

Reducing flood risk for BT

Solutions to prevent flood loss, improve sustainability and mitigate customer downtime

Challenge

For BT, one of the world's leading communications services companies, flooding can cause significant losses and disruption to businesses, often resulting in increased downtime for its customers.

Surface water flooding is currently the biggest flood risk in the UK and, according to the Environment Agency, affects over 5.2 million properties. Climate change is resulting in heavier and more intense rainfall, resulting in drainage systems and small watercourses becoming overwhelmed.

With 3.5 million assets in UK, BT decided to take proactive measures to protect their sites and mitigate loss and disruption for customers, in collaboration with Previsico and Zurich Insurance Group.



Solutions

Previsico provides real-time, property-level surface water flood forecasts using proprietary live hydrodynamic modelling software and sensor technologies to help mitigate flood-related impacts and losses. Solutions cover surface water and ordinary watercourses – flood perils not covered by other forecasting systems.

- **Email notifications:** Automated email warnings when districts and properties are at risk of flood.
- **Flood dashboard:** Displays predicted time and depth of flooding up to 48 hours in advance and visualises data from sensors.
- **Water depth and flow sensors:** Located on and around critical infrastructures. Either stand alone or complementary to forecasting solutions, giving customers both the confidence and time to act in a flood event.
- **API feed:** Automated real-time forecast data and warnings that integrate with existing systems.

Benefits

BT partnered with Previsico and Zurich Insurance Company to provide flood warnings for 5000 locations. Cost-effective, accurate and proven flood prevention that proactively supports teams to:

- Respond efficiently to unique events and local vulnerabilities.
- Set up defences (flood doors etc) and move valuable stock and equipment.
- Pump water away from at-risk sites.



BT is constantly looking at ways we can increase our resilience to flood risk, which is a growing problem both in the UK and worldwide. The trials we're doing with Previsico and Zurich are looking at a different way of increasing the accuracy of our flood warnings; more accurate flood warnings can help us to combat climate change and support our ambitious sustainability targets.



Jim Dempsey, Director of Service, BT

The growing flood problem...

- 1 in 5 UK properties are affected by surface water flood risk.*
- 33% of UK commercial properties are at risk from flood.*
- Flood losses are expected to increase five-fold by 2050.*

* References



Leading the way through technology and data



Previsico's algorithmic technology draws on several leading data sources, including best available weather nowcasts and forecasts, satellite imagery, ground sensors, LiDAR elevation data, land cover, drainage and geology.

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