

## New Floodline number

[Environmental health](#) [1]

[Flooding](#) [2]



The Environment Agency has launched an additional Floodline number for customers

You can now call Floodline on 0345 988 1188 as well as the existing 0845 988 1188 number.

A lot of callers pay nothing to call Floodline from a landline as 0845 numbers are included in their call packages. However, the EA wants to make sure the public do not pay over the odds for flood information. As a result, the 0345 number runs in parallel with the 0845 number, giving people an alternative number to call.

The cost of calling Floodline varies depending on your service provider, call package and whether a landline or mobile is used. For some landline callers it may still be cheaper to call the 0845. In general terms it is likely to be cheaper for mobile phone users to call the 0345 number. Call costs to various numbers are summarised on the gov.uk website here: <https://www.gov.uk/call-charges> [3].

Published: 10 February 2014 - 10:10am

**Source URL:** <https://www.copeland.gov.uk/content/new-floodline-number>

### Links

[1] <https://www.copeland.gov.uk/taxonomy/term/158>

[2] <https://www.copeland.gov.uk/tags/flooding>

[3] <https://www.gov.uk/call-charges>