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Docket Number:	21-ESR-01
Project Title:	Energy System Reliability
TN #:	244577
Document Title:	CenCal Health Comments - Uptime for Services to our Member & Providers reliant on grid energy
Description:	N/A
Filer:	System
Organization:	CenCal Health
Submitter Role:	Public Agency
Submission Date:	8/11/2022 4:04:37 PM
Docketed Date:	8/11/2022

Comment Received From: CenCal Health
Submitted On: 8/11/2022
Docket Number: 21-ESR-01

Uptime for Services to our Member & Providers reliant on grid energy

Here at CenCal Health, we provide health care coverage for about 1/5 to 1/4 of the total population of Santa Barbara and San Luis Obispo counties. As a locally administered health plan, we are better able to meet the needs of our members and providers by being located within the communities we serve. However that is reliant on a data center that requires power 24/7 in order to direct calls and compile/backup the sensitive data needed on a day to day basis. Our IT departments biggest concern is the reliability of the grid we are based on, and have found battery backups inadequate to meet the need for optimal up time. As such, we are having to make investments in generators to reduce our risk of being stranded without power. This is all a concern even with the reliable constant power for Diablo Canyon. Without it, a bad situation will only get worse, and we may be forced to outsource our operations to other states with more reliable grids that we can depend on.