

# River Advice for Boaters

## Improvements to our River Great Ouse system

October 2014

### We are making our river advice system even better for boaters using our Anglian Waterways.

Following feedback from river users, we are introducing a new amber 'caution' phase to our existing system. This will let people know when river levels and flows are above normal on the River Great Ouse.

New signs have been installed at our lock sites between Bedford and Earith that will display either green, amber or red boards informing customers of river conditions.



The photograph above shows how a lock may be used to discharge flood water on the River Great Ouse when Strong Stream Advice has been issued.

We encourage all river users to sign up to receive our free 'River Advice for Boaters' messaging service for the River Great Ouse. We will call your mobile phone and/or your landline via an automated service that can send messages out at any time of day. We can also issue text messages and emails.

If you would like to sign up to receive this free service for the River Great Ouse please email [waterwaysssaanglian@environment-agency.gov.uk](mailto:waterwaysssaanglian@environment-agency.gov.uk)

You can also call us on 01522 785943 or you can write to us at Waterways Department, Environment Agency, Waterside House, Waterside North, Lincoln, LN2 5HA.

(You do not need to do anything if you are already registered to receive our strong stream advice information for the River Great Ouse. You will automatically be upgraded to our improved system.)

You can call our Floodline Information Service at any time for information on river conditions for boaters on the River Great Ouse.

To do this, follow these simple steps:

1. Call **Floodline**, on **0345 988 1188** – You will be welcomed to Floodline and offered different touch-tone options.
2. Choose option '1' to 'listen to pre-recorded information for flood warnings currently in force'.
3. Then simply enter the following quick dial number: **033211 River Great Ouse**.



We are also introducing an amber flag to our existing system.

As part of the improvements we are changing the way we downgrade our messages. When levels and flows are falling a two-phased system has been introduced to let people know the river condition has been downgraded from 'strong stream' to 'caution'.

We have updated our phone messages, texts and email systems to reflect the new phases.

We are planning to introduce similar improvements to the River Nene system in the near future.