

We welcome you and your comments on the Upshur Rural Electric Cooperative Corporation social media channels.

The purpose of our social media outlets is to present helpful information and matters of interest **in addition to official communications** as a courtesy to Upshur Rural's members and the communities in our service area. These are not the official communication outlets for our cooperative. Official member communication will be posted to our website, sent by mail, or will be emailed from official URECC email accounts.

Please remember, our social media pages are NOT monitored 24/7. We will generally monitor during normal business hours, 8 a.m. to 5 p.m. Monday through Friday. Customer service matters that need immediate attention, such as power outages or safety concerns, should NOT be posted on any URECC social media because we cannot guarantee a timely response **nor can we verify this is an authentic report from a URECC member (As stated in URECC Member Policies, only members and those listed on members' accounts may discuss information regarding the account.)**.

We ask that our members refrain from posting any of their account information publicly on our pages. This is to help safeguard YOUR information. By posting personal information or locations, this opens the door for thieves or potential identity theft or scams. Upshur Rural cannot guarantee that private information shared via social media will be protected.

Our dispatchers are on duty 24/7. Please report power outages **by reporting through the URECC SmartHub App, via "Live Chat" on URECC website, or** by calling 866-804-1674 or 903-680-2100 Specific questions about your Upshur Rural account or your power bill should be handled in person at our office, through the "Live Chat" option on our website www.urecc.coop or by phone at 903-680-2536.

Upshur Rural reserves the right to remove any post we feel is inappropriate, rude or offensive, posts containing false or misleading information or any negative feedback that is presented without constructive criticism. We will delete comments that contain any vulgar language or personal attacks of any kind. There is zero tolerance for hate speech or threats of violence. **All posts containing hate speech will be reported to Facebook, Instagram, Pinterest, or YouTube. Any threat of violence will be reported to local authorities.**

URECC social media administrators reserve the right to remove any unsolicited advertising and comments that include links to other sites; are clearly off-topic;

advocate illegal activity; promote particular services, products or political candidates or organizations; or infringe on copyrights or trademarks.

Those who repeatedly post inappropriate content **interrupting communications between URECC and its members** will be blocked from commenting and banned from the Upshur Rural Electric Cooperative Corporation pages, **as these pages are designated as a means of relating additional information to URECC members.**

Please note that only the comments expressed by Upshur Rural on this site reflect the opinions and position of the cooperative. Thank you and welcome to your cooperative's social media channels.