



Best Western Kent Narrows Inn

**HOTELS/HOSPITALITY |
SMALL BUSINESS PROGRAM**

Marc Lacoste, general manager, and
Ramesh Patel, owner of the Best Western
Kent Narrows Inn in Grasonville, Md.

Energy-saving upgrades yield big rewards for Best Western hotel

Running a small business is a big job. Especially when you handle virtually every aspect of the day-to-day operations in a 97-room hotel. Yet that is exactly what Marc Lacoste does as general manager of the Best Western Kent Narrows Inn in Grasonville, Md.

The opportunity

The hotel occupies an enviable location on the Chesapeake Bay, which means its management team is kept busy with many guests. So, any help in cutting energy costs—and saving time on maintaining equipment—can go a long way toward helping the hotel run more smoothly and profitably. That is where Delmarva Power's Small Business program comes in.

The upgrades

It started when owner Ramesh Patel decided to upgrade the hotel's interior and exterior lighting to LED bulbs, both to save energy and to take advantage of rebates through Delmarva Power. Because of that success, additional projects followed soon after. Those projects involved adding three 100-gallon hot water boilers and replacing the existing room HVAC units with more efficient packaged terminal air conditioners (PTACs).

But the upgrades did not stop there. They also replaced older, inefficient refrigerators, freezers, and ice machines—and they have definitely noticed the savings that came with those energy-efficient additions, as well as the environmental benefits.

Savings at a glance

Delmarva Power Small Business program

Best Western Kent Narrows Inn completed several energy-saving upgrades and projects throughout its facility, leaving more money to better serve its guests.

Program costs

\$218,927

total project cost

- \$106,020

incentive

\$112,907

net project cost

Estimated annual savings

206,495

kWh per year

\$31,387

per year

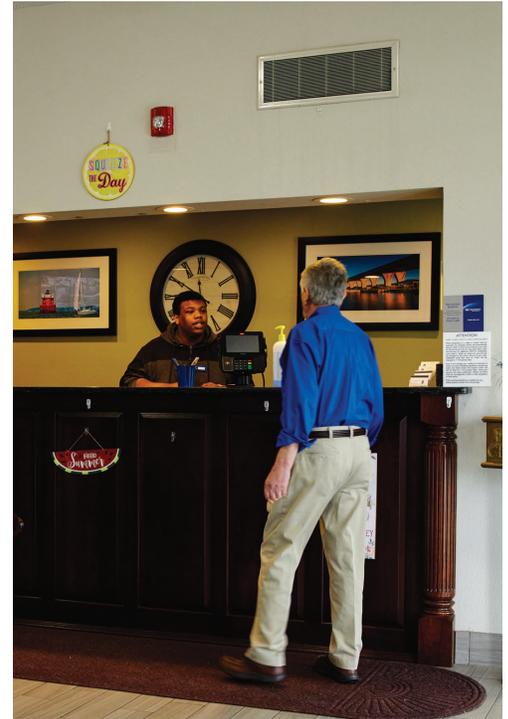
The benefits

“The energy bills have been cut way down,” says Lacoste. And it has not just been the lower power bills that they have enjoyed.

“Those PTAC units are a lot better than what we had before,” he continues. “They’re a lot quieter and require less maintenance.”

Lacoste did worry that getting the rebates for their energy efficiency projects would require too much paperwork. But again, Delmarva Power was there to help. Their Service Providers met with Patel and Lacoste, handling the paperwork for them and essentially making the projects turnkey.

After the success of the previous upgrades, Best Western Kent Narrows Inn has more projects on the horizon—and Delmarva Power will be there to help them every step of the way.



“There was constant communication with the Delmarva Power team. Everyone was very, very quick to answer our questions.”

—Marc Lacoste | General Manager | Best Western Kent Narrows Inn

The Delmarva Power Energy Savings for Business program provides financial incentives and technical assistance to help businesses maximize energy efficiency and reduce energy costs. Financial incentives can cover up to 70% of project costs.

Get started now

For more information, visit delmarva.com/SmallBusiness or call **866-353-5799**.

*Source of fuel efficiencies: United States Environmental Protection Agency.

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