

## Who do I report flooding issues to?

Where there is a risk to life or persons require assistance with evacuation from flood water please call **999**.



### Environment Agency - Flooding from a Main River (Poynton Brook)

General enquiries. 03708 506 506 (Mon-Fri, 8am – 6pm)  
Incident Hotline. 0800 80 70 60 (24-hour service)  
Floodline. 0345 988 1188 (24-hour service)

General enquiries email. [enquiries@environment-agency.gov.uk](mailto:enquiries@environment-agency.gov.uk)  
<https://www.gov.uk/government/organisations/environment-agency>



### Cheshire East Highways Service - Flooding from Ordinary Watercourses (Non-Main River) or the Public Highway or a problem with a drain or grid (also known as a gully)

To report an incident. 0300 123 5020.

To report an incident out of working hours. 0300 123 5025 (for use after 5pm and before 9am, including weekends).

[https://www.cheshireeast.gov.uk/search.aspx?search\\_keywords=flooding](https://www.cheshireeast.gov.uk/search.aspx?search_keywords=flooding)



### Highways England - Flooding on major roads and highways

Call 0300 123 5000 (24-hours) or email [info@highwaysengland.co.uk](mailto:info@highwaysengland.co.uk) (emails cannot always be dealt with upon receipt).



### United Utilities - Flooding from a burst water mains

Report a Leak. 0800 330033.

<https://www.unitedutilities.com/emergencies/report-a-leak/report-a-leak-form/>



### United Utilities - Flooding from a public sewer

Report sewer flooding. 0345 672 3723.



### Canal and River Trust - Flooding from a canal

In an emergency. 0800 47 999 47.

To report an incident call 0303 040 4040.

<https://canalrivertrust.org.uk/contact-us/contacting-us-in-an-emergency>



## Other useful phone numbers



**Electricity emergencies.** Call 105 for power cuts.



**Gas emergencies - National Grid Gas**  
Call 0800 111 999.

