

Environment Agency Flood Warning Service

We provide a free flood warning service to many areas at risk of flooding from rivers and the sea. You can find these warnings:

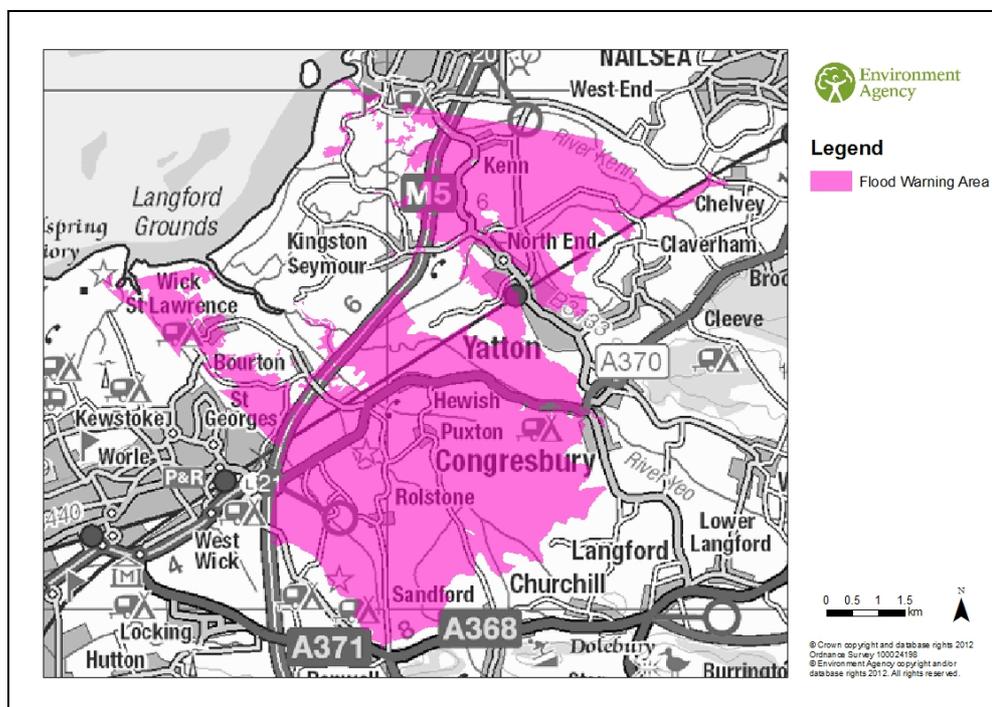
- on our website: www.environment-agency.gov.uk,
- by calling Floodline free on 0845 988 1188
- by registering to receive them directly, by phone, text, email or fax through our free Floodline Warnings Direct service.

Improvements in your area

We have made improvements to the flood warning service we provide in your area. All the changes described below came into force on **27 June 2012**.

Where the changes?

- Somerset coast at Kingston Seymour, Wick St Lawrence, Hewish and Kenn



How is the Flood Warning service changing in your area?

We have been working on a project to improve the Flood Warning Service that we offer along the Somerset Coast and Severn Estuary.

The results of the project have provided us with a better understanding of the scenarios that could result in flooding along the coast.

It also means that we can offer a more accurate Flood Warning Service, ensuring those people at risk of flooding can receive flood warnings when they need them.

Changes to your quickdial code

The quickdial code for the **Somerset coast at Kingston Seymour, Wick St Lawrence, Hewish and Kenn** is **164279**.

The quickdial code gives you direct access to up-to-date recorded information about any flood warnings for your area. You can access this information by calling Floodline on 0845 988 1188 and entering the quickdial when requested.

You can also find flooding information on our website. Navigate to the flood warning page to search for flood warning information for your area, using either your postcode or local river name.

What the Flood Warnings mean



Flood Alert – Flooding is possible. Be prepared.



Flood Warning – Flooding is expected. Immediate action required



Severe Flood Warning – Severe flooding. Danger to life.

Communicating these changes

Residents who are already signed up to receive our direct flood warnings will receive a letter informing them of the changes to their service.

Residents who are not registered and have a landline telephone will receive an automated telephone message in the Autumn. This will let them know that their phone number has been added to our free flood warning service. The message will prompt them to contact Floodline or visit our website for more information, including how to register for additional services or cancel the service.

Act now by planning what you would do in a flood

Householder flood plan: completing a flood plan will help you decide what practical actions to take for a flood. Find a template for a flood plan at: www.environment-agency.gov.uk/floodsouthwest

Community flood plan: As a community group you can prepare for a flood. Completing a community flood plan will help local members and groups plan how they can work together to respond quickly when flooding happens.

To contact someone in your local area office who can provide support and advice on your community flood plan call 01278 484812 or email custswnw@environment-agency.gov.uk

customer service line
08708 506 506

incident hotline
0800 80 70 60

floodline
0845 988 1188

www.environment-agency.gov.uk