

NEW / MODE

312 Main Street
Vancouver, BC V6A 2T2

December 14, 2018

Jeff Bezos, Chairman & CEO

Amazon

Via email: jeff@amazon.com

Re: Renewable energy commitment

Dear Mr. Bezos,

As a customer of AWS, New/Mode is happy to see that AWS has made a 100% Renewable Energy commitment. We provide cloud software for advocacy organizations & causes who are campaigning to make the world a fairer and more sustainable place. Nearly 30% of our customers are organizations in the environmental and climate movement. They are concerned that while AWS has made this commitment, there is little available information on the operational capabilities Amazon has dedicated to fulfilling this commitment.

Could you provide more details as our clients require a clear policy and timeline from AWS to show how AWS is directly increasing demand for new renewable energy?

We would specifically like more information around the areas defined below:

1. Transparency

Other Internet companies have included ongoing transparency as a critical aspect of their commitment to renewable energy transition, but transparency has been one of Amazon's weakest areas. Amazon should begin by providing a detailed snapshot of its energy demand and greenhouse gas emissions, and committing to provide regular public updates as it changes.

2. Dirty Utilities

Roughly half of AWS servers are based in its US-East region in Virginia, where the local utility (Dominion Power) provides only 4.1% of its electricity from renewable sources, compared to 26.5% from coal, 33.8% from nuclear and 33.6% from gas. (See "Balanced Energy Mix" here. Excluding biomass, RE generation is only 4.1%). But as Google, Facebook and Apple demonstrated in neighboring North Carolina, IT companies can demand that dirty utilities provide renewable energy for their biggest and fastest growing customers. Apple, Facebook and Google teamed up to push the utility there, Duke Energy, to offer more renewable energy. Amazon has the opportunity to lead a similar effort in Virginia, which is increasingly urgent as Dominion Power is rushing to develop new natural gas infrastructure like the \$6.5 billion Atlantic Coast Pipeline, instead of more renewables.

3. Guiding Principles



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As Amazon's peers and competitors adopted far-reaching energy goals for renewable energy, each has established principles to guide how they achieve these goals as they grow. Amazon claims "100% Carbon Neutral" for five of its nineteen regions, with no explanation as to what this actually means. Is Amazon buying local renewable energy to power these facilities, or is it buying renewable energy credits or carbon offsets that improve Amazon's energy record only on paper, while leaving its actual electricity supply unchanged? The company should elaborate how it defines "renewable" for its customers.

We appreciate your further explanation as we work with our clients who are looking for this information.

Sincerely,

A handwritten signature in black ink, appearing to read "Shamus Reid". The signature is fluid and cursive, with a prominent initial "S" and a trailing flourish.

Shamus Reid
Chief Operating Officer