

# Who to contact about flooding



Is the flooding posing a danger to life or injury?

YES

**Fire and Rescue Service**  
999

NO

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

YES

**Natural Resources Wales**  
0300 065 3000 (24/7)  
[Visit the NRW website](#)

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**  
Water services and emergencies  
0800 052 0130 (24/7)  
Sewerage services & emergencies  
0800 085 3968 (24/7)  
[Visit the Dŵr Cymru website](#)

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

**Caerphilly County Borough Council**

Call Highways Customer Care  
01443 866511 (Office hours)  
01443 875500 (Emergencies)

OR

[Report flooding online](#)