

## CHANGES TO FLOOD WARNINGS DIRECT SYSTEM

We use our Floodline Warnings Direct (FWD) system to send messages to our customers to warn them about flooding from rivers and the sea.

In late Autumn this year (weather dependant) we will be changing our flood codes to make them clearer to understand and more visible. The messages will provide more relevant and local information, will be simpler to understand, and clearer about what actions to take.

We will have three types of warning - Flood Alert, Flood Warning and Severe Flood Warning as shown below.



A Flood Alert will be used to warn people of the possibility of flooding and encourage them to be alert, stay vigilant and make early preparations for flooding. This will replace the previously issued Flood Watches, and will have a new definition, icon and accompanying advice. A Flood Alert will be issued earlier than a Flood Warning, to give customers advance notice that flooding is possible.

A Flood Warning will be used to warn people of expected flooding and encourage them to take action to protect themselves and their property.

A Severe Flood Warning will be used when there is a significant risk to life or significant disruption to communities and we need to encourage customers to take action to protect themselves and follow the advice of the emergency services.

To check if you are at risk from flooding or to register for our free Floodline Warnings Direct service, please call Floodline on 0845 988 1188 or visit our website: <http://www.environment-agency.gov.uk/floodmidlands> You can also request or download a personal flood plan template, find general advice and information about flooding.

The Environment Agency's new public flood warning service will go live in late autumn 2010.