



PLACER COUNTY WATER AGENCY
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SOCIAL MEDIA COMMENT POLICY

Placer County Water Agency's (PCWA) social media pages (Pages) are monitored during normal business hours, Monday through Friday, 8 a.m. to 5 p.m. If social media users (User) have a water emergency or need immediate assistance, they are instructed not to report it on PCWA's social media pages. To report water-related emergencies or for questions regarding customer accounts, users are instructed to contact Customer Services at (530) 823-4850.

Posting or commenting through Pages will not constitute legal or official notice to PCWA for any purpose. By posting anything on PCWA's Pages, User agrees to the terms as listed in this policy. PCWA reminds User that any information posted to its Pages is public information and may be subject to public disclosure upon request, under the California Public Records Act.

PCWA's Pages are created to provide a limited public forum to disseminate information and to engage with the community on key water-related issues, news, programs, educational opportunities, and events associated with PCWA, its customers, and stakeholders. While we encourage comments and questions, we reserve the right to remove or hide any content deemed inappropriate (such as profanity, threats or violence, defamation, personal attacks, discrimination against classes protected by law, links to any inappropriate or offensive imagery or content, personal or confidential identifying information, spam, solicitation or promotion of services, products, or political organizations, copyrighted material and trademarks, or comments unrelated to the purpose and topical scope of the pages) without prior notice to the User.

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