

Is the flood posing a danger to life or injury?

YES

**The Fire and Rescue Service**  
999

NO

Is the flood caused by a main river or a reservoir?

YES

**The Environment Agency**  
0345 988 1188 (24-hrs)  
[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

NO

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

YES

**Your water company**

**Anglian Water:** 03457 145 145 (24-hrs)  
[www.anglianwater.co.uk](http://www.anglianwater.co.uk)

**Thames Water:** 0800 316 9800 (24-hrs)  
[www.thameswater.co.uk](http://www.thameswater.co.uk)

**Affinity Water:** 0345 357 2407 (24-hrs)  
[www.affinitywater.co.uk](http://www.affinitywater.co.uk)

NO

Is the flood on a road or caused by a blockage in the roadside drainage?

YES

**Central Bedfordshire Council**

0300 300 8302 (Office hours)  
0300 300 8098 (Out of hours)  
[www.centralbedfordshire.gov.uk](http://www.centralbedfordshire.gov.uk)

OR

Report it online through the highways '[report a problem page](#)' on our website

NO

Is the flood caused by an ordinary watercourse like a ditch, surface water or groundwater?

YES

[floodrisk@centralbedfordshire.gov.uk](mailto:floodrisk@centralbedfordshire.gov.uk)

Please note this is not a 24hr contact and should not be used in emergency

OR

If you know you are in the IDB area you can contact: 01234 767995 / [contact@idbs.org.uk](mailto:contact@idbs.org.uk)

NO

Is it about a situation that you think may lead to flooding?

YES