Customer service e-mail to all primary contacts
- System status update e-mail sent at 3:00 p.m.
- X (formerly Twitter)
- MNS, EN e-mail, Today's Outlook & ISO Today mobile app

Energy Emergency Alert (EEA) Watch are sent through

- X (formerly Twitter)
- MNS, EN e-mail, Today's Outlook & ISO Today mobile app
- 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

EEA 1 notifications are sent through

- Notices (Daily Briefing)
- MNS, EN e-mail, Today's Outlook & ISO Today mobile app
- X (formerly Twitter)
- GMS
- System status update e-mail hourly from time EEA 1 is called until event has ended

EEA 2 notifications are sent through

- Notices (Daily Briefing)
- MNS, EN e-mail, Today's Outlook & ISO Today mobile app
- X (formerly Twitter)
- GMS
- System status update e-mail hourly from issuing EEA 2 until event has ended

EEA 3 notifications (preparing for rotating outages and or ordering rotating outages) are sent through

- Notices (Daily Briefing)
- MNS, EN e-mail, Today's Outlook & ISO Today mobile app
- X (formerly Twitter)
- GMS
- System status update e-mail hourly from issuing EEA 2 until event has ended
- 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.

	X (formerly Twitter)	GMS	Emergency notification, MNS, Today's Outlook, ISO Today mobile app	Notice	Customer service email	System status update email	Blast call
Restricted Maintenance Operations		X	X				
Flex Alert (day ahead)	X		X	X			
Flex Alert (day of)	X		X	X			
EEA Watch (day of)	X	X	X	X		X	
EEA 1	X	X	X	X		X	
EEA 2	X	X	X	X		X	
EEA 3	X	X	X	X		X	X
All clear	X	X	X	X	X		

California Independent System Operator