



Success Story: Santos family Norfolk, VA

CHP Energy Solutions, Program Administrator
Dominion Energy EnergyShare, Program Funder
Advanced Energy Solutions, Subcontractor

\$23,731

Total Value of
Upgrades

\$1,561

Estimated
Annual Savings

9,187

Est. Annual
kWh Savings

Building Comfort, Stability, and Hope Through Partnership

For one Norfolk family, home should have been a place of comfort and stability. Instead, years of dealing with a failing HVAC system, rising energy bills, and inconsistent temperatures had made daily life more challenging. As a Navy veteran, husband, and father, Angel Santos wanted a better living environment for his family but was unsure where to turn for help. After researching available resources, he connected with CHP Energy Solutions and Dominion Energy's EnergyShare Program, opening the door to a life-changing opportunity.

Through Dominion Energy's EnergyShare Program, CHP Energy Solutions conducted a comprehensive energy audit and developed a plan to improve comfort, safety, and efficiency. CHP then contacted one of their trusted contractors, Advanced Energy Solutions (AES). The AES team installed a variety of energy-saving measures, including a new heat pump, replacement of electric baseboard heaters, a new thermostat, HVAC air filters, air sealing improvements, floor insulation, LED lighting upgrades, a water heater tank wrap, a refrigerator replacement, and carbon monoxide detectors. These improvements were designed to reduce energy consumption, lower utility costs, enhance safety, and provide lasting comfort for the family.

For years, the family lived with the challenges of an aging and unreliable HVAC system, rising energy costs, and inconsistent temperatures throughout their home. What may seem like everyday inconveniences can create significant stress for families trying to maintain a safe and comfortable living environment. Thanks to the EnergyShare Program, the family now has access to reliable heating and cooling, improved insulation, energy-efficient appliances, and enhanced safety measures that will provide lasting benefits. More than just reducing energy usage, these improvements offer greater peace of mind and help create a healthier, more comfortable home where the family can focus on what matters most.

But this project was about more than energy efficiency. On the day of the project, employees from Dominion Energy and CHP Energy Solutions volunteered their time to help improve the exterior of the home. Working side by side, volunteers created new landscape islands in the front yard and planted a variety of shrubs and flowers to enhance the property's appearance and create a more welcoming environment. In the backyard, volunteers transformed a worn patio area by raising and leveling it with pavers, helping eliminate a tripping hazard while creating a safer and more attractive outdoor gathering space for the family.

*"We're so
appreciative of this
program and
everyone who came
out today to help our
family. And we can't
wait for a lower
utility bill!"*

— Angel Santos,
Norfolk, Virginia



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Success Story: Santos family - Norfolk, VA

The volunteer effort served as a powerful reminder that community impact extends beyond the walls of a home. While energy efficiency improvements addressed long-term comfort, safety, and affordability, the landscaping and outdoor enhancements helped restore pride of place. What began as a weatherization project evolved into an opportunity for employees from multiple organizations to roll up their sleeves and invest directly in the well-being of a local family.

At the same time, crews from AES continued installing energy-efficiency measures throughout the home, ensuring that both the inside and outside of the property reflected the investment being made in the family's future. The project highlighted how each partner brought unique strengths to the effort. Dominion Energy provided the resources through its EnergyShare Program, CHP Energy Solutions delivered program management and weatherization expertise, Advanced Energy Solutions completed critical upgrades, and employee volunteers contributed their own time and effort to improve the property.

Today, the impact of this project can be seen throughout the property. From a more comfortable and energy-efficient home to improved outdoor spaces that are safer and more inviting, the family now enjoys benefits that extend well beyond utility savings. The upgrades help reduce energy burdens, improve day-to-day comfort, and provide a renewed sense of pride in the place they call home. While the work was completed in a matter of days, the positive effects on the family's quality of life will be felt for years to come.

The effort also received support through a broader community partnership involving the Cousinz Festival. While local leaders, community members, and festival founders Pusha T and FamLay helped bring awareness to the importance of these initiatives, the true success story remained centered on the family whose home was transformed through the project.

For CHP Energy Solutions, projects like this underscore the importance of strong partnerships in addressing the needs of vulnerable households. Every day, families across Virginia face difficult choices between paying utility bills and meeting other essential needs. Programs like EnergyShare help bridge that gap by providing meaningful improvements that reduce energy burdens, improve health and safety, and create more comfortable living environments. When utilities, nonprofit organizations, contractors, and volunteers work together, the result is far greater than the sum of their individual contributions.

For the Santos family, the results are tangible: a safer, more comfortable, and more energy-efficient home. For the community, the project serves as a reminder that programs like EnergyShare do more than reduce utility bills. They strengthen families, improve quality of life, and demonstrate the impact that is possible when partners come together with a shared commitment to serving others. Through collaboration, compassion, and investment in people, Dominion Energy, CHP Energy Solutions, and Advanced Energy Solutions helped create a brighter future for one Norfolk family and a stronger community for all.

The most rewarding part of this work is knowing that, through our partnership with Dominion Energy and CHP, we're helping families build a more comfortable and affordable future.

— David Alexander,
Advanced Energy Solutions

