



CASE STUDY

## Sentara Healthcare

### Numerous Facilities in Virginia and North Carolina

Sentara Healthcare is a non-profit health care organization serving Virginia and northeastern North Carolina. They are headquartered in Norfolk, VA and provide services to more than two million residents in the Hampton Roads region. Sentara has 9 hospitals in the Hampton Roads area, 8 served on the Virginia Natural Gas system and 1 behind Piedmont Natural Gas. The hospitals utilize natural gas for cooking, heating, hot water, and steam production. All of the facilities have dual-fuel capabilities, and may switch to consuming oil when prices are cheaper than natural gas.

#### The Challenge

Sentara wanted to look at integrating their North Carolina facility, Albemarle Medical Center, into their natural gas purchasing strategy already in place for their hospitals in Virginia. It was important for the medical center to meet budget requirements, and any additional savings would have a positive impact to the organization.

#### The Enspire Solution

Enspire Energy was able to procure natural gas supply for Albemarle Medical Center at a savings of \$95,000 compared to their prior year's cost.

Larry Smith, the Director of Facility Services at Sentara Norfolk General Hospital, notes that "Enspire Energy has a proven track record over many years. They have historically provided competitive pricing and outstanding customer service." The Enspire Energy team is serving all 9 hospitals in the Hampton Roads Area, and this is because "time and time again, they have been able to provide for our needs, while remaining highly competitive."

***"provided competitive pricing and outstanding customer service"***

In addition to competitive pricing, Larry also appreciates the high level of customer service he receives from Enspire Energy. "They are a company that has provided first rate service to all requests for assistance. They are very responsive to any requests for information, and on those rare occasions when they can't answer a question or concern immediately, the follow up is prompt and professional."

On average, Sentara purchases 750,000 Dth per year from Enspire. Enspire Energy handles all of the nominations and balancing with the local utilities, as well as invoicing by facility.

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