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PNSWSH

Service Change Notice 20-34  
National Weather Service Headquarters Silver Spring MD  
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To:           Subscribers:  
              -NOAA Weather Wire Service  
              -Emergency Managers Weather Information Network  
              -NOAAPort  
              -Other NWS Partners, Users and Employees

From:         John D. Murphy  
              NWS Chief Operating Officer

Subject: Implementation of Updated Description of NWS Use of  
Twitter Service: Effective April 23, 2020

Effective April 23, 2020, NWS will implement an updated description of its use of Twitter as an environmental information service and adjust services according to that description.

The NWS has been using Twitter operationally as a supplemental channel to disseminate environmental information and content related to environmental education and preparedness since 2014.

Based on NWS experience using Twitter, it has updated the description of its Twitter service:

[https://nws.weather.gov/products/PDD/SDD\\_NWSUseofTwitter\\_opl\\_2020.pdf](https://nws.weather.gov/products/PDD/SDD_NWSUseofTwitter_opl_2020.pdf)

The document has been updated to clarify NWS intent to include posts of short-fused watches/warnings/advisories via Twitter when appropriate. NWS experience has shown that occasional or automated posting of this content to NWS office feeds or specialized content-specific feeds via Twitter is an effective means of communicating this information. In addition, content-specific feeds better serve the needs of our national partners whose interests are not focused on a particular local office. Examples of Twitter content providing short-fused alerts and content-specific feeds include:

- National Tsunami Warning Center - @NWS\_NTWC
- Experimental Severe Weather Impacts Graphics:  
@NWS\_Tornado, @NWS\_SevereTstorm, @NWS\_FlashFlood

Use of Twitter provides a complementary means to disseminate important information about hazardous weather conditions. Availability of this service is subject to constraints of Twitter service availability and to the availability of users' Internet service. Users should not rely on this service as the primary means of receiving hazardous weather alerts/warnings. NWS alerts/warnings are available on NOAA Weather Radio and on our official website:

<https://www.weather.gov/>

NWS staff will respond to user posts on a time-available basis and may be limited, especially during periods of severe weather.

Information on Twitter can be found at:

<http://www.twitter.com/>

Disclaimers regarding NWS use of social media services can be found at:

<http://www.weather.gov/disclaimer.php>

Send comments or questions on this notice to:

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National Service Change Notices are online at:

<https://www.weather.gov/notification/>

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