

# EV Flex Connect Frequently Asked Questions

Last updated: March 10, 2026

## What is EV Flex Connect?

EV Flex Connect is a pilot program from San Diego Community Power that helps you charge your electric vehicle (EV) at times when electricity costs are lowest while ensuring your EV is charged to the level you requested by the time you need it. In partnership with [Optiwatt](#), the program creates a smart charging schedule that automatically shifts your home charging to periods when energy demand is lower, which can help reduce strain on the energy grid and lower energy costs for everyone.

## How does EV Flex Connect work?

When you enroll, you will connect your EV to the Optiwatt app and set your charging preferences, including your target battery charge percentage and when you need your vehicle ready. Based on this information and Community Power electricity generation rates, the program creates a smart charging schedule that automatically shifts charging to lower-demand times when electricity costs are cheapest.

Your vehicle will be 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. You can override the optimized charging schedule at any time through the Optiwatt app if you need to charge immediately.

## How do I enroll in EV Flex Connect?

Enrollment takes place in two steps:

- **Step 1: Create or log into your Optiwatt account**
  - Download the Optiwatt mobile app or [visit their website](#).
  - Connect your eligible EV to the platform.
  - Select San Diego Community Power as your provider.
  - Choose your electricity rate plan (you can find this on your electricity bill).
- **Step 2: Enroll in EV Flex Connect**
  - Once your vehicle is connected, you will see the EV Flex Connect enrollment option in the Optiwatt app.
  - Complete the short enrollment process to start participating.
  - If you are already an Optiwatt user, you will log in, confirm your profile information is up to date and look for the EV Flex Connect enrollment prompt in the Home or Devices tab.

## Can I unenroll from EV Flex Connect?

Yes. You can leave the program at any time through the EV Flex Connect section within the Devices tab of the Optiwatt app. You may also contact Optiwatt support at [support@optiwatt.com](mailto:support@optiwatt.com).

Before unenrolling, we recommend contacting the support team to help resolve any issues you may be experiencing. Please note that leaving the program will forfeit any remaining incentives.

## How many electric vehicles can I enroll?

You may enroll multiple eligible EVs per household, as long as each vehicle meets program requirements.

## Who do I contact if I have additional questions?

For questions about EV Flex Connect, contact Community Power:

- Email: [CustomerService@SDCommunityPower.org](mailto:CustomerService@SDCommunityPower.org)
- Phone: 888-382-0169
- Hours: Monday–Friday, 8 a.m. to 5 p.m.

For questions about the Optiwatt app, please contact Optiwatt directly:

- Email: [support@optiwatt.com](mailto:support@optiwatt.com)
- Phone: 855-967-1267

## Which vehicles are eligible for the program?

Telematics-enabled EVs that can be remotely controlled and monitored through the Optiwatt platform are eligible for EV Flex Connect. The list of eligible vehicles is updated regularly on the [EV Flex Connect webpage](#).

Additional vehicles may be added in the future. Please check the program website for the latest information.

## How is vehicle eligibility determined?

Eligible vehicles must be telematics-enabled and capable of being remotely controlled and monitored through the Optiwatt platform. This enables Optiwatt to create and adjust charging schedules automatically.

Some EV manufacturers prevent their vehicles from utilizing managed charging software outside of their proprietary platforms. EVs from these manufacturers are ineligible for this program.

## What are the participant eligibility requirements?

To participate, you must:

- Be a Community Power residential customer
- Own or lease an eligible electric vehicle
- Charge your vehicle at the enrolled residence at least 50% of the time
- Have Wi-Fi or cellular service available where the vehicle charges
- Agree to the EV Flex Connect Terms and Conditions

Please refer to the program [Terms and Conditions](#) for complete eligibility details.

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

No. EV Flex Connect works with both Level 1 and Level 2 home charging.

If you already use a smart charger with a scheduled charging feature, you should disable any existing charging schedules for your enrolled EV to avoid conflicts with the program's optimized charging schedule.

## Can I participate if my home charger is shared?

You may participate if your charger is used exclusively by your household, such as a charger located in a private garage, driveway or assigned parking space.



You cannot participate if the charger is shared with other residents or the public, such as a common charger in a multi-unit building.

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

Yes, as long as Wi-Fi or cellular service is available where your EV charges. If reliable connectivity is unavailable, your EV will not receive the optimized charging signals needed to participate.

### **What incentives are available?**

Participants receive:

- \$50 one-time enrollment incentive per eligible vehicle
- \$5 monthly participation incentive per enrolled vehicle

Monthly incentives are provided for continued participation and meeting the program's home-charging requirements.

### **How are incentives received?**

Enrollment and participation incentives are distributed through the Rewards tab of the Optiwatt app. You can view and redeem rewards through this tab and choose how you receive your incentives, including digital payment methods.

### **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, typically within two weeks of enrollment.

Participation incentives will be sent monthly, provided the program's participation requirements are met.

