Figure 1 – Tweet Request for Text and Email Updates from BHI



Figure 2 – Tweets Indicating Public Outage Map Challenges

	erned Citizen lingtonHydro Any up	· Jul 11, 202 odates on power o		√1 … n core?
Would also appreciate an upgrade to the Outage Map it is tricky to navigate, street names are too small and does not work at certain magnification, on Android				
Q 1	17	♡ 1	ı ₁ 135	⊥ ⊥
_	-			
· Mar 4, 2023 The outage map is not updating				x1 …
Q 1	t⊋	\heartsuit	ı 1 125	
· Nov 16, 2022 vi … Good thing we have an outage map to track the progress and see any updates. Oh wait, that doesn't work either.				
Q	î.↓	\bigcirc	ila	□ 土