

**Re: Carbon Impact of Stablepoint hosting**

**On 14/09/2022 15:25, Ellie Harrison wrote:**

Hello,

I'm concerned about the Carbon Impact of Stablepoint hosting.

Despite the [green hosting](#) credentials you set out on your website, when I tested my domain using the Green Web Foundation's tool, it returned [these 'Grey' results](#).

In order to return 'Green' results, Stablepoint is required to submit accurate data on the energy supply of your servers to the Green Web Foundation database.

I would appreciate it if this message could be forwarded to Stablepoint management so that this can be looked into as a matter of urgency.

If Stablepoint is not able to return a 'Green' result from the Green Web Foundation, I plan to switch to a guaranteed 100% renewable green host when my current plan expires on 4 January 2024.

I look forward to hearing from you.

Many thanks,

Ellie Harrison

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**On 14/09/2022 20:02, Stablepoint wrote:**

You have received a new reply to your support ticket from Darren L.

Ticket Reference: SP00015960

Ticket Subject: Carbon Impact of Stablepoint hosting

Message: Hi Ellie, I'm going to investigate and ask for clarity on the power mix that our upstream provider Leaseweb use in their UK datacentre, which is where your site is presently hosted. Leaseweb is one of our newer server partners so their details aren't yet on our about page. I do know their UK datacentres have ISO 50001 compliance, which relates to energy efficiency, but I don't know offhand the specific mix of energy their purchase from the grid, for example whether they purchase from exclusively renewable sources but I will find out for you.

I know it's not the same, but, irrespective of whether a supplier purchases from renewable sources or not, as an "extra" we do offset CO2 ourselves based on the approximate energy usage of each server using the average of the CO2 output of the UK National Grid supply which works out to 283 grams of CO2 for each KWH.

I will also talk to Leaseweb to see if they can submit their data to The Green Web Foundation's database so the information is updated correctly.

Kind regards,  
Darren

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**On 14/09/2022 21:48, Ellie Harrison wrote:**

Hi Darren,

Thanks for getting back to me so quickly!  
I wasn't expected such a swift and detailed response.

It would be great if you could follow up with Leaseweb to find out more about their energy supply and to ask them to submit their data to The Green Web Foundation's database.

Please send me an update when you hear back.

Many thanks and best wishes,

Ellie

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**On 15/09/2022 12:19, Stablepoint wrote:**

You have received a new reply to your support ticket from Darren L.

Ticket Reference: SP00015960

Ticket Subject: Carbon Impact of Stablepoint hosting

Message: Hi Ellie,

I've spoken to Leaseweb about their space in their UK datacentres, and the datacentre where your site is hosted is owned/managed by a company called Iron Mountain. They say that their global power footprint is entirely renewable:-

<https://www.ironmountain.com/data-centers/sustainability>

"100% RENEWABLE DATA CENTERS

We have covered 100% of our global data center electricity consumption with renewable energy purchases each year since 2017.

In 2021 we set an ambitious goal to meet each hour of our energy use every day with local carbon free energy by 2040. In support of this goal we were founding signatories to the [UN 24/7 Carbon Free Energy Compact](#) and were the first colocation provider to join [The Climate Pledge](#)."

I still need to find out how/if we can ask them to fill out the required forms so that your site appears 'green' on thegreenwebfoundation's site.

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**On 16/09/2022 15:26, Ellie Harrison wrote:**

Hi Darren,

Thanks for getting back to me about this.

That's good to hear that Iron Mountain's data centre is powered by 100% renewable energy. It would be great if you could contact them to ask them to upload this information to the Green Web Foundation's database.

If you're able to share their contact details, I would also be happy to email them myself.

Can you confirm how frequently are my websites are likely to be moved from one datacentre to another?

Many thanks,

Ellie

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**On 17/09/2022 10:49, Stablepoint wrote:**

You have received a new reply to your support ticket from Dominic T.

Ticket Reference: SP00015960

Ticket Subject: Carbon Impact of Stablepoint hosting

Message: Hi Ellie, We'll ask them to check out the site! Also we don't really plan on moving anything for the foreseeable future! Dom

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**On 18/09/2022 12:15, Ellie Harrison wrote:**

Dear Iron Mountain,

I am a customer with Stablepoint Hosting in the UK.

I wrote to Stablepoint to enquire about whether the data centres where my 5 websites are hosted are running on 100% renewable energy.

This is because when I test my main website in the Green Web Foundation's database it returns this negative 'Grey' result:

<https://www.thegreenwebfoundation.org/green-web-check/?url=https%3A%2F%2Fwww.ellieharrison.com%2F>

Stablepoint have told me that their upstream provider Leaseweb uses Iron Mountain data centres in the UK. They have pointed me to your website where I see you have a commitment to using 100% renewable energy, which is good news.

If this is the case however, then I am writing to enquire why this is not delivering a positive 'Green' result in the Green Web Foundation's database.

Could it be that you still need to submit the information about your data centre energy sources to them?

If yes, then I would appreciate it if you could do so and let me know when this is complete. See information here:

<https://www.thegreenwebfoundation.org/support/why-does-my-website-show-up-as-grey-in-the-green-web-checker/>

I look forward to hearing from you.

Best wishes,

Ellie Harrison

<https://www.ellieharrison.com>  
<https://www.artistsbond.co.uk>  
<https://www.bringbackbritishrail.org>  
<https://www.powerforthepeople.org>  
<https://www.getglasgowmoving.org>  
<https://www.glasgowenergy.coop>

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**On 10/10/2022 14:15, Ellie Harrison wrote:**

Dear Iron Mountain,

I'm following up my enquiry below made via your website on 18/09/2022.

I have not receive a response yet, despite having been added to your mailing list and having received numerous marketing messages since then.

I would be grateful if you could get back to me ASAP.

Many thanks,

Ellie Harrison

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**On 03/01/2023 12:02, Ellie Harrison wrote:**

Dear Iron Mountain,

I'm following up my emails below dated 18th September and 10th October 2022.

I've not yet receive a response from you, so perhaps I haven't been sending these to the correct email address?

I am now trying the [media@ironmountain.com](mailto:media@ironmountain.com) address that I found on your website, so I would be grateful if you could put me in touch with someone who can help with my enquiry (below) regarding the Green Web Foundation's database.

Many thanks,

Ellie Harrison