South Granville Water & Sewer Authority
Social Media Community Guidelines

The South Granville Water and Sewer Authority (SGWASA) Board of Directors and staff are committed to providing members of the public an opportunity to offer comments and suggestions regarding efficient and effective administration of the regional utility. Please note we have a customer feedback form at https://www.sgwasa.org/CustomerFeedbackForm that is the best place for detailed comments related to specific questions or concerns. All comments addressed to SGWASA on social media shall be subject to the following guidelines:

Note: The Board of Directors does not monitor this social media page. To officially address the Board of Directors, please follow the Public Comments guidelines found at the following web link: https://www.sgwasa.org/SGWASABoardSecretary.

Public Comment Guidelines for Social Media:

Authors/Commentors on social medial must be respectful and courteous in their remarks and must refrain from personal attacks or accusations, the use of profanity, comments perceived to be posted to provoke conflict or misinformation, inappropriate gestures, or unfounded claims. **Failure to do so will result in deletion or banning from SGWASA's social media accounts.**

- Comments must relate to matters that are within the authority or jurisdiction of the Board.
- Topics requiring further investigation will be referred to the appropriate SGWASA official.
- Topics relative to specific SGWASA employees shall be directed to the Executive Director. Individual personnel issues are confidential by law and will not be discussed.

Failure to comply with these guidelines will result in a warning. Repeated failure to comply with these guidelines will result in the user being banned from the SGWASA Facebook page.

Adopted NOV 10/2021