

FREQUENTLY ASKED QUESTIONS ABOUT FLEX ALERTS



Flex Alerts notify you to reduce energy usage to help ease strain on the energy grid when there's high demand or limited supply. Flex Alerts are typically issued during the hot summer months from 4 p.m. - 9 p.m.*

When you participate in a Flex Alert, you help maintain grid stability and support your community during critical periods.



WHAT IS A FLEX ALERT?

A Flex Alert is a call for Californians to voluntarily conserve energy when there is a predicted shortage of energy supply, especially if the grid operator needs to dip into energy reserves to cover demand. Flex Alerts will ask for the reduction of energy use between the hours of 4 p.m. to 9 p.m.*



WHO ISSUES FLEX ALERTS?

Flex Alerts are issued by the California Independent System Operator (CAISO), who manages the flow of electricity to prioritize lower costs and renewable resources.



WHEN ARE FLEX ALERTS USUALLY CALLED?

Flex Alerts are most often called during heatwaves, when energy use is greater and there's not enough energy supply to meet demand, but they can be called anytime available power supply is scarce. Power supply is typically scarcer in the late afternoon and evening hours, between 4 p.m. and 9 p.m.*, when fewer renewable energy sources are available, but consumers are still using large amounts of energy after arriving home from work or school.



IS THERE A PENALTY IF I DON'T REDUCE MY ENERGY USE DURING A FLEX ALERT?

No, there is no penalty if you do not reduce your energy use during a Flex Alert. Participation is completely voluntary.



HOW CAN I STAY INFORMED ABOUT FLEX ALERTS?

To receive Flex Alert notifications, visit energyupgradeca.org/flex-alert to sign up for alerts.



HOW DOES PARTICIPATING IN FLEX ALERTS HELP THE COMMUNITY?

For more vulnerable populations, grid strain can have severe consequences for essential services. When we use less power during a Flex Alert and help maintain grid stability, we're supporting the most vulnerable members of our community.

There are also benefits to the environment. By shifting your energy use to earlier in the day, you can draw more energy from renewable resources like wind and solar energy. This reduces fossil fuel emissions and helps the environment. Similarly, implementing energy-efficient practices throughout the day helps California reduce its emissions from fossil fuels.

TO RECEIVE NOTIFICATIONS TO KNOW WHEN TO ACT, SIGN UP AT [ENERGYUPGRADECA.ORG/FLEX-ALERT](https://energyupgradeca.org/flex-alert)

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HOW SHOULD I PREPARE FOR A FLEX ALERT?

Before 4 p.m.* on Flex Alert days, you can:



Pre-cool your home for the evening by running your air conditioning during the day, when more clean energy is available.



Do chores that use large amounts of energy, like laundry or dishes.



Enjoy the sun in the morning and adjust window coverings (shade, blinds, or drapes) in the afternoon to block sunlight and keep your home cool.

SAVE ENERGY BETWEEN 4 P.M. AND 9 P.M. WHEN A FLEX ALERT IS ISSUED*



Wait to use major appliances until after 9 p.m.



Raise your thermostat to 78 degrees and use fans if needed to stay cool.



Warm at home? Consider going to a cooling center, library, or movie theater.

WHERE CAN I LEARN MORE ABOUT FLEX ALERTS?

FOR ADDITIONAL INFORMATION, VISIT ENERGYUPGRADECA.ORG/FLEX-ALERT



**THE
POWER
IS OURS**



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