Sample Letter Templates: Custom Software Images

I. For enterprise customers:

Dear [*Customer*]:

At your request we have loaded your custom software image onto the following computer models: [*list models*]. From the factory, these models and configurations pass the stringent requirements for attaining the ENERGY STAR mark. However, due to the presence of your custom image, we are unable to verify that the software and hardware are still configured to meet the ENERGY STAR specification. This could mean that the computers: a) no longer meet the ENERGY STAR energy consumption requirements; b) no longer have the power management mode enabled as required; or c) both a and b.

We strongly recommend that you test these computers to see if they comply with the current ENERGY STAR requirements for energy consumption and power management settings. For instance, without the sleep mode activated, the computers could use substantially more energy -- in some cases, five times more than those with sleep mode activated. If the idle power specification has been exceeded, which is the most likely power mode to be affected by a custom image, then your organization may be using more energy than necessary and an evaluation of your current hardware/software configuration would be advised.

For additional information on the ENERGY STAR Computer Specification, please visit: http://www.energystar.gov/products

For additional information on power management, please visit: [www.energystar.gov/powermanagement](http://www.energystar.gov/powermanagement).

II. For Federal government customers:

Dear [*Customer*]:

At your request we have loaded your custom software image onto the following computer models: [*list models*]. From the factory, these models and configurations pass the stringent requirements for attaining the ENERGY STAR mark. However, due to the presence of your custom image, we are unable to verify that the software and hardware are still configured to meet ENERGY STAR specification. This could mean that the computers: a) no longer meet the ENERGY STAR energy consumption requirements; b) no longer have the power management mode enabled as required; or c) both a and b. This means that the computers may no longer comply with the requirements for federal agency computers specified in Executive Order 13423.

We strongly recommend that you test these computers to see if they comply with current ENERGY STAR requirements for energy consumption and power management settings. If your computers do not meet the ENERGY STAR requirements, we strongly recommend that you evaluate your current software configuration. Changes to this configuration may enable your computers to comply with the ENERGY STAR specification and EO 13423 requirements.

Without the sleep mode activated as required by EO 13423, the computers could use substantially more energy -- in some cases, five times more than those with sleep mode activated. If the idle power specification has been exceeded, which is the most likely power mode to be affected by a custom image, then your organization may be using more energy than necessary and an evaluation of your current hardware/software configuration would be advised.

For additional information or to access ENERGY STAR’s power management tools and resources, please visit: [www.energystar.gov/fedofficeenergy](http://www.energystar.gov/fedofficeenergy).