

Flooding

What to do before, during and after a flood.

Flooding Incident Line

The Flooding Incident Line is Northern Ireland's single telephone number for consumers to report any flooding problems. You can contact the Flooding Incident Line 24 hours a day to report any flooding incidents such as problems on roads, burst mains or blocked drains. Your details will then be passed onto the most appropriate organisation on your behalf.

Call the **Flooding Incident Line on: 0300 2000 100**

Stay Up-To-Date

NI Direct has a flooding webpage which is kept up-to-date and developed through RCRG. [Click here](#) to visit their page.

Need extra help?

NI Water offers a Customer Care Register which is a range of free additional services for consumers who have a disability, are an older consumer, have a serious medical condition or need extra help for any other reason. You can join NI Water's Customer Care Register (including critical care) by calling Waterline on 03457 440 088.

In the event of flooding NI Water's call centre receives extra calls from customers needing help. When this happens it aims to help Critical Care customers as quickly as possible.

If you have mobility or eyesight problems, you may find it difficult to get out of your home safely if there is flooding. You should have a planned, safe way out of your home.



What to do before, during and after a flood

View NIDirect's guidance on how to prepare for flooding, how to cope during flooding and what to do after flooding.

[NIDirect's flooding guidance](#)