

METER Group, Inc. Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: ZENTRA Cloud 2.0

Report Date: July 1, 2026

Product Description: Web software for data logger management, time series data collection, and data graphing.

Contact Information: support.environment@metergroup.com

Notes:

Evaluation Methods Used:

Accessibility Insights for Web extension with comprehensive manual and automated assessment of WCAG 2.1 compliance.
<https://accessibilityinsights.io/docs/web/overview/>

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (Yes)

Standard/Guideline	Included In Report
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

Note: Success criteria marked “WCAG 2.1 only” are not required for Revised Section 508 conformance, which incorporates WCAG 2.0 Level A and AA. Success criteria marked “WCAG 2.2 only” are new additions in WCAG 2.2 and are required for Level AA conformance effective July 1, 2026.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	The platform has no audio or video features.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The platform has no video features.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The platform has no audio or media features.
1.3.1 Info and Relationships (Level A)	Supports	
1.3.2 Meaningful Sequence (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Supports	
1.4.1 Use of Color (Level A)	Supports	
1.4.2 Audio Control (Level A)	Supports	
2.1.1 Keyboard (Level A)	Supports	
2.1.2 No Keyboard Trap (Level A)	Supports	
2.1.4 Character Key Shortcuts (Level A) — <i>WCAG 2.1 only</i>	Supports	
2.2.1 Timing Adjustable (Level A)	Supports	
2.2.2 Pause, Stop, Hide (Level A)	Supports	
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	
2.4.1 Bypass Blocks (Level A)	Supports	
2.4.2 Page Titled (Level A)	Supports	
2.4.3 Focus Order (Level A)	Supports	
2.4.4 Link Purpose (In Context) (Level A)	Supports	
2.5.1 Pointer Gestures (Level A) — <i>WCAG 2.1 only</i>	Supports	
2.5.2 Pointer Cancellation (Level A) — <i>WCAG 2.1 only</i>	Supports	
2.5.3 Label in Name (Level A) — <i>WCAG 2.1 only</i>	Supports	
2.5.4 Motion Actuation (Level A) — <i>WCAG 2.1 only</i>	Not Applicable	No functionality is operated by device motion or device orientation; the product uses no motion or accelerometer device APIs.
3.1.1 Language of Page (Level A)	Supports	
3.2.1 On Focus (Level A)	Supports	
3.2.2 On Input (Level A)	Supports	
3.3.1 Error Identification (Level A)	Supports	
3.3.2 Labels or Instructions (Level A)	Supports	

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A)	Supports	Per the September 2023 WCAG 2.x errata, this criterion is considered obsolete and always supported. See the WCAG 2 Editorial Errata .
4.1.2 Name, Role, Value (Level A)	Supports	
3.2.6 Consistent Help (Level A) — <i>WCAG 2.2 only</i>	Supports	Access to help and feedback links are available on all primary pages and are presented in a consistent location within the left main menu of the interface.
3.3.7 Redundant Entry (Level A) — <i>WCAG 2.2 only</i>	Supports	

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The platform has no video features.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The platform has no audio features.
1.3.4 Orientation (Level AA) — <i>WCAG 2.1 only</i>	Partially Supports	The product restricts display orientation only in the chart lightbox (full-screen) view, which forces landscape. The rest of the application operates in either orientation.
1.3.5 Identify Input Purpose (Level AA) — <i>WCAG 2.1 only</i>	Partially Supports	The Edit Profile form first name, last name, and phone number fields do not set an autocomplete attribute.
1.4.3 Contrast (Minimum) (Level AA)	Supports	
1.4.4 Resize Text (Level AA)	Supports	
1.4.5 Images of Text (Level AA)	Supports	
1.4.10 Reflow (Level AA) — <i>WCAG 2.1 only</i>	Supports	
1.4.11 Non-text Contrast (Level AA) — <i>WCAG 2.1 only</i>	Partially Supports	Some user interface component boundaries do not meet 3:1.

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA) — <i>WCAG 2.1 only</i>	Supports	
1.4.13 Content on Hover or Focus (Level AA) — <i>WCAG 2.1 only</i>	Supports	
2.4.5 Multiple Ways (Level AA)	Supports	
2.4.6 Headings and Labels (Level AA)	Supports	
2.4.7 Focus Visible (Level AA)	Supports	
3.1.2 Language of Parts (Level AA)	Supports	
3.2.3 Consistent Navigation (Level AA)	Supports	
3.2.4 Consistent Identification (Level AA)	Supports	
3.3.3 Error Suggestion (Level AA)	Supports	
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	
4.1.3 Status Messages (Level AA) — <i>WCAG 2.1 only</i>	Supports	
2.4.11 Focus Not Obscured (Minimum) (Level AA) — <i>WCAG 2.2 only</i>	Supports	
2.5.7 Dragging Movements (Level AA) — <i>WCAG 2.2 only</i>	Supports	
2.5.8 Target Size (Minimum) (Level AA) — <i>WCAG 2.2 only</i>	Supports	
3.3.8 Accessible Authentication (Minimum) (Level AA) — <i>WCAG 2.2 only</i>	Supports	

Table 3: Success Criteria, Level AAA

Notes: Per VPAT 2.5, “Not Evaluated” may be used for Level AAA criteria.

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Applicable	There is no prerecorded video content that contains audio requiring sign language interpretation. Therefore, this success criterion is not applicable, as there is no multimedia content within the platform that would require sign language alternatives.

Criteria	Conformance Level	Remarks and Explanations
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Applicable	There is no prerecorded video content that requires extended audio description to convey important visual information. As there is no such multimedia content within the platform, this success criterion is considered not applicable.
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Applicable	There is no prerecorded multimedia content that requires a full text-based media alternative. As there is no such audio or video content within the platform, this success criterion is considered not applicable.
1.2.9 Audio-only (Live) (Level AAA)	Not Applicable	There is no live audio-only content within the platform. As there are no live audio streams or similar media requiring real-time alternatives, this success criterion is considered not applicable.
1.3.6 Identify Purpose (Level AAA) — <i>WCAG 2.1 only</i>	Supports	
1.4.6 Contrast (Enhanced) (Level AAA)	Supports	
1.4.7 Low or No Background Audio (Level AAA)	Not Applicable	There is no prerecorded audio or video content containing background audio. As there is no multimedia content where foreground speech must be distinguished from background sounds, this success criterion is considered not applicable.
1.4.8 Visual Presentation (Level AAA)	Partially Supports	Background color selection is not supported.
1.4.9 Images of Text (No Exception) (Level AAA)	Supports	
2.1.3 Keyboard (No Exception) (Level AAA)	Supports	
2.2.3 No Timing (Level AAA)	Supports	
2.2.4 Interruptions (Level AAA)	Supports	
2.2.5 Re-authenticating (Level AAA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
2.2.6 Timeouts (Level AAA) — <i>WCAG 2.1 only</i>	Partially Supports	Browser session-based timeout may result in automatic logout, but the platform does not enforce a timeout period.
2.3.2 Three Flashes (Level AAA)	Supports	
2.3.3 Animation from Interactions (Level AAA) — <i>WCAG 2.1 only</i>	Partially Supports	There are only animations where essential, but no way to disable all animations from a global control.
2.4.8 Location (Level AAA)	Supports	
2.4.9 Link Purpose (Link Only) (Level AAA)	Supports	
2.4.10 Section Headings (Level AAA)	Supports	
2.5.5 Target Size (Level AAA) — <i>WCAG 2.1 only</i>	Partially Supports	Most interactive elements meet the recommended minimum target size of 44 by 44 CSS pixels or include adequate spacing. Font size is also controllable from the browser OS. However, some controls or densely grouped interface elements may not consistently meet this requirement.
2.5.6 Concurrent Input Mechanisms (Level AAA) — <i>WCAG 2.1 only</i>	Partially Supports	The application does not intentionally restrict or disable the use of multiple input mechanisms, allowing users to interact using keyboard, mouse, or touch. However, concurrent input behavior has not been explicitly designed or validated across all components, and some interactions may not fully support seamless use of multiple input methods simultaneously.
3.1.3 Unusual Words (Level AAA)	Does Not Support	The application uses scientific and domain-specific terminology (e.g., sensor, measurement, and unit terms) but provides no mechanism—such as a glossary or inline definitions—for identifying the meaning of unusual terms.
3.1.4 Abbreviations (Level AAA)	Partially Supports	Contains some established scientific abbreviations.

Criteria	Conformance Level	Remarks and Explanations
3.1.5 Reading Level (Level AAA)	Not Applicable	ZENTRA Cloud content is primarily intended for technical users and professionals, and while it may exceed general reading levels, the use of precise, domain-specific language is necessary to ensure accuracy and clarity. Therefore, this success criterion is considered not applicable.
3.1.6 Pronunciation (Level AAA)	Does Not Support	The application does not provide a mechanism for identifying the pronunciation of words where meaning is ambiguous without it.
3.2.5 Change on Request (Level AAA)	Supports	
3.3.5 Help (Level AAA)	Supports	
3.3.6 Error Prevention (All) (Level AAA)	Supports	
2.4.12 Focus Not Obscured (Enhanced) (Level AAA) — <i>WCAG 2.2 only</i>	Partially Supports	Some context menu components have been identified that can be focused while they are not active.
2.4.13 Focus Appearance (Level AAA) — <i>WCAG 2.2 only</i>	Partially Supports	Contrast on some components may not fully meet a contrast ratio of 3:1.
3.3.9 Accessible Authentication (Enhanced) (Level AAA) — <i>WCAG 2.2 only</i>	Supports	

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Partially supports use without vision. The platform includes some accessibility features, such as semantic structure and compatibility with common assistive technologies (e.g., screen readers), allowing users to access core

Criteria	Conformance Level	Remarks and Explanations
		functionality. However, certain interface elements, dynamic content, or data visualizations (such as charts or maps) may not be fully accessible or may lack sufficient alternative text or keyboard support. As a result, users who rely entirely on non-visual interaction may encounter limitations in navigating or fully understanding all content.
302.2 With Limited Vision	Partially Supports	Partially supports users with limited vision. The platform includes some accessibility features, such as scalable text, responsive layouts, and compatibility with browser zoom and assistive technologies. However, certain interface elements—such as low-contrast text, dense data displays, or complex visualizations (e.g., charts and maps)—may not fully meet accessibility needs for users with reduced vision. As a result, some content may be difficult to perceive or interpret without additional accommodations.
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Not Applicable	There is no audio-based functionality or content that is required to use or understand the platform. All core features and data are presented visually or textually. Therefore, this success criterion is considered not applicable, as users do not need hearing to access or operate the system.
302.5 With Limited Hearing	Not Applicable	There is no audio-based functionality or content that is required to use or understand the platform. All core features and data are presented visually or textually. Therefore, this success criterion is considered not applicable, as users do not need hearing to access or operate the system.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Not Applicable	There is no requirement for users to provide speech input or use voice-based controls to access or operate the platform. All functionality is available through standard input methods (e.g., keyboard, mouse, and touch). Therefore, this success criterion is considered not applicable, as the system does not depend on speech for interaction.
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Not Applicable	There is no requirement for users to perform physical actions that depend on reach, strength, or endurance beyond standard interaction methods (e.g., keyboard, mouse, or touch input). The platform does not include hardware controls or time-sensitive physical interactions that would present barriers for users with limited reach or strength. Therefore, this success criterion is considered not applicable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	The product is specialized scientific software whose core workflows assume domain knowledge; it does not provide features specifically intended to reduce language or cognitive demands, such as a simplified-language mode or in-context term definitions (see 3.1.3).

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	There is no built-in platform-specific accessibility features that require user control (such as toggling specialized accessibility modes within the application). Accessibility-related adjustments are primarily handled through standard browser and operating system settings (e.g., zoom, screen readers, or contrast settings). Therefore, this success criterion is considered not applicable.
502.2.2 No Disruption of Accessibility Features	Not Applicable	The platform does not implement custom accessibility features that could be disrupted by the platform. Instead, it relies on standard browser and operating system accessibility settings (e.g., screen readers, zoom, contrast modes), which are not overridden or interfered with by the application. Therefore, this success criterion is considered not applicable.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Not Applicable	This is a web-based application that runs within standard web browsers and does not function as an operating system or platform that provides its own accessibility features. It relies on the accessibility capabilities of the underlying browser and operating system (e.g., screen readers, magnification, contrast settings). Therefore, this success criterion is considered not applicable.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	Partially supports user-defined accessibility and display preferences set at the operating system or browser level. The application generally respects settings such as dark mode, color adjustments, and other visual preferences in supported environments. However, support is not consistently implemented across all interface elements, and certain components (such as data visualizations or custom UI elements) may not fully adapt to user-defined settings. As a result, users may experience inconsistencies when applying personal accessibility preferences. Browser zoom for text resizing is supported—see 1.4.4.
503.3 Alternative User Interfaces	Not Applicable	The product does not provide an alternative user interface that functions as an assistive technology.

Criteria	Conformance Level	Remarks and Explanations
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	There is no audio or video content with captions that would require user controls for caption to display, styling, or customization. As there is no multimedia content with captions within the platform, this success criterion is considered not applicable.
503.4.2 Audio Description Controls	Not Applicable	There is no video or multimedia content with audio descriptions that would require user controls for enabling, disabling, or adjusting audio descriptions. As there is no such content within the platform, this success criterion is considered not applicable.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Does Not Support	When the product outputs user content (e.g., exported data files and printed/saved charts), accessibility information such as structure, text alternatives, and reading order is not preserved in the output (see 504.2.2).
504.2.2 PDF Export	Not Applicable	ZENTRA Cloud does not provide a PDF export feature. As a result, this success criterion is not applicable, since there is no PDF content generated or supported within the platform to which these requirements could apply.
504.3 Prompts	Not Applicable	There are no user prompts that rely on accessibility features requiring additional conformance under this criterion. Standard interactions within the platform do not involve prompts that must preserve or support platform-level accessibility services beyond those already handled by the browser or

Criteria	Conformance Level	Remarks and Explanations
		operating system. Therefore, this success criterion is considered not applicable.
504.4 Templates	Not Applicable	There are not provided user-facing documents or content templates that require preservation of accessibility features as defined by this criterion. As the platform does not support the creation or distribution of reusable templates with embedded accessibility attributes, this success criterion is considered not applicable.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Does Not Support	The product's support documentation does not currently list or explain the product's accessibility and compatibility features.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Partially Supports	Support services may direct users to the published VPAT documentation for information on accessibility and compatibility features. However, accessibility-related guidance is not consistently provided directly through support interactions, and detailed assistance may be limited.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Partially Supports	Support services may direct or offer documented accommodations for the communication needs of individuals with disabilities (e.g., TTY/relay or other alternative, accessible support channels).

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