

EV Flex Connect Frequently Asked Questions

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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).
 - If you are already an Optiwatt user, log in and confirm your profile information is up to date.
- **Step 2: Enroll in EV Flex Connect**
 - Once your account is created or you're logged in, connect your vehicle by selecting the EV Flex Connect enrollment option on the Optiwatt app or website.
 - Complete the short enrollment process and wait for approval. It can take a few days before you can start participating.

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.

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
- 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
- Phone: 855-967-1267

Which vehicles are eligible for the program?

EV Flex Connect is an active pilot program primarily optimized for Tesla drivers. We are in the demonstration phase for some other Telematics-enabled EV makes and models that can be remotely controlled and monitored through the Optiwatt platform are eligible for EV Flex Connect. Additional vehicles may be added in the future. You are welcome to enroll if you drive an eligible, non-Tesla vehicle, but your experience in the program may vary, and your vehicle may not always charge as expected.

The list of eligible vehicles is updated regularly on the [EV Flex Connect webpage](#). Community Power and Optiwatt are working to improve compatibility and customer experience across additional vehicle makes. Your participation and feedback help support program improvements and expansion.

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.



You must use Optiwatt to schedule charging. We strongly recommend turning off charging schedules set in your vehicle, manufacturer's app or smart charger. This avoids conflicts and allows EV Flex Connect to automatically schedule charging based on your preferences while shifting charging to times when demand is lower.

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, bank transfer, gift card or charity donation.

When will I receive the enrollment incentive and participation incentive?

Enrollment incentives will be sent through the Optiwatt app 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.

