

## **Our Social Media Guidelines**

We're always looking for ways to engage with our customers, including social media. We're here to listen and will work to ensure our channels are a place for you to get info that you need.

To help ensure that everyone has a productive, positive experience on our social media channels, here are a few quick guidelines:

### **Keep things respectful**

We understand that sometimes you may have concerns or issues, but please ensure that you keep things polite, respectful and considerate. We'll do our best to ensure you get the information that you need.

This includes avoiding profanity and obscenity. You're welcome to post about concerns or problems that you may have, but please use language that is acceptable for everyone.

Please note that we will remove posts that are attacks, misinformation, unsupported allegations and any posts that reference violence, racism, hatred or bigotry towards others.

### **Consider your privacy**

BC Hydro takes privacy and security very seriously. We ask that you do not share personal information (such as your address, account number or other personal details) with us through social media.

We'll remove posts that include personal information to protect customer privacy, but with any online service, people should exercise their judgement about the kind of information they share. Users who register with Facebook or Twitter or other social networks are advised to read privacy policies regarding how their profile information will be used.

### **Let's keep things friendly**

We want to hear from everyone and will work to keep our social media channels a place where you can engage with us productively.

Users that continually ignore or disregard our guidelines will be warned and banned from our channels if we can't work through things, or if there's no alternative.

### **When you can find us**

Our channels are monitored during regular business hours, 8:00am-4:30pm Monday through Friday (excluding statutory holidays).

### **Get in touch**

Along with our social media channels, you can reach us by phone, email and through our website.

By phone: 604 224 9376 (Greater Vancouver) or toll free: 1 800 BCHYDRO (1 800 224 9376)

By email: [socialmedia@bchydro.com](mailto:socialmedia@bchydro.com)

[On our website](#)