

## **Social Media User Agreement**

In an effort to communicate with a larger audience, Green Bay Water maintains various types of social media platforms. By accessing these platforms, you are agreeing to the terms and conditions stated below.

### **Terms of Use**

Green Bay Water's social media accounts are for general public information only and are not monitored 24 hours per day. Communications and/or requests made through Green Bay Water social media sites in no way constitute a legal or official notice of or comment to the Utility. For example, a post or comment on a social media site requesting public records will not be considered a public records request to the Utility, and a post or comment on an issue or topic subject to a noticed comment period will not be considered part of the official record for that issue or topic. All formal requests, testimony and comments must be submitted in accordance with established Utility procedures. All public records requests must be directed to the Green Bay Water Director of Communications. Should you require a response from the Utility or wish to request Utility services, you must call the Utility at 920-448-3480 or visit [gbwater.org](http://gbwater.org) for more information.

All users of a Green Bay Water social media site are also subject to the site's own privacy policy. Green Bay Water has no control over a site's privacy policy or their modifications to it. Green Bay Water also has no control over content, commercial advertisements or other postings produced by the social media site that appear on Green Bay Water's social media site as part of the site's environment. Green Bay Water assumes no liability for any inaccuracies these social media sites may contain or for any consequences that may arise from changes to the site's privacy policies, and does not guarantee that the social media sites will be uninterrupted or error-free.

Please also be aware that, under certain circumstances, content appearing on these pages may be subject to Wisconsin's public records laws and subject to disclosure by the Utility if requested. This may include information about you that you make available through your privacy settings on this site on your own pages.

### **Comment Policy**

Green Bay Water intends to promote effective communication and maintain a respectful dialogue with users. While we encourage you to submit comments, please note that this is not an unlimited public forum. In that spirit, the Utility has developed the following rules for posting external comments and content on Green Bay Water social media sites.

The Utility's social media system is monitored to ensure that posted comments and included content are constructive and suitable for all readers and users, while respecting a wide and unfettered range of opinions and points of view. So that you are advised and comfortable to participate fully, please consider before posting that the following prohibited material and subject matter shall NOT be allowed:

- Profane language or content
- Abusive or disparaging comments directed at individual(s)
- Content that promotes, fosters, or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status or lack thereof, socio-economic status of individual(s), national origin, physical or mental disability or sexual orientation

- Sexual expression, discrimination, harassment or content of any kind or links to sexual content or pornography whether of an adult, minor or child
- Any expression of conduct or encouragement of illegal activity
- Information that may tend to compromise the safety or security of the public or the Utility's public safety systems
- Any expression that infringes on copyrights or trademarks
- Comments that do not pertain to the topic under discussion, including but not limited to comments containing links to other websites or pages which are not relevant to the topic under discussion
- References to or inappropriate characterizations of individuals including personal attacks upon any member of the public, Utility employee, or Utility official
- Advertising or promotional announcements of private or commercial enterprises, even if not for profit, unless the Utility is co-sponsoring such activity or event. Only advertising (services) or promotional announcements (special events) for Utility-related business are allowed
- Individually identifiable information (e.g. address, phone number, or social security numbers) of specific individuals, be they Utility employees, officials, or members of the public
- Content that could compromise an ongoing police investigation

Green Bay Water reserves the right to restrict or refuse to publish or re-post any content that is deemed in violation of these guidelines or any applicable federal, state, or local law(s), including the terms of service or terms of use outlines by third-party social media application providers. Green Bay Water reserves the right to block part or all of any given post/report or to block users who violate these terms from commenting for any period of time.

Any comment posted on Green Bay Water social media sites by anyone other than an authorized Utility staff member acting on behalf of the Utility, is the opinion of the commentator or poster only. Publication of a comment or post does not imply endorsement of or agreement by Green Bay Water, nor do such comments necessarily reflect the opinions or policies of Green Bay Water government.