

Customer FAQ – energy

Wholesale prices for gas and electricity have reached an all-time high, with increased volatility. This has also led to an increase of our energy prices. In this document we have compiled answers to the questions we most commonly hear at Digital Realty. We hope you find them to be useful.

Given how complex and volatile energy pricing is currently, we've assigned the EMEA Command Centre team to support you throughout this challenging period. To contact them with any additional questions, please get in touch via the self-service portal and submit a 'billing inquiry'.

Please note that some of the questions and answers pertain to colocation contracts specifically, although customers with scale contracts will most likely also benefit from the information.

To make it easier to navigate through this document, please see hyper-links to the relevant sections below:

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Pricing

1. Why is Digital Realty increasing its energy prices?

Energy prices have risen dramatically across the world in the past year. Europe is facing unprecedented increases in energy prices along with high levels of volatility and supply risk, driven principally by the Russia-Ukraine conflict, as well as global supply and demand imbalances, global supply chain challenges, and other factors.

Our dedicated team of energy procurement teams work hard to supply reliable and cost-effective energy to our properties in Europe, as well as globally. The challenges in the energy markets have increased the cost of the energy needed to run data centres.

2. How much is Digital Realty increasing its energy prices by? Are all customer's prices increasing by the same amount?

We will confirm this in our direct communications with you. If you have any questions in the meantime, please reach out to your usual contact at Digital Realty or submit a billing inquiry via the self-service portal.

3. When is Digital Realty increasing its energy prices?

In October this year, we shared indicative rates with you to help with budgeting. In November, we plan to confirm the new rates. We will do this in our direct communications with you.

4. Will Digital Realty decrease its energy prices again in the future?

We regularly review energy costs and will endeavour to pass on price improvements where possible in the future. At this time, however, energy prices are expected to remain elevated for some time.

5. How is your energy procurement strategy adapting to the current environment?

When it comes to energy pricing, our goal is to provide stability for customers. To do this, we purchase energy in accordance with an internally governed energy risk management strategy (“ERMS”), which allows us to provide a stable planning environment for our customers on an annual basis, while continually improving the power usage effectiveness (PUE) of our facilities.

Our approach to energy procurement seeks to balance reliable and low-cost power with low volatility and stability. While unprecedented current market conditions make this more challenging, our purchasing power, investment-grade credit rating, and long history with our suppliers are advantages that enable us to exercise a range of procurement solutions to achieve these objectives. For example, we may layer together shorter- and longer-term hedge positions to provide predictable prices and to take advantage of favourable price movements.

6. If additional support is offered by governments, will we see the benefits passed on?

We will endeavour to pass on reductions in prices we see as a result of additional government support to our customers.

7. My energy bill is going up – does this account for Indexation?

The increased energy rates we’ve shared with you only reflect the increases we’ve seen in our energy-related costs. Indexation will still be applied as usual to non-power products in accordance with contractual terms.

Supply

1. Can you confirm how Digital Realty is preparing for any potential energy supply rationing in the EMEA market?

There is ongoing speculation regarding energy availability in Europe this winter. So far, we have not experienced energy shortages and Digital Realty hasn’t received any direct formal communication from the vast majority of European governments or local regulatory bodies regarding the same. However, we are actively engaged and working very closely with them to ensure they fully understand the importance of the services that we provide to our customers.

Digital Realty has a robust business continuity plan (BCP) in place which has been tailored to all of our facilities across Europe. It outlines the risks, their consequences, and the preventative measures we have in place across a number of areas including:

- Crisis management & executive emergency contacts
- Threat monitoring & incident escalation
- Technical operations
- Fuel management
- Physical security
- Cyber-security

Digital Realty is taking proactive steps to prepare for a scenario where there are interruptions to power supplies. Examples of some of the measures Digital Realty has in place include ensuring that we have sufficient supplies of fuel to temporarily power back-up generators at each European site, as well as establishing service level agreements with fuel suppliers that stipulate priority delivery of fuel.

2. Can you provide a copy of your business continuity plans in place in the event of energy supply rationing in the EMEA market and extended run-time of generator?

Digital Realty's business continuity plan (BCP) is confidential, which means we're unable to share it outside of the business. Our BCP is comprehensive, and we revisit and update it regularly in response to the evolving external environment.

3. How much back-up generator fuel storage do you have on site (hours)?

Digital Realty's global standard is to have sufficient fuel on-site to support 24 hours of continuous operation at full load. Our standard stipulates that we have full fuel capacity stored on-site (defined as 90% at a minimum) with coordinated top-ups should the fuel capacity fall below 80% at any time.

4. What are your current SLAs with fuel suppliers?

Digital Realty typically maintains a minimum of 24-hour SLAs with diverse fuel providers in all European markets, committing these providers to resupply fuel to the generators within 24 hours from request in normal circumstances.

5. Has all maintenance been completed as per vendor defined timelines and maintenance standards?

Yes – maintenance has been performed across the relevant critical assets in line with vendor guidelines and our own maintenance standards.

6. What is Digital Realty doing to lower the PUE of its facilities and limit its energy consumption more broadly?

We remain focused on efficiently operating our data centers, which means improving power usage effectiveness (PUE) and water usage effectiveness (WUE). We continue to implement energy efficiency improvements, and we are looking to invest in local renewable energy where feasible to lessen our purchased energy needs. We have a range of initiatives specifically designed to reduce our energy consumption, from natural cooling solutions to innovative energy monitoring technology. To read more about what we're doing, check out our latest [ESG report](#).
