

# Social Media Terms of Use

This document contains information for followers of Nova Scotia Energy Board social media accounts.

By engaging with the Board's social media accounts, you acknowledge that you have read, understood, and agree to these Terms of Use.

Social media helps the Board reach Nova Scotians, share timely information and important resources, increase public understanding, and raise awareness of relevant proceedings, activities, and initiatives.

The Board's official social media accounts are:

- Bluesky: [@nsenergyboard.bsky.social](https://bsky.app/profile/@nsenergyboard.bsky.social)
- LinkedIn: [Nova Scotia Energy Board](https://www.linkedin.com/company/nova-scotia-energy-board/)
- Facebook: [Nova Scotia Energy Board](https://www.facebook.com/nova.scotia.energy.board/)

## MONITORING & RESPONSE TIME

The Board's social media accounts are monitored on business days, from 8:30 a.m. to 4:30 p.m.

Responses to comments and messages are limited. Social media is intended for informational purposes and not for confidential or urgent matters. For formal inquiries, please see below and contact the Board directly via email or phone.

## INQUIRIES & COMPLAINTS

Social media is **not** an official channel for submitting inquiries, comments, or complaints to the Board. Social media is intended for informational purposes only and is not a recognized method to submit comments on matters or proceedings, nor file formal requests with the Board.

To make a formal inquiry or comment, please use the appropriate contact method here: <https://nserbt.ca/nseb/contact>

Information on filing a complaint is available here: <https://nserbt.ca/nseb/complaints>

## **MODERATION OF COMMENTS**

While public dialogue is encouraged, comments should always be respectful and relevant to the topic or content posted. The Board moderates comments to ensure a professional and respectful environment.

Inappropriate content may be removed, and repeat offences may result in a user being blocked or banned from interacting with the account. The Board reserves the right to remove any comments or content that contains, but is not limited to, the following:

- profane language, personal attacks, hate speech, or discrimination
- promotion or encouragement of illegal activities, such as fraud, vandalism, harassment, or any violation of laws or regulations
- advertising, promotional content, or spam, including irrelevant links or repetitive posts
- abusive, harassing, or oppressive language, content, or links
- sexually explicit or violent imagery or links
- misinformation or off-topic comments
- false, defamatory, or misleading statements
- personal, confidential, or sensitive information about individuals or entities

The Board reserves the right to turn off/disable comments at any time.

## **PRIVACY**

While engaging on our social media accounts, please remember that all content is visible to other users and the general public. Do not post personal or confidential information about yourself or others.

## **LINKS TO OTHER WEBSITES AND ADS**

Links to third-party websites or ads for third-party products or services may be displayed on the Board's social media platforms. They are not affiliated with or endorsed by the Board, and it is not responsible for the information found through these links or ads.

The Board does not control content posted by third-party users.

## **CHANGES TO THESE TERMS**

The Board reserves the right to modify, update, or change these Terms of Use at any time. Users are encouraged to review these terms regularly.