



Summer High Heat Event Fact Sheet

California public utility companies carefully plan for times when electricity may be in short supply, and typically the power grid has ample reserves to accommodate demand. However, during the summer when air conditioning drives up electricity usage, there is a potential for electricity interruption. Please see information below intended to assist the community in preparations for high temperatures which often include periods of electricity interruption.

Public Safety, Utilities and Public Works Operations

Emergency response services remain fully staffed and operational. In an event of an emergency, dial 9-1-1. For all other non-emergency matters, contact the Orange County Sheriff's Department Dispatch at (949) 770-6011. The City's Utilities Department is taking steps to ensure that water and sewer service to our customers will continue uninterrupted. Back-up generators have been placed at critical well sites and staff remains on-call to respond to calls for service. Additionally, Public Works maintenance operations staff remain in the field responding to calls for service.

What is a Flex Alert?

A Flex Alert is issued by the California Independent Systems Operator (ISO), a nonprofit, public benefit corporation that manages the high-voltage electric grid for 80 percent of California. A Flex Alert is typically issued in the summer months when extremely hot weather pushes up energy demand as it reaches available capacity. This usually happens in the evening hours when consumers are returning home and switching on air conditioners, lights, and appliances. When a Flex Alert is issued, residents are encouraged to take three simple actions:

1. Set your air conditioner to 78 degrees or higher, if health permits
2. Use major appliances before 3:00 p.m.
3. Turn off all unnecessary lights

SDG&E Customer Information

During a high heat event, SDG&E, the City's electricity service provider, will provide information on their website informing customers of energy conservation activations. During these activations, higher than usual rates may be in place during peak electricity usage hours. Please visit the SDG&E website - <https://www.sdge.com/energy-conservation-activations> - or call the telephone numbers below for important information that could impact your utility bill.

- Residential customers: 1 (800) 411-7343
- Business customers: 1 (800) 336-7343

If rotating outages are called, how will I know if/when it's my turn? How long do they last?

If we are in a situation that requires the California ISO to call for rotating outages, SDG&E will communicate to customers through local media, social media, and phone calls to alert them of the situation. Customers can identify whether they may be impacted by checking their SDG&E paper bill, the SDG&E app or at sdge.com/myaccount. Customers are encouraged to monitor sdgenews.com for up to date information, including outage duration estimates.

High Heat Event Preparedness

During a high heat event your body works extra hard to maintain a normal temperature, which can lead to severe health complications. In the event of an extreme heat warning, residents are encouraged to avoid strenuous activity, wear light clothing, check-in on family members and neighbors, drink plenty of fluids, and never leave people or pets in a closed car.