

Smart Home Flex Frequently Asked Questions

General Questions

What is Smart Home Flex?

Smart Home Flex by San Diego Community Power (Community Power) is a pilot program that allows Community Power to adjust the settings of your smart thermostat to shift energy use away from periods of peak demand to enhance grid reliability while helping you save money.

How does Smart Home Flex work?

When you enroll in Smart Home Flex, your registered smart thermostat will automatically adjust the temperature during a Smart Flex Event. A Smart Flex Event occurs when signals are sent to your thermostat(s) to adjust the temperature settings by a few degrees to avoid turning on the air conditioning system during peak demand times when energy is most expensive.

These events can be called any time between 6:00 a.m. and 10:00 p.m., up to five times per week. They will not occur on weekends or federal holidays except in cases of grid emergencies or other critical grid conditions, as declared by state officials.

How do I enroll in Smart Home Flex?

Enrollment in Smart Home Flex was open to the first 2,000 devices. At this time, new applications are not being accepted.

Can I unenroll from Smart Home Flex?

You can unenroll from Smart Home Flex at any time by contacting Community Power and requesting to be unenrolled. Unenrolling from the program forfeits all ongoing incentives.

Can I enroll multiple thermostats?

Yes, you can enroll multiple thermostats, and each is eligible for its own enrollment incentive.

Who do I contact if I have additional questions?

Contact Community Power by emailing us at customerservice@sdcommunitypower.org or calling our Contact Center at 1-888-382-0169 between 8 a.m. and 5 p.m., Monday through Friday.

Incentive Questions

What incentives are available?

Community Power is offering a one-time enrollment incentive of \$50 per device. Additionally, a \$25 per thermostat participation incentive may be given at the end of each season.

How are Incentives received?

Enrollment and participation incentives are digital prepaid reward cards sent via email to the email address provided during enrollment.

When will I receive the enrollment incentive and participation incentive?

Enrollment incentives will be sent via email once Community Power has approved your enrollment application. It may take up to 10 business days to process an application.

Participation incentives will be sent via email at the end of each season. It may take up to 20 business days to process and send participation incentives.

Smart Flex Event Questions

What are Smart Flex Events?

Smart Flex Events are called during times in the summer when Community Power anticipates high electric demand or a grid emergency is called by state officials to reduce energy usage. A signal is sent to your thermostat to adjust its temperature and minimize energy usage when it's most expensive.

Can I opt out of a Smart Flex Event?

Yes, you can opt out of a Smart Flex Event at any time. Since Smart Flex Events are called when electricity demand and costs are high, we encourage you to not opt out unless it's for comfort, safety, or urgent reasons.

What if my home becomes uncomfortable during a Smart Flex Event?

To help ensure that you are as comfortable as possible during a Smart Flex Event during the summer, we may send a signal to the thermostat to pre-cool or pre-heat your home to help maintain a comfortable temperature.

You are always in control of your comfort and can override the automatic adjustments at any time. Adjusting the temperature during a Smart Flex Event will automatically opt you out of the Event.

