



# What to do in case of internal flooding

# Key steps to guide you through an internal sewer flooding

2. Someone from Southern Water will come along to investigate

1. Contact your insurer and report the flood

Flooding from sewers is distressing and we are working hard to reduce the risk of it happening. However, it is not always possible to prevent it. This leaflet tells you what to do if you have sewer flooding inside your property.

## Who to contact

- It is important to contact your insurer immediately to tell them about any damage the flooding has caused to the interior of your property.
- If you don't, it may affect any insurance claims you need to make.

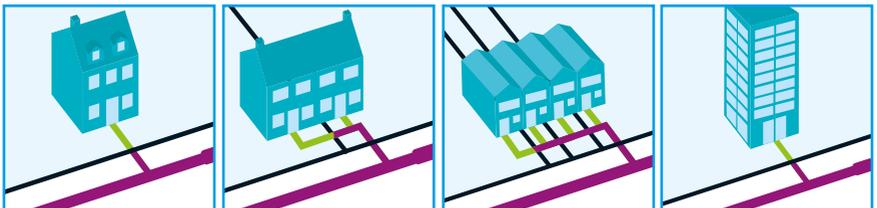
## Southern Water

- Call our 24-hour emergency number 0330 303 0368.
- Let us know if any nearby properties have been affected so we can help them too.

## What we will do

- Where possible, we will attend your property within one hour of you reporting the incident.
- In the event of widespread storms and flooding, it may take us longer to reach you.
- We will call you to let you know we're on our way and may also provide you with text updates, so please make sure you provide us with your mobile number.
- When we see you, we will give you help and advice about what to do next.
- We will also ask questions about the

Who owns your sewer?



3. Take some photos so we can understand how the flooding happened

5. We will carry out a further investigation if necessary

4. We will carry out a basic litter pick to remove solids, where possible

flooding to help us understand the cause.

- We will check our sewers and carry out work to address the cause as appropriate.
- We will carry out a basic litter pick to remove solids, where possible.
- One of our technicians will contact you to conduct an investigation.

### What you can do

- If safe to do so, please take photos of the flooded area.
- Pictures will help us work out why it has happened and may allow us to consider whether you're entitled to a payment under our Guaranteed Standards Service.
- Keep children and pets away from the flooded areas.

-  Public sewer/drain - responsibility of Southern Water
-  Property boundary
-  Privately owned - responsibility of the property owner

### How can you help?

Sewers sometimes flood during or after heavy rain if they are unable to cope with the amount of water. However, more commonly it is how we use our sewers and what we put down them that causes problems. Many incidences of flooding could be avoided by not flushing items such as:

- Wipes
- Nappies
- Sanitary towels
- Cotton buds
- Tampons and applicators
- Condoms
- Kitchen roll

Fat, oil and grease also cause blockages if poured down plugholes as it hardens when it cools.





## Guaranteed standards of service payment

If your premises are internally flooded due to a failure of our drainage system, we will make a payment to you of an amount equivalent to your last two years annual sewerage charges, from a minimum of £150 for each incident.

These Guaranteed Standards Service payments are not compensation or an admission of liability.

We are not able to make payments in the following circumstances:

- The flooding was caused by you
- The flooding was caused by exceptional rainfall events
- If our investigation confirms the flooding was a result of a third party issue, for example surface water running over land, river inundation, private drainage or highway drainage.

Conditions may apply. All exceptions can be found on our website:

▶ [southernwater.co.uk/guaranteed-standards-for-domestic-customers](http://southernwater.co.uk/guaranteed-standards-for-domestic-customers)

### For further information contact:

Customer Service Centre

Southern House

PO Box 41

Worthing

BN13 3NZ

Tel:

**0330 303 0368**

### Useful contacts:

Environment Agency

[www.environment-agency.gov.uk](http://www.environment-agency.gov.uk)

Tel: 0800 807060

National Flood Forum

[www.nationalfloodforum.org.uk](http://www.nationalfloodforum.org.uk)

Tel: 01299 403 055