

Orange County Power Authority Policy No. 14 OCA SOCIAL MEDIA POLICY

The social media policy gives the public clear expectations for Orange County Power Authority's ("OCA") social media efforts, which provides an opportunity for sharing and discussing information about OCA's programs and activities through social media channels to facilitate communication among individuals, businesses, and visitors regarding matters of public interest.

1. Content

Orange County Power Authority's social media accounts on Facebook, Instagram and Twitter are managed by OCA's marketing and public relations team, and are intended as tools for the organization to communicate with its customers and other stakeholders to facilitate communications on matters of public interest.

If you follow any of OCA's social media accounts, you can expect regular postings covering some or all of the following topics:

- News and updates on OCA's efforts and events
- News and updates on issues related to renewable energy and environmental sustainability

2. Following

If you follow any OCA social media account, we may follow you back. This does not imply endorsement of any kind. OCA may opt not to follow any person or entity.

3. Availability

OCA will make every effort to update and monitor our social media accounts during regular business hours. Third-party social media platforms such as Facebook, Twitter and Instagram may occasionally be unavailable and OCA accepts no responsibility for their lack of service.

4. Response to Social Media Comments and Content

OCA welcomes feedback and ideas through our social media platforms and will attempt to respond to comments and questions in a timely manner and participate in the conversation wherever possible and appropriate.

5. Prohibitions to Social Media Comments and Content

Where necessary, OCPA may delete or work with operators of the third-party social media platforms to block or remove comments or other content from parties that post prohibited content listed below, regardless of format (text, video, links, documents, etc.).

Prohibited content may include, but is not limited to:

- Comments or content that is not topically relevant;
- Profane language or content;
- Content that contains factually inaccurate information about OCPA;
- Content that inaccurately implies endorsement, approval, or sponsorship by OCPA;
- Content that can be confused with official communications of OCPA;
- Personal attacks or harassment of any individual or entity;
- Threats of violence;
- Content that violates other users' privacy, such as releasing personal information about others, including but not limited to name, address, or phone number;
- Content that promotes, fosters or perpetuates discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regard to public assistance, national origin, physical or mental disability or sexual orientation;
- Sexual content or links to sexual content;
- Solicitations of commerce, promotion of particular services, products, or political organizations;
- Duplicate posts or posts by the same user;
- Spam or links to other sites;
- Conduct or encouragement of illegal activity;
- Information that may tend to compromise the safety or security of the public or public systems; and
- Content that violates a legal ownership interest of any other party.

6. Denial of Access and Participation:

OCPA reserves the right to deny access to its communication channels and may prohibit access to those who violate the above standards, misuse information and communication services, or other applicable policies in these or similar practices.

OCPA reserves the right to move or delete any postings.

7. Customer Service

If at any time you would like to discuss Orange County Power Authority, your options or have questions, please get in touch with us at 1-866-262-7693 or email us at answers@ocpower.org for the timeliest response.

OCPA Social Media Policy Code of Conduct

October 25, 2022

Disclaimer

Orange County Power Authority provides an opportunity for sharing and discussing information about its programs and activities through social media channels. You are encouraged to share your comments, ideas, and questions. The OCPA team monitors and moderates its social media sites. Unacceptable content may be removed and repeat individual violators may be banned from posting. Unacceptable content includes but is not limited to posts that threaten or defame any person or organization; contain obscene language or sexual content; promote or perpetuate discrimination on the basis of race, creed, color, age, religion, gender, marital status, status with regards to public assistance, national origin, disability, or sexual orientation; violate the legal ownership interest of another party; contain information that may tend to compromise the safety or security of the public or public systems; support or oppose political candidates or ballot propositions; promote illegal activity; promote commercial services or products; or are not topically related to the particular posting; contain factually inaccurate information about OCPA; content that inaccurately imply endorsement, approval, or sponsorship by OCPA; content that can be confused with official communications of OCPA; personal attacks or harassment of any individual or entity; content that violates other users' privacy, such as releasing personal information about others, including but not limited to name, address, or phone number.

A comment posted by a member of the public is the opinion of the commentator only, and publication of a comment does not imply endorsement of, or agreement by, OCPA, nor do such comments necessarily reflect the opinions or policies here at OCPA. OCPA's social media sites are subject to the California Public Records Act. Any content maintained in a social media format that is related to the OCPA's business, including a list of subscribers, posted communication, and

communication submitted for posting, may be a public record subject to public disclosure. By interacting with OCPA through social media channels you agree to be bound by these terms.