



# WHO TO CONTACT?



Is this flood posing a danger to life or injury?

YES

Fire & Rescue Service  
call 999

NO

Is the flooding caused by a watercourse such as a river?

YES

Natural Resources Wales  
0300 065 3000 (24/7)  
Visit the NRW website:  
[naturalresources.wales](http://naturalresources.wales)

NO

Is the flood caused by a sewer, a leak from a water main or a household storm water drain?

YES

Dŵr Cymru Welsh Water  
[dwrcymru.com](http://dwrcymru.com)  
Water services and emergencies  
0800 052 0130 (24/7)  
Sewerage services and emergencies  
0800 085 3968 (24/7)

NO

- Is the flood on a road or caused by a blockage in a roadside drain?
- Is the flood caused by an ordinary watercourse like a ditch, surface water or groundwater?
- Is there a situation that you think may lead to flooding?

YES

Contact your local council