

## COMMUNITY GUIDELINES

Welcome to the Save on Energy community! We've created a space for you to share energy-saving ideas, ask questions and celebrate your wins. Here's how to keep this space welcoming for everyone:

- **Be respectful:** We love a good conversation, but not at the expense of kindness. No harassment, hate speech or personal attacks, please.
- **Stay on topic:** Comments should relate to energy efficiency, Save on Energy programs or the content we post.
- **Keep private info private:** Sharing personal details online can put your safety—and the safety of others—at risk.
- **Skip the spam:** Unrelated promotions, scams or off-topic links will be removed.

### Scope of Support

This page is for general information and community discussion only. We are unable to access or discuss individual program application status, or investigate personal cases, as all Save on Energy programs are delivered by third parties.

For help with your specific application or a detailed issue, please contact the program provider directly at the contact information listed on [saveonenergy.ca](https://saveonenergy.ca).

### How we moderate

We read every comment to keep this community helpful, safe and on track. Comments that don't comply with our community guidelines will be removed. We'll answer as many questions as we can, but we can't always respond to each one individually.