EG EnerKey

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Third-Party Services Terms

The Service Agreement will state whether Third Party Services are included in the purchased solution. Terms for Third Party Services are defined in Suppliers Terms and Conditions.

Personal data

The supplier's processing of personal data in relation to this product is covered by the Supplier's data processing agreement.

Terms for AI functionalities

Training on data

Both Parties acknowledge that any data inserted into the Solution is the property of Customer. The Supplier may not train any AI models, LLM or alike on the basis of Customer's data. The Supplier may use information on how the AI functionality is used, patterns and other information arising from Customer's use of the AI functionality provided the data is either aggregated or anonymized.

Human oversight

Customer is aware of that AI functionality may make mistakes, and Customer is solely responsible for ensuring human oversight of any output from the AI functionality. The Supplier is not responsible, or liable, for any error, mistake or damage arising from the output which would have been avoided if Customer had ensured necessary human oversight and/or AI literacy from its users.

Restrictive measures relating to AI functionality

The Supplier may, at its discretion, implement restrictive measures affecting the Customer's use of any AI functionality, including without limitation rate limiting, throttling, temporary suspension of specific AI functionality, usage quotas, or other technical restrictions, where the Supplier considers such measures appropriate to address circumstances such as:

(i) disproportionate consumption of computational, infrastructure, or third-party model costs attributable to the Customer's use;
(ii) actual or potential adverse impact on the availability, performance, or stability of the Services for other customers;
(iii) use that deviates materially from typical or expected usage patterns;
(iv) suspected misuse, abuse, or use contrary to the applicable acceptable use terms; or
(v) constraints, limitations, or changes imposed by EG's upstream AI model providers or other subcontractors.

The Supplier shall provide Customer with reasonable prior notice, of at least 30 days, of any such measures. The Supplier may implement measures with immediate effect where, in the Supplier's reasonable assessment, immediate action is necessary to prevent material harm to the Services, other customers, the Supplier, or any third party, or to comply with applicable law or upstream provider requirements. In such cases, The Supplier shall notify Customer without undue delay after implementation.

Restrictive measures implemented in accordance with this clause shall not constitute a breach of contract, a defect, or non-conformity, and shall not entitle Customer to any reduction of fees, service credits, refund, termination right, or other remedy. The Supplier shall lift or adjust such measures once the underlying cause has been resolved or no longer applies.

Terms of the invoice management services

The invoice management services are set up and maintained based on information provided by the Customer. The services require data availability in the EG EnerKey portal.

When the service is launched, the Customer provides the baseline information needed to set up the invoice management services. EG EnerKey carries out the required setup and change measures.

To launch the energy and water invoice verification service and invoice-based cost reporting, the Customer provides a listing of delivery points by energy type, and, for the verification service, also any account allocation information to EG EnerKey. As its name indicates, the account allocation proposal added to invoices is a proposal, and responsibility for the accuracy of the information rests with the Customer.

EG EnerKey makes changes to e-invoice addresses with energy companies based on the information provided. After the service has ended, the Customer is responsible for any changes to e-invoice addresses.

The invoice distribution service is launched based on distribution criteria provided by the Customer. The invoice distribution service requires the Customer to provide information on payers, meter-specific distribution criteria, the pricing information used in the invoice distribution, and the delivery address for the billing material. The Customer is responsible for notifying EG EnerKey in advance of any changes to the distribution

criteria and pricing information before the invoice distribution date, and for the accuracy of the meter hierarchy in the EG EnerKey portal.

Service descriptions

1 General

This service description describes the content of the EG EnerKey services and the deployment of the services. Detailed, up-to-date descriptions of the functionalities and user interfaces of the software services are provided in EG EnerKey's electronic Help (help.enerkey.com).

The EG EnerKey services consist of service packages and additional services, which the Customer may choose to order. This service description describes individual services and functionalities which are sold as a part of service packages or as an additional service.

SERVICE PACKAGES	FORERUNNER	EFFICIENT	AWARE
Energy reporting	●	●	●
Emission reporting	●	●	●
Alarms	●	●	●
Ines - Summary	●	●	●
Ines - Demand response potential	●	●	●
Comments tool	●	●	
Actions tool	●	●	
Targets tool	●	●	
Cost reporting	●	●	
Budgeting tool	●	●	
Ines - ET curve	●	●	
Ines - Benchmarking	●		
Ines - Heating consumption analytics	●		
Ines - Heating power analytics	●		
Ines - Heating optimization	●		
Ines - Heating & Cooling	●		
Ines - Ventilation analytics	●		
ADDITIONAL SAAS SERVICES			
Ines - Solar power analytics	●	●	●
Sustainability reporting	●	●	●
EnerKey Api - Consumption data	●	●	●
EnerKey Api - Actions	●	●	●
EnerKey Api - Consumption window	●	●	●
Transport fuel reporting	●	●	●
Waste reporting	●	●	●

Indoor air quality indicators	●	●	●

2 EG EnerKey Services

2.1 Consumption reporting service

The consumption reporting services is an extensive package of reporting and analysis tools that makes the measurement and property data stored on database available to the Customer. It offers functionalities to visualize, analyse and report data collected to the EG EnerKey. The reported quantities are typically energy consumption or production, water consumption, waste, indoor air quality and fuels. Reporting service calculates aggregated values and KPI's by using property data. The full list of supported quantities is available on electronic Help.

2.2 Emission reporting service

The emission reporting service calculates CO_2 emissions both based on a) customers own emission factors and b) location based by using statistical average emission factors available on the EG EnerKey. The user can set own emission factors via user interface based on the Customer's own energy acquisition and energy contracts. Emission factors for fuels, and other quantities with standard emissions, are set automatically. Calculated emissions are available as an additional data on consumption reports.

It's possible to push emission factors via External API when Customer has suitable data source to connect and capabilities to build integration. Finnish district heating companies' emission factors are available by ready-made integration from klpaastolaskuri.fi. The integrations and API services are additional services and priced separately.

2.3 Cost reporting service

The cost reporting converts consumption on main meters to costs by using a) statistical locations based average prices b) by using customers' own cost factors. Cost factors can be set separately for fixed cost and variable cost. Calculated costs are available as on additional data on consumption reports.

For customers of the invoice management service, cost reporting may be based on the cost data from invoices. See Section 5.1.

It's possible to push cost factors via integration when Customer has suitable data source to connect and capabilities to build the integration in the third-party system. The integrations are additional services and priced separately.

2.4 Budgeting service

The service enables to budget consumption and costs and then compare realised consumption and cost values to budgeted figures. User can use historic data on EG EnerKey as a base for budget figures and adjust those if needed. Budgeting is made separately for consumption and unit pricing over budget period.

2.5 Alarm service

The EG EnerKey alarm service automates the detection of data changes. It enables quantitative and relative thresholds to be set, e.g., for measured consumption to define the boundaries within which consumption is allowed to vary. If the set threshold surpasses, service creates an alarm notice. Notices are visible on various parts of the EG EnerKey and can be sent by email to the party set as the alarm recipient. The alarm message provides a breakdown of the change in consumption that caused the alarm, the alarm settings, and a timestamp for the check.

EG EnerKey's user interface enables alarms to be set for the main measurements and sub-measurements on sites, for both automatic and manual measurements. Detailed functionalities of alarm service are described on electronic Help.

During the Service on-boarding phase, the Supplier sets up the jointly agreed alarms for measurements on the Customer's sites or, alternatively, the Customer may set up the desired alarms itself via the alarm service user interface. The Customer may edit and maintain alarms via the alarm service user interface.

2.6 Energy management

2.6.1 Comments service

The Energy Management Comments function is made for marking and explaining changes in data and properties. It helps to build a transparent deviation management process which is one basic requirement in ISO 50001. Comments are available in EG EnerKey for several use cases to analyse and report issues and changes.

The Alarm service is integrated with Comments and user can create a comment from alarm notice for further processing. It requires that both services are activated for the Customer.

2.6.2 Actions service

The Energy Management Actions function can be used to manage energy efficiency measures. It e.g., helps to follow and report implemented energy saving measures, to plan coming measures, and to see the energy saving potential. Energy efficiency improvements are an essential part of ISO 50001.

The service includes versatile management reporting to visualize data and is integrated with Ines AI reports. User can load Ines findings to Actions service for further processing. That requires both services are activated for the Customer.

2.6.3 Targets service

The Targets function enables the user to set consumption targets for the main measurements on sites. The Service enables users to set two types of monthly target time period: tied to a calendar year or not tied to a calendar year. Targets tied to a calendar year can be used to set and monitor annual targets (such as budgeting and maintenance) or interim targets derived from long-term targets. Periods that are not tied to a calendar year can be used to store target or comparison data that is independent of the calendar year, such as a baseline for the ISO 50001 standard or simulated consumption data.

2.7 Ines – Virtual energy manager service

The service is based on AI analytics which can detect, report, and visualize from consumption, weather, and facility data unusual usage, saving and investment potentials. Ines includes several different use cases which are analyzing and visualizing:

- various energy related key performance indicators from the facility portfolio,
- consumption benchmarking,
- energy saving potentials and improvements,
- consumption characteristics in varying outdoor temperatures,
- demand response and solar power potential,
- summary of findings
- etc.

Ines findings and proposals can be saved as a energy saving actions to the Actions tool. The details of use cases and each use case's specific data requirements are described in electronic Help and other electronic support materials.

EG EnerKey activates service based on order and updates user rights to the customer profile. Access to Ines can be limited to the certain users only.

2.8 AI functionality Kaisa

Kaisa is an AI agent feature, which can provide outcomes, analyses, and answers to users based on user specific prompts. Kaisa AI agent has access to EG EnerKey´s facility, meter, consumption and weather data as well as to Ines saving potential calculations. Users can also input company specific documents for Kaisa to provide answers. Kaisa´s answers are based on the available data in the Customer´s EG EnerKey profile.

2.9 Sustainability reporting service

The sustainability reporting service helps to allocate organization's CO_2 emission based on GHG protocol to Scopes 1-3. User can create a reporting framework with categories and emission sources needed to meet own reporting requirements.

It is integrated with Consumption reporting service to download and update consumption and emission data collected there. User can also add other sources which are used only for sustainability reporting.

2.10 Documents service

The document service is for managing documents related to energy management. It offers several levels for documents:

1. General documents distributed by EG EnerKey, like guidebooks
2. Company documents shared between the company's users, like energy management guidelines or another Customer's own instructions
3. Site documents are materials concerning specific reporting sites, like energy auditing reports.

4. Meter documents are materials concerning specific meters at reporting sites, like meter location chart

Documents can be categorized on the service when they are saved, and the types in use vary depending on the selected level. The service supports the saving of periodical reports (month, quarter, and year). The service enables expiry dates to be set for documents. This is used to monitor the need to renew a document (e.g., an energy certificate). Documents are not version-controlled, but it is possible to retain old documents on the service. The Customer can download saved documents from the service.

2.11 External API service

External API is a data programming interface intended for retrieving information saved or created on the EG EnerKey. The API can be used in software development or in other applications, like info displays or BI-reporting systems. The API is available for the Customer and for third parties with Customer's authorization.

It is possible to use API to bring in data to the EG EnerKey via interface, for example consumption data or facility data. External API's push function can be used to connect to EG EnerKey data sources that are not yet supported.

The Supplier has a right to develop interface and make changes into it. All changes will be informed forehand to guarantee reasonable time to adapt to changes.

The interface description is available at: https://developer.enerkey.com/

The Supplier shall create a unique API key for the Customer's specified site or group of sites to enable the service.

3 Data management

The data management forms the core of EG EnerKey's services. It refers to the management of data on energy consumption and related data using a EG EnerKey that stores data from metering points in a centralised database.

Data can be collected both automatically and/or entered manually. The metering data is collected by using data sources approved by EG. The data sources can be e.g., datahubs or other data transfer services, building automation systems, metering or IoT devices.

Metering data is stored to EG EnerKey database that aggregates metering values such as monthly sums as well as contains metadata about the sites and other data, such as the outdoor temperature.

Customers get an access to the collected data by using EG EnerKey consumption reporting tool.

Collection of metering data

3.1.1 Automatic data transfer from third parties

The metering data collected by third parties, like energy companies or CTS cloud services, can be used on EG EnerKey when those are supported and approved by the Supplier. The initiation of automatic data transfer requires the Customer to authorise the Supplier to transfer and store

consumption data. The Customer covers any recurring or non-recurring costs charged by the third parties to initiate data transfer.

3.1.2 Smart metering devices

Customer can use various smart metering devices, BMS systems, and IoT devices to collect metering data to the EG EnerKey. To ensure the functionality of the EG EnerKey, only devices approved by the Supplier can be connected to the EG EnerKey.

3.1.3 Data connections

Typically, the Supplier acquires connections for the Devices. Acquiring connections means acquiring a subscription from a telecommunications operator or establishing a remote connection over the network; it does not mean, for example, that the Supplier would build networks. The Supplier is not responsible for operation of the connections or for any connection problems. These are the responsibility of the Customer, the telecommunications operator or a third party.

3.1.4 Quality assurance

The quality assurance of the data collection and metering data is automatic. EG EnerKey aims at detection of non-responsive data sources, meters, and missing data. It seeks data points with zero consumption, which may indicate a fault. Detected problems are logged and reported on error widget in the EG EnerKey.

3.1.5 Rectification work for metering faults

If Customer needs the Supplier's support to solve the fault, Customer can create support order to EG EnerKey.

As a part of rectification work for metering faults, the Supplier can support Customer by giving instructions. The Supplier can also help The Customer in coordination between third parties to rectify problems in meters, remote reading devices or data communication connections. The third parties may include property management companies, utilities, contractors, and companies providing data communication connections that the Supplier has an established co-operation with.

The rectification work is always agreed separately and invoiced on hourly rate according to price-list.

3.1.6 Manual data collection and responsibilities

The Customer is responsible for the accuracy of the readings and consumption data and for inputting it into EG EnerKey.

3.2 Maintenance of property data

The Customer can use EG EnerKey user interface to maintain the property data for sites connected to the EG EnerKey's. Data can also be maintained by integrating a property information system with EG EnerKey. The implementation of integrations is agreed on a case-by-case basis with a separate price.

3.3 On-boarding of EG EnerKey

The service on-boarding phase includes adding the Customer's properties and the required data points to EG EnerKey's database. The Customer provides the required initial information for the Supplier to store this information In addition to initial information, property information can be stored on EG EnerKey, like size information for calculating specific consumption values, or the contact details of the property manager and maintenance person, for the purpose of grouping sites or contacting people.

The Supplier connects those Customer's data sources that can be used for automatic data collection, to EG EnerKey.

The Supplier creates the required user IDs and access rights to EG EnerKey based on the information provided by the Customer.

Typical phases of the EG EnerKey on-boarding are:

1) Input data collection (Customer)
2) Setting up EG EnerKey (Supplier)
3) Data acquisition (Supplier with the support of the Customer or third party)
4) Activation of EG EnerKey Services (Supplier)
5) Enabling the Customer to the use of EG EnerKey (Supplier with the support of the customer)

4 Changes related to services or sites

In case of changes required to services, sites, data connections of smart meters the Customer provides the notification to the Supplier in a written format to EG EnerKey Service Desk.

Changes in the content or quantities of the services affecting individual sites or measurements are maintained on the EG EnerKey system's backend tools, which update the service invoices accordingly.

Access rights to the EG EnerKey are changed only based on the Customer's request.

5 Invoice management services

The invoice management services consist of three services:

- Invoice-based cost reporting
- Energy and water invoice verification service
- Invoice distribution service

5.1 Invoice-based cost reporting

EG EnerKey receives the Customer's delivery-point-specific energy invoices as e-invoices and records a cost factor from the invoices based on the invoice total for the EnerKey cost reporting service. The invoices are forwarded as e-invoices to the Customer for approval and payment. Energy invoices processed through the service are reported and archived in the EnerKey invoice archive, and the costs are viewable in the EnerKey cost reporting service.

The service supports invoices for electricity, district heating, and water based on metered consumption.

5.2 Energy and water invoice verification service

EG EnerKey receives the Customer's delivery-point-specific energy invoices and performs an accounting-based factual check on the invoices, i.e. verifies the accuracy of the invoice content, adds a verification stamp, and adds an account allocation proposal or an account allocation key guiding the allocation to the electronic material. The invoices are sent to the Customer as e-

invoices for approval and payment. Energy invoices processed through the service are reported and archived in the EG EnerKey invoice archive. The service always includes invoice-based cost reporting.

The accuracy check is based on consumption data stored in the EnerKey system and on public price tariffs or contract prices provided by the customer. Accuracy can be verified to the extent that comparison data is available. The energy types supported by the service are electricity, district heating, and water. Verification of consolidated invoices is not supported.

5.3 Invoice distribution service

In the invoice distribution service, EG EnerKey distributes a property's energy and water costs to users based on consumption. The invoice distribution service utilizes consumption data from EnerKey reporting and carries out the invoice distribution according to the distribution criteria provided by the Customer.

EG EnerKey delivers the billing material in the electronic format agreed with the Customer. For electricity consumption, the service produces energy and transmission charges in a single billing file.

Version	Person responsible	Description of change
Mar. 2022	LONNE	Document created v.1
Jun. 2023	AMAAA	Removal of listed third party. Service description added.
Aug. 2023	AGREE	Error correction. Changing "Enerkey API" to "External API". Removal of "Ines" requiring Data Management and Reporting services activated. Added "ET Curve" in section 2.7.6. Access rights in section 4 changed from "to be deleted" to "changed".
Sep - 2023	JULII	Addition of service packages. Changes to Ines description
Mar - 2024	AMAAA	Renaming service package "Reactor" to "aware"
May – 2026	ANKRE	Added AI specific terms
Aug. 2026	SAHEI	Added invoice management service description and terms