

Content

The [TransAlta official Twitter account](#) is managed by the human resources and corporate communications teams, on behalf of TransAlta Corporation.

We aim to post relevant, interesting content and welcome your comments and suggestions. Although we encourage conversation and dialogue, we want to ensure a respectful environment for our customers, employees, partners, stakeholders and community members.

We encourage you to retweet or comment on followers' tweets that you find interesting.

- We will reply to comments when possible or where appropriate.
- We will read all comments tagged to our Twitter handle and will moderate discussions only as required.
- Retweeting or posting of links to our site from other Twitter accounts in no way implies endorsement from TransAlta.
- Company Twitter pages are not intended as a place to receive customer service issues. Please see the [customers](#) section of www.transalta.com.

Following

If you follow us, we will not automatically follow you back. This is to avoid having to commit resources to handle spam and so you can easily identify other key Twitter profiles we believe are relevant to the industry. Being followed by TransAlta does not imply endorsement of any kind.

We will un-follow profiles that engage in comments that are deemed inappropriate by our comment policy.

Replies and Direct Messages

We welcome feedback, conversation and ideas from all who like our page, and will join the conversation where necessary and possible.

All media inquiries are to be directed by phone or email to TransAlta's media relations representatives found in the [contact](#) section of www.transalta.com.

All sponsorship requests are to be directed to our website www.transalta.com. You can apply for sponsorship online at <http://www.transalta.com/sustainability/community-investment/funding>.

All job applications are to be submitted on our careers website <http://jobs.transalta.com>. Job postings can also be found here.

The corporate communications team reads all tweets, comments and discussions directed to @TransAlta, and ensures any emerging themes or suggestions are passed to the relevant people in the company.

The usual ways of contacting us for official correspondence are detailed in the contact us section of www.transalta.com.

We reserve the right to report and/or delete:

- Comments, links, images or videos that are obscene, profane or hateful in nature
- Posts that may be offensive to other community members
- Comments that threaten any person or organization or company
- Comments that defame or harass an individual
- Successive off-topic tweets by an individual

- Repetitive tweets copied and pasted or duplicated by single or multiple individuals
- Solicitations or advertisements
- Comments, links, images or videos that encourage illegal activity
- Any materials that infringe upon the rights of any third party
- False comments or claims about TransAlta, the company's products or services or any of its competitors

We reserve the right to block:

- Members who continuously violate the above points

Community Responsibilities and Terms of Use

By being a member of our Twitter community, you understand and agree that:

Your use of the site, including any content you submit, will comply with all applicable laws (including but not limited to laws governing competition, trade, false advertising and export control) and these Terms of Use.

- You will not impersonate any other person or submit content on behalf of any other person or entity.
- You will not submit content in exchange for payment or consideration received from any third party. You will not collect information about other Site users without their consent.
- You will treat other Site users with respect.
- You will not submit any content that:
 - a. Infringes on the intellectual property rights or other rights of any person or entity;
 - b. Intentionally interferes with the site's operation; Violates any person's privacy or publicity rights or breaches any duty of confidentiality that you owe to anyone or provides any non-public information about TransAlta Corporation, its company subsidiaries or any other company or person without authorization;
 - c. Is harassing, defamatory, abusive, pornographic, obscene or otherwise objectionable (in our sole judgment);
 - d. Contains or installs any viruses, worms, bugs, Trojan horses or other code, files or programs designed to, or capable of, disrupting, damaging or limiting the functionality of any software or hardware; or
 - e. Contains false or deceptive language, unsubstantiated or comparative claims regarding our or another's company, third party advertising, spam, chain letters, or any other solicitation, including solicitation of lawsuits. Links that connect to commercial websites will not be considered unauthorized solicitations unless the link or the website content appears to be intended as a means of solicitation or part of an "affiliate" program as determined by TransAlta Corporation in its sole discretion.

Disclosure of Material Information

TransAlta will not discuss material information that is not already publicly disclosed. TransAlta does not discriminate among recipients of public information. TransAlta will provide the same public information that has been provided to financial analysts or portfolio managers to shareholders, individual investors, reporters or others.

Legal Notices, Copyright and Privacy

TransAlta is a publicly-traded company, operating in a regulated industry. Therefore, comments pertaining to any ongoing legal matters or regulatory issues specific to TransAlta will not be posted. Information about our policies concerning content ownership and privacy as well as our responsibility for the accuracy of comments posted on this site can be found in the company's [Code of Conduct](#) section of our website, www.transalta.com.

Ethics Helpline

To help our employees, vendors, clients and members of the general public assess these issues and address their concerns; TransAlta has launched a confidential [ethics helpline](#). It can be used to report suspected violations or raise concerns about anything you believe to be contrary to TransAlta policy or the company's [Code of Conduct](#). For more information, visit: <http://www.transalta.com/utility/ethics-helpline>.

Customer Service

Please note that Twitter is not intended as a place to receive customer service issues. If you have any questions or comments regarding TransAlta's products and services, give us a call. We would be happy to help.

1 (877) 700 WATT (9288) | customers@transalta.com

Monday - Friday, 8 a.m. - 5 p.m. MST

TransAlta Staff Twitter Pages

Some TransAlta employees, consultants and contractors own Twitter pages in their personal capacity under their own names or pseudonyms. Despite their professional affiliation with TransAlta, posted online content of employees in their personal capacity do not represent the official position of TransAlta or its subsidiary companies. Such activities should be considered as those of private citizens.

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Thank you for reading and agreeing to our Online Community Terms of Use, and thank you for joining the conversation.