Protect your home from flooding this winter

Every day we lock our homes to protect them from intruders. But we're actually 16% more likely to experience flooding than a break in. But there are some simple things you can do right now to protect your home from flooding this winter.

Why is the risk higher this winter?

The long hot summer we've had has caused the ground across our region to harden significantly. That means when it does rain, the water can't soak into the ground as quickly as normal so instead just sits on the surface.

During extreme weather events or very heavy rain, this can quickly cause flooding.



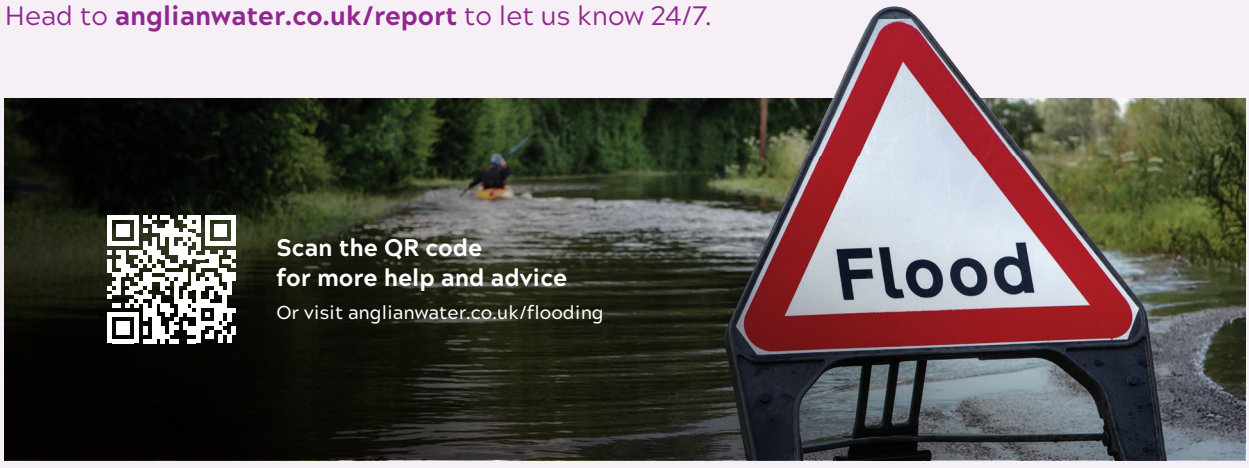
To reduce the risk of flooding:

- Check the gutters, drains and downpipes at your property. Clear out any leaves, silt or debris that have built up over the summer.
- Let your local council know if you spot any blocked gullies, drains or ditches near your home or in your local area.

To avoid blockages that cause sewer flooding:

- Only flush the 3Ps: pee, poo and paper.
- Bin wet wipes and sanitary products.
- Once cooled, bin any cooking fat, oil or grease.

If you ever see any flooding coming from one of our manholes, or you see something in a river, lake or stream that shouldn't be there, we want to know about it as soon as possible. Head to **anglianwater.co.uk/report** to let us know 24/7.





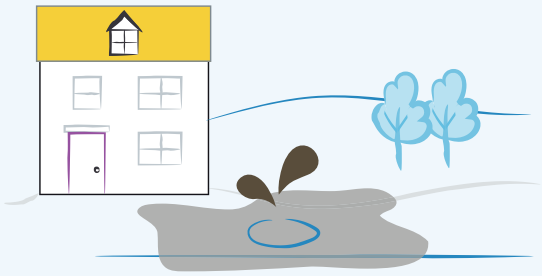
Who to contact for flooding help

Flooding is a complicated issue, and we're one of many agencies working on how to manage the impact it has. When flooding happens, who you need to contact will depend on what kind of issue it is.



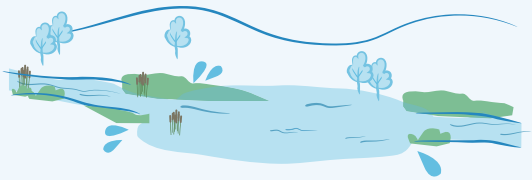
Flood water from highways, run off from fields or issues with land drainage:

Contact your local council. Most flooding that's been caused by rainwater will subside once the rain stops. If the flood water is causing a danger to life, call **101** or **999**.



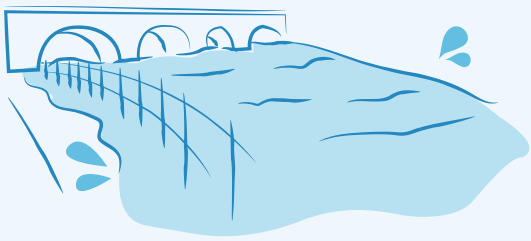
Clean water or sewer flooding:

We'll always keep a close eye on our network during any heavy rainfall, but if you spot something that's not right, visit **anglianwater.co.uk/report** to tell us quickly and easily. Or you can call us 24/7 on **03457 145 145**.



Clearing up debris after flooding:

To get help to clean up silt and mud left behind by receding rain or flood water, get in touch with your local council. If there's been any flooding from our sewers, we'll always clear up as soon as we can. But it's important to know that we'll always prioritise helping customers who've had flooding inside their homes or problems with their water supply first.



High or overflowing rivers:

Contact the Environment Agency on **0800 807 060** for help and advice. They've also published a guide called Living on the Edge for anyone who lives in a property along a river or watercourse.

Get more information on flooding insurance
Scan the QR code or visit floodre.co.uk

Get more help on recovering after a flood
Scan the QR code or visit nationalfloodforum.org.uk