

# Working with BT to combat flood risk

## 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.



### Solution

BT partnered with Previsico and Zurich Insurance Company to provide flood warnings for 5000 locations.

- **Flood dashboard:** Displays predicted time and depth of flooding up to 48 hours in advance. Scroll and zoom to see predictions at every location.
- **Automated warnings:** Automated email warnings when any sites are at risk.
- **Sensors:** Complimentary to Previsico's forecasting technology – monitors water depth above and below ground (e.g. ordinary water courses, gulleys and sewers).
- **APIs:** Technologies integrate seamlessly with event response systems.

### Benefits

Cost-effective, accurate and proven flood prevention that proactively supports teams to:

- Reduce false alarm callouts
- Respond efficiently to unique events and local vulnerabilities
- Set up defences (flood doors etc)
- 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



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