**EMERGENCY INFORMATION**

If your community experiences loss of power, each household should report it, so the providers have a clear picture of who is without power - this is especially important in rural communities. This can be done by calling 105.

**In an emergency or if someone is in immediate danger, always call 999.**

Power cut: Call 105  <https://www.powercut105.com/>

BT phone line issues: <https://downdetector.co.uk/status/bt-british-telecom/>

Gas leak: 0800 111 999 <https://www.wwutilities.co.uk/services/smell-gas/>

Welsh Water: 0800 052 0130 (Water emergencies) or 0800 085 3968 (Sewer emergencies)  <https://contact.dwrcymru.com/>

Severn Trent water: 0800 783 4444 <https://www.stwater.co.uk/in-my-area/check-my-area/>

Report a tree down, flooded road or highway obstruction- BBLP : **01432 261800**

Flood alerts: Floodline 0345 988 1188.  Sign up to get [Flood Warnings from gov.uk](https://www.gov.uk/sign-up-for-flood-warnings) by phone, email or text message. If you live by a river or stream, keep a watch on current and expected water levels. You can see the [actual water levels at different locations in the county](https://flood-warning-information.service.gov.uk/river-and-sea-levels)

More information and advice can be found here: [www.herefordshire.gov.uk/storm](http://www.herefordshire.gov.uk/storm).

Finally, some tips from Western Power on how you can prepare in case of a power cut:

1. *Keep our telephone number handy or save it in your mobile phone (105 or 0800 6783 105) so that you can report a power cut or call for information and advice.*
2. *Keep a battery/solar charger handy so that you can recharge your smart phone or tablet and follow updates on social media, our online power cut map or Power Cut Reporter app.*
3. *Keep your freezer shut – depending on the type of freezer you have, the contents could stay frozen for up to 12 hours.*
4. *Check that you have a phone available that will work in a power cut – digital or cordless ones may not work.*
5. *Have things like a torch or lantern ready (it is best not to use candles or paraffin lights).*
6. *Protect sensitive electrical equipment such as computers with a surge protector plug.*
7. *If you have a mains-operated stair lift, check to see if there is a manual release handle that can be used to return it safely to ground level if it stops working.*