South Granville Water and Sewer Authority (SGWASA)
Email Signature Policy

Effective Date: 7/1/26

Approved By: Scott N. Schroyer, Executive Director

1. Purpose

The purpose of this policy is to establish a consistent, professional standard for email signatures used by SGWASA employees. As email correspondence may be subject to the North Carolina Public Records Law and represents the organization in official communications, all email signatures must reflect a neutral, professional, and consistent appearance.

2. Policy Statement

All SGWASA employees are required to use a standardized email signature for all official SGWASA email communications. Email signatures shall include only approved contact information and organizational branding elements. Personal messages, quotes, slogans, or other non-official content are not permitted.

3. Applicability

This policy applies to all SGWASA employees, SGWASA-issued email accounts, and all internal and external email communications conducted in an official capacity.

4. Standard Email Signature Requirements

- **Full name**
- **Official job title**
- **Organization name:** South Granville Water And Sewer Authority (SGWASA)
- **Primary phone number** (office/direct line). Extensions may be included when applicable.
- **Customer Service phone number:** 919-575-3367
- **SGWASA website:** www.sgwasa.org
- **Your Location address:** Use the address of your assigned location.
- **Required disclaimer:** Note: Do not send sensitive personal information (e.g., SSN, driver's license) via email. Email correspondence to and from this address may be subject to the North Carolina Public Records Law.
- **Logo**

An example of the approved format is found below.

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Approved Format Example:

John Doe
Operations Supervisor
South Granville Water And Sewer Authority

Office Phone: (919) 555-1234 Ext. 123
Customer Service: (919) 575-3367
www.sgwasa.org

415 Central Avenue, Suite B
Butner, NC 27509

Note: Do not send sensitive personal information (e.g., SSN, driver's license) via email. Email correspondence to and from this address may be subject to the North Carolina Public Records Law.



4. Formatting Standards

- **Font:** Standard system font (Arial)
- **Font size:** 11 pt
- **Font color:** Black
- **Emphasis:** Limited bold use (e.g., name)
- **Prohibited formatting:** Decorative elements (e.g., banners, colored text, background shading, excessive separators)

5. Compliance

- **Employee responsibility:** All employees must apply and maintain an approved signature on all SGWASA email messages sent from SGWASA-issued accounts.
- **Supervisor responsibility:** Supervisors are responsible for reinforcing compliance within their teams and notifying the Executive Director (or designee) of repeated noncompliance.
- **Implementation timeline:** Employees must update signatures within **5 business days** of the effective date of this policy and within **5 business days** of any future template update.
- **Correction of noncompliant signatures:** Noncompliant signatures must be corrected within **1 business day** of notice.
- **Enforcement:** Continued noncompliance may result in additional administrative action consistent with SGWASA personnel practices.

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6. Administration

- **Ownership:** The Executive Director (or designee) is the owner of this policy and has final authority over signature content and formatting.
- **Templates:** The Executive Director (or designee) may issue and maintain standardized email signature templates for employees to use.
- **Updates:** Formatting requirements and templates may be updated as needed to maintain consistency, branding, and compliance.
- **Exceptions:** Any exception to the requirements must be requested in writing and approved in advance by the Executive Director (or designee).
- **Technical assistance:** Employees should contact their supervisor for assistance coordinating signature updates and template deployment.

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Approved By: Scott N. Schroyer, Executive Director

New SGWASA Email Signature Policy Effective July 1, 2026

The following template that can be copied and pasted into your email signature.

John Doe
Operations Supervisor
South Granville Water And Sewer Authority

Office Phone: (919) 555-1234 Ext. 123
Customer Service: (919) 575-3367
www.sgwasa.org

415 Central Avenue, Suite B
Butner, NC 27509

Note: Do not send sensitive personal information (e.g., SSN, driver's license) via email. Email correspondence to and from this address may be subject to the North Carolina Public Records Law.



Instructions for adding the information to your Outlook account are found on the following page.

Note: If you have Outlook email set up on your phone, it is best to create the signature via your laptop or desktop, then once the signature is saved, open your mobile device with Outlook and then check to ensure that the signature carried over to your phone. If it did not, then go through similar steps, yet, you should be able to just select the signature that you already set up.

Please contact Chris Summerlin, Asst. Executive Director, if you have any questions or need assistance setting up your signature.

Instructions:

1. Open Outlook
2. Select File > Options > Mail > Signatures >
3. Select your email account.
4. Select new if you don't have a signature already set up.
5. Add the email template above and modify it to your name, etc.
6. Save it.
7. Then choose default signature (the one you just created and saved) drop downs for new messages and reply/forward.
8. Select Ok.
9. To test it, create a new email to ensure the new signature line has been added correctly.

