

 Open & Direct

CUSTOMER GUIDE  
**FLOODING**



# FLOODING

A flood can quickly cause widespread damage to your home and contents. It's good to understand the different types of floods you may be at risk from so that you can act quickly and responsibly. A plan will help you know what to do if you're at risk of:

- Surface floods from heavy rainfall
- Burst water mains
- An inland waterway such as a river or canal bursting its banks
- Seawater overwhelming nearby coastal defences

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## STEPS TO TAKE BEFORE A FLOOD OCCURS



- Pack a flood kit containing your mobile phone and chargers, contact telephone numbers, any current medication, torch, battery, radio, important personal documents and insurance policy details, blankets, waterproof clothing, first aid kit and bottled water.

- Ensure your pets are cared for and are safe from flooding.
- Move valuable, sentimental, essential and electric items to a safe spot upstairs or to a high place and, if it is safe to do so, consider moving your car to an area less likely to flood.



- Try to stop water getting in by fitting any property level resilience measures where possible such as laying sandbags at doors; shut and lock windows and doors; put plugs in sinks and baths to prevent sewage water backflowing into your home.

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## STEPS TO TAKE IF A FLOOD OCCURS

- Turn off your gas, electricity and water supplies to prevent damage to the systems.
- Avoid the water as it is fast flowing and contaminated.
- Always listen to the advice of the emergency services and evacuate your home if told to do so.

