

EnergyMetric Terms and Conditions Summary



EnergyMetric has been developed by the Institute for Environmental Analytics at the University of Reading

Full Licence Terms

For commercial customers, a full copy of the Licence Terms can be accessed by contacting us at support@energy-metric.com.

Free Trial User Licence Terms

Trial Users can access a free version of the EnergyMetric software for the UK only. This is provided with restricted functionality, map layers and lower resolution weather data (9km ERA5-Land). It is provided on an 'As Is' basis and in line with all the other terms and conditions listed below. The University of Reading reserves the right to adjust, revoke and end free trial accounts at any time.

Technical Support

The EnergyMetric development team aims to respond to enquiries within one working day during UK office hours of 09:00-17:00hrs. Technical support queries should, in the first instance, be sent to support@energy-metric.com

Platform Maintenance

The EnergyMetric team may perform scheduled maintenance tasks on Tuesdays 10:00-11:00 Coordinated Universal Time (UTC), during which there may be some interruptions to service. Occasionally, and only when necessary, we may need to perform ad-hoc maintenance tasks at other times, which may also result in service degradation or interruption.

Privacy Policy

We take information security seriously and will only use your personal information to administer your account and to provide the products and services you have registered for. We share your email address with a third-party transactional email service called Mailgun to send you automatic email notifications as well as changes to your EnergyMetric content. Questions regarding EnergyMetric's privacy policy or information practices should be directed to support@energy-metric.com

Confidentiality

EnergyMetric account details and passwords are specific to named individuals. They must not be disclosed or transferred to third parties. If you know who would like an account, encourage them to register an account or get in touch by emailing: support@energy-metric.com

Limitation of Liability

The EnergyMetric software platform is provided "As Is", without warranty of any kind, express or implied, including, but not limited to, the warranties of merchantability, fitness for any particular purpose and non-infringement. In no event shall the [Institute for Environmental Analytics](#) or the [University of Reading](#) be liable for any claim, damages or other liability, whether in an action of contract, tort or otherwise, arising from, out of or in connection with the platform or the use or other dealings in the platform. Users waive all rights to claim for direct or indirect losses or damages through their use of the platform.

Weather Data

EnergyMetric Weather Data, as part of paid subscriptions, can be downloaded and used for internal purposes only and must not be shared with third parties.