

What to do in the event of a flood

Your guide on who to call

In the event of a flood, there are many authorities available to help. Below outlines who should be contacted for the various types of flooding incidents and emergencies that occur. The local authorities rely on information reported to them to inform any investigations and prioritisation of investment.

If it is an **emergency** and there is danger to life as a result of flooding, you should not hesitate to call **999**.

To report flooding of the highway and blocked drains contact Devon County Council's Highway Customer Service Centre on **0345 155 1004** or visit the [Roads and Transport webpage](#). Office hours are Monday to Friday 8am – 8pm and Saturdays 9am – 1pm. For emergencies outside of these hours call **01392 383329**

For any flooding on major trunk roads (the M5, A30, A38, A35 and A303) contact the Highways Agency on **0300 123 5000** (24-hour service)

To report flooding from sewers and water pipes contact South West Water on **0344 346 2020** (24-hour service)

For enquiries about flood warnings contact the Environment Agency's Floodline on **0345 988 1188** (24-hour service)

For general enquiries about Main River or flooding from the sea contact the Environment Agency on **03708 506 506**

For all other flooding enquiries contact the Devon County Council Flood Risk Management Team on **0345 155 1015** or email floodrisk@devon.gov.uk.

Preparing for a flood

Please refer to Devon County Council and Environment Agency web pages for advice on what to do before, during and after a flood. In the first instance of flooding and sandbag requests contact your local District or Parish Council to be directed to any local sandbag supplies that may be available.



FLOOD ALERT

Flood Alert: Flooding is possible. Be prepared.



FLOOD WARNING

Flood Warning: Flooding is expected. Immediate action required.



SEVERE FLOOD WARNING

Severe Flood Warning: Severe flooding. Danger to life

Warnings no longer in force: No further flooding is currently expected in your area.

Sign up to flood warnings: <https://www.gov.uk/sign-up-for-flood-warnings>

Flood Risk Management www.devon.gov.uk/floodriskmanagement