

## Social media guidelines – for customers

We created our social media channels for a wide audience, to provide help, support, information and ideas.

They're monitored by us and we're committed to responding in a timely manner to constructive and relevant comments and queries on our channels.

Our social media channels are open public forums, and we welcome lively debate - opinions, questions and suggestions.

We ask everyone to post in a respectful manner in line with our guidelines. If they don't, we reserve the right to delete or hide any comment that goes against them.

Here are our guidelines:

- Do not post misleading, inaccurate or false information, or links to pages containing misleading, inaccurate or false content.
- Please keep posts friendly and avoid using offensive or abusive language and pictures. This includes swear words, variations of swear words, links to harmful pages, and repeated posts.
- Please do not personally attack our employees or any other member of the public commenting on our page.
- We do not allow comments or posts that disclose information about our employees.
- Your comment is your own. It is your own responsibility to take care of your confidentiality and when sharing sensitive information, please do so via private message.
- Opinions expressed in public comments do not necessarily reflect the official position of Southern Water.
- We reserve the right to reproduce, share or publish any comments made on the public page.

All comments from users which go against our guidelines listed above are at risk of deletion.

Should someone continue to break the rules or post unconstructive, repetitive posts, we reserve the right to, as a last resort, ban this person from our social media channels.