

EV Flex Connect Frequently Asked Questions

General Questions

What is EV Flex Connect?

EV Flex Connect by San Diego Community Power (Community Power) is a pilot program designed to optimize the charging of your electric vehicle (EV). In partnership with Optiwatt, we create a charging schedule that shifts energy use away from peak demand periods, which can help reduce strain on the energy grid and lower energy costs.

How does EV Flex Connect work?

When you enroll in EV Flex Connect, you will be asked to provide information about your charging needs, schedule and preferences. An optimized daily charging schedule will be created based on your inputs and Community Power's electric generation rates, guiding your vehicle to charge when energy is cheaper. Your home charging automatically adjusts as rates change and will ensure that your vehicle is charged to the level you requested by the time you need it. Simply plug in your vehicle at home and EV Flex Connect will take care of the rest.

Will EV Flex Connect prevent me from charging my vehicle?

No, EV Flex Connect does not prevent you from charging your vehicle. You can choose to override the optimized charging schedule at any time to charge your vehicle immediately.

How do I enroll in EV Flex Connect?

You can enroll in EV Flex Connect by connecting your vehicle to the [Optiwatt mobile or desktop app](#) and completing the onboarding process, which includes verifying your eligibility. When setting up your account, you will need to upload a recent SDG&E bill with your Community Power electric generation rate.

If you are already an Optiwatt user, enable the EV Flex Connect enrollment toggle in the Devices tab of the app. Make sure your information, including your home address, is up to date.





Can I unenroll from EV Flex Connect?

If you wish to end your participation in the program, you can do so by going to the EV Flex Connect section within the Devices tab of the Optiwatt mobile or desktop app. Alternatively, you may email support@optiwatt.com to unenroll.

Before unenrolling, we recommend contacting the support team to address any issues you may have experienced. This way your concerns can be resolved and you will remain eligible for the program incentives. Please note that unenrolling from the program forfeits any and all incentives.

How many electric vehicles can I enroll?

You can enroll one EV per residence.

Who do I contact if I have additional questions?

You can contact Community Power by emailing customerservice@sdcommunitypower.org or calling our Contact Center at 888-382-0169 between 8 a.m. and 5 p.m., Monday through Friday. For questions related to the Optiwatt app, please contact Optiwatt directly at 855-967-1267 or support@optiwatt.com.

Eligibility

Which vehicles are eligible for the program?

At this time, the vehicles eligible for EV Flex Connect include the Tesla Model 3, Tesla Model S, Tesla Model X, Tesla Model Y and Tesla Cybertruck. Additional vehicles may be added in the future. Please check the program website for the latest information.

If you drive an EV and would like to learn more about upcoming opportunities, please complete this brief [interest form](#).

How is vehicle eligibility determined?

For a vehicle to be eligible for EV Flex Connect, the auto manufacturer must have a software interface authorized for commercial use by Optiwatt, ensuring secure data exchange and continued compatibility between the partners.

What are the participant eligibility requirements?

In addition to driving an eligible vehicle, you must be a Community Power residential customer, charge your vehicle at the residence enrolled in Community Power service at least 50% of the time, have Wi-Fi or cellular service at the location of your home





charger and agree to the [EV Flex Connect Terms & Conditions](#). A detailed list of eligibility requirements can be found in the Terms & Conditions.

Do I need to have a specific type of charger installed at home?

No, you do not need to have a specific type of charger installed to participate in EV Flex Connect. Both Level 1 and Level 2 charging is permitted.

If you have a smart charger installed at home, deactivate any existing charging schedules for your enrolled EV. These existing schedules may conflict with the program's optimized charging schedule.

Can I participate if my home charger is shared?

You can participate if your home charger is in a dedicated garage, driveway or parking spot used by your household only. For example, if you live in a multi-unit building, you can participate if your charger is in your assigned parking space, connected to your SDG&E account and used exclusively by members of your household.

You cannot participate if you live in a multi-unit building and use a charger that is available to other building residents and/or members of the public.

Can I participate if I live in a multi-unit building with underground parking?

If your home charger is located in an underground parking lot, you may participate in the pilot as long as there is Wi-Fi or cellular service at this location. If there is not reliable Wi-Fi or cellular service, your EV will be unable to receive the EV Flex Connects charging signals and you will be unable to participate.

Incentives

What incentives are available?

Community Power is offering a one-time enrollment incentive of \$50. You will also receive a \$5 incentive each month for continued participation in the pilot.

How are incentives received?

Enrollment and participation incentives are distributed and redeemed in the "Rewards" tab of the Optiwatt app. Once there, click on "Activity" to view and redeem them through your preferred method. You can choose how you receive your incentives, including digital wallet options.





When will I receive the enrollment incentive and participation incentive?

Enrollment incentives will be sent via email once the EV Flex Connect team has verified your eligibility, likely within two weeks of enrollment.

Participation incentives will be sent monthly.

