

Social Media Rules of Engagement

CEMC managed social media is not monitored 24/7. To report an outage or electrical emergency, please call 800-987-2362.

In the spirit of sharing, we at Cumberland Electric Membership Corporation encourage our members to post thoughts, comments, feedback and questions on our pages. However, we do have a few simple rules that we'll apply out of respect for all our CEMC social media followers and others who might be mentioned on our social media pages.

CEMC does not discuss personal account information in public on social media. Please feel free to send us a private message with information related to your account, or call us at 800-987-2362 for assistance. Office hours are most weekdays 7:30 AM – 4:30 PM.

Remember that social media is not monitored 24/7 so a response might not be immediate.

Removal of posts

Social media provides a forum for everyone, and you deserve to be heard. However, we reserve the right to delete posts that violate our Rules of Engagement or otherwise abuse the forum. Profanity, rude remarks, name-calling and racial slurs will not be tolerated and will be removed immediately. Advertising or spam will also be deleted.

We reserve the right to delete posts that violate these principles and guidelines and block users who repeatedly violate the principles and abuse the forum.

No name-calling!

It's okay to disagree with the cooperative's viewpoint or even another's comments, but we ask when posting that you use the same courtesy and respect you would want to receive when having a discussion. (Remember, treat others as you would want to be treated.) We have to consider third parties such as other followers, fans and/or people we may highlight in our posts. They didn't ask for abuse, so we do not feel obligated to let others serve it up to them from our social media platforms. Out of respect for the privacy of those who work for us, we may also remove a post or comment that refers to a CEMC employee by name.

No profanity, please

Sure, there's a lot of wiggle room these days on the definition of "profanity." Please use your common sense. Apply the "grandmother" rule. Would you be embarrassed for her to see your comment? That's a pretty good test. Anything that may be construed as profanity will be deleted.

No advertising, spam or political posts

You have something to sell, or provide services, want a job or want to post political leanings or arguments, that's for your own social media platforms, not CEMC's. "Spam," whether to advertise or simply repeat any message multiple times on our managed social media outlets, is also prohibited. CEMC will occasionally post support for a piece of legislation or political cause, and we welcome polite, open discussion regarding that support. We will not engage in arguments or disagreements. The support for a political

cause is the position of CEMC and is not open for debate.

Here are the Don'ts...

- Post anything that may provoke, attack or upset others
- Post anything that is racist, sexist, explicit or abusive
- Post anything that contains swear words or other language likely to offend
- Post anything that is intended to provoke, attack or offend CEMC employees
- Post anything that breaks the law or condones or encourages unlawful activity. This includes breach of copyright, defamation, and contempt of court
- Describe or encourage activities which could endanger the safety or well-being of others
- Advertise products or services for profit
- Impersonate someone else
- Repeatedly post the same or similar messages ('spam')
- Include personal/contact details such as name, telephone numbers, postal or email addresses

All who participate in CEMC-managed social media must comply in accordance with the applicable Terms of Service of the host platform, i.e., Facebook, Twitter, etc. Any behavior/post that does not comply will be deleted.

If an individual's disruptive behavior persists, then we may block that person from participating on CEMC managed social media platforms.

All comments/posts made on CEMC's social media sites is the responsibility of the commenter, not the cooperative. By submitting a comment on our page, you agree that the comment content is public and your own, and to hold our organization, and all subsidiaries and representatives harmless from any and all repercussion, damages or liability.

CEMC has a practice of "liking" or sharing posts only non-profit and/or member organizations that are partners with CEMC. For example, CEMC may "like" a Facebook page associated with a local or industry-related event. CEMC will not promote any for-profit business nor will CEMC endorse any commercial, for-profit business on social media.