

Privacy Policy & Legal Notice for Petit Jean Electric Cooperative Corporation Facebook Page

Effective Date: May 15, 2025

This Facebook page is operated by Petit Jean Electric Cooperative, a member-owned electric cooperative. We are committed to protecting your privacy while promoting open and respectful communication.

Privacy Policy

While interacting with our Facebook page, please keep in mind the following:

- **Public Comments Are Not Private**
Anything you post (comments, replies, reviews) is visible to the public. Do not share personal account information, addresses, phone numbers, or billing details in public posts.
- **Use Direct Channels for Private Matters**
For questions about your electric account, outages, or service needs, please contact us directly at 501-745-2493. Facebook messages are not monitored 24/7 and should not be used for urgent issues.
- **Data Collection and Meta (Facebook)**
We do not collect, store, or use your personal data from Facebook interactions. However, Facebook may collect information about you based on your activity on this page. Please refer to Meta's Privacy Policy for more on how your data is used: <https://www.facebook.com/policy.php>
- **Use of User Comments**
By posting on our page, you give us permission to use your comments, feedback, or testimonials in marketing and communications, unless you request otherwise.

Legal Disclaimer

- **Information Accuracy**
We do our best to provide accurate, up-to-date information. However, all content on this page is provided for general informational purposes only and is not a substitute for official communications from Petit Jean Electric Cooperative.
- **No Endorsements**
Follows, shares, or links do not imply endorsement. We are not responsible for the

content of external pages linked from this account.

- **Limitation of Liability**

Petit Jean Electric Cooperative is not liable for any losses or damages related to the use of this page or reliance on information posted here.

- **Page Management Rights**

We reserve the right to remove any content that violates our Community Guidelines or Facebook's Terms of Service. Repeated violations may result in being blocked from the page.

Need Help?

Please contact our office directly at 501-745-2493 for official business.

Thank you for being part of the Petit Jean Electric Cooperative community.

Petit Jean Electric Cooperative Facebook Community Guidelines

We created this Facebook page to keep you informed, answer questions, and build a strong connection with our members. As your cooperative, we're committed to clear, respectful communication—and we ask the same from everyone who visits this page.

These guidelines are here to ensure this space remains welcoming and productive for all.

What We Welcome:

- **Questions and Comments**

Ask about services, programs, or energy tips—we're happy to help during regular monitoring hours.

- **Thoughtful Feedback**

We're listening. Constructive input helps us improve and better serve our members.

- **Community Spirit**

We love when members support one another or share co-op pride.

What We Moderate:

To keep things safe and respectful, we may hide or delete posts or comments that include:

- Personal attacks, harassment, or name-calling
- Hate speech, profanity, or threatening language
- False information about outages, service, or billing
- Off-topic posts, spam, or self-promotion
- Sharing of private member information (your own or others')
- Repetitive complaints already addressed through direct contact

Our Page Isn't 911

For emergencies or outages, call us directly at 501-745-2493 or use the cooperative's [official SmartHub outage reporting system](#). The Facebook page is not monitored 24/7, especially during storms or major events when all hands are on deck restoring power.

Privacy Reminder:

This is a public page. Don't post personal account numbers, addresses, or billing info. For private issues, please call our office or send a secure message through our member portal.

Page Monitoring:

We actively monitor comments from Monday–Friday, 9 AM–4 PM, except during emergencies when our focus is restoring power and safety. The message feature is automated to answer your questions to the best of its ability. If you need support, please contact the cooperative directly at 501-745-2493.

Final Word:

We're your co-op. This page is for you—but it must remain respectful for everyone. Repeated or serious violations may result in removal or being banned from the page.

Thank you for helping keep this space helpful, civil, and community-focused.

—Your Petit Jean Electric Cooperative Team