



# Heavy rain and floods

## Information for citizens

Alarm levels	1	2	3	4
Elbe Gauge: Dresden	4.00	5.00	6.00	7.00
Combined Weisseritz Gauge: Hainsberg 6	1.90	2.20	2.50	2.80
Lockwitzbach Gauge: Kreischa	0.60	0.80	1.20	1.60

### What must I do in case of flooding?

Extreme rainfall can cause water levels to rise very quickly. This affects not only rivers and streams. Water also accumulates in many other places in case of heavy rain. Dips, underpasses, tunnels, underground car parks, cellars and basements can all be flooded and the public drains may be unable to cope. Beware of strong currents and the risk of a sudden inrush of water! Flooding often occurs at relatively short notice. Persons affected may have little time to react effectively. It is thus all the more important to be aware of the specific risks to which you are exposed, the precautionary measures which should be taken, and appropriate behaviour in the case of a flooding emergency.

### Be prepared

Pay attention to the latest warnings! Anyone who could be endangered by flooding is legally obliged to take all reasonable precautions within their abilities to protect themselves and to minimise the resulting damage in case of a flood. The use of land and property must also be adjusted to the potential risks for life, the environment and material assets in case of flooding. This is stipulated in § 5 (2) of the Federal Water Act (WHG).

### Information on current river levels

Constantly updated information can be obtained from a variety of sources, for example the Saxon Flood Control Centre (LHWZ). The following sources can be consulted at any time:

- River level data of the LHWZ Telephone (03 51) 79 99 44 00  
Once connected, press "0" and then any of the following six-digit numbers!
 

Elbe at Schöna gauge	50 10 10
Elbe at Dresden gauge	50 10 60
Weisseritz at Hainsberg 6 gauge	55 11 90
Weisseritz at Friedrichstadt gauge	55 12 08
Lockwitzbach at Kreischa gauge	55 10 00
Lockwitzbach at Lockwitz gauge	55 10 05

 Alternatively, press "1" for all data from the "Elbe River" or "2" for all data from the "Upper Elbe tributaries".
- Water and Navigation Administration
 

Elbe at Schöna gauge Telephone	(03 50 28) 1 94 29
Elbe at Dresden gauge Telephone	(03 51) 1 94 29
- LHWZ flood warnings Telephone (03 51) 79 99 41 00
- Internet [www.hochwasserzentrum.sachsen.de](http://www.hochwasserzentrum.sachsen.de)
- Videotext (MDR Television) from page 530

- Official weather alerts of the German Weather Service [www.dwd.de](http://www.dwd.de)

- Flood app Meine Pegel

### Make use of the City of Dresden website

[www.dresden.de/starkregen](http://www.dresden.de/starkregen)  
[www.dresden.de/hochwasser](http://www.dresden.de/hochwasser)  
[www.dresden.de/umweltauskunft](http://www.dresden.de/umweltauskunft)  
[www.dresden.de/grundwasser](http://www.dresden.de/grundwasser)  
[stadtplan.dresden.de](http://stadtplan.dresden.de) (theme: Environment, Flood and heavy rain)  
[www.dresden.de/feuerwehr](http://www.dresden.de/feuerwehr)

### Emergency telephone number 112 (fire brigade)

In case of acute danger, call the fire brigade via the emergency telephone number 112! Where possible, make advance arrangements for persons who are sick or in need of care to stay with relatives or friends.

### Helplines of the public utility companies

Electricity	Telephone (03 51) 50 17 88 81
Gas	Telephone (03 51) 50 17 88 80
District heating	Telephone (03 51) 50 17 88 84
Water supply	Telephone (03 51) 50 17 88 83
Wastewater	Telephone (03 51) 8 22 22 22

### Report damage to rivers and streams

If you observe any damage to rivers and streams, including the associated water management installations and structures, and similarly if you notice uncontrolled vegetation growth or accumulations of waste on their banks, inform the Municipal Environment Office accordingly.

Reports	Telephone (03 51) 4 88 62 11
	Telephone (03 51) 4 88 62 58

### City Hall recorded message service

The recorded message service maintained by the City Hall operates over 60 lines to provide the most important information on current developments and also offers behaviour recommendations.  
Recorded message service Telephone (03 51) 4 88 11 99

### Consult the citizens hotline

In emergency situations, the City of Dresden activates a citizens hotline. Pay attention to corresponding reports in the media. The hotline staff can provide information relating to questions which are not answered by the recorded message service. For example, they have information on the currently endangered areas of the city and suitable flood protection measures.

Citizens hotline	Telephone (03 51) 4 88 76 66
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### Warnings by way of sirens

In case of acute danger due to heavy rain or flooding, alarm may be given via the siren warning system of the City of Dresden. Pay attention to the alarm signals and possible announcements.

### Warn children

Warn children about the special dangers associated with heavy rain or flooding and ensure that they know to stay away from flooded areas and the immediate banks of streams and rivers!

### Keep off flood protection installations

It is forbidden to walk, ride or drive onto or along dykes, and similarly to climb on mobile flood protection barriers. Respect all designated protection zones and areas which have been cordoned off. Failure to comply may put your life and that of others at risk.

### Cooperate with your neighbours

If you have recently moved into a flood-prone area and are experiencing a flood for the first time, listen to the advice of long time residents and make use of their experience. Continue any measures taken on your own initiative until the flood recedes. Ask your neighbours whether they need assistance.

### Prepare a supply of emergency provisions

Be sure to gather a supply of personal emergency provisions in good time. Remember that the fire brigade and other emergency services will need their equipment themselves and cannot lend it to individual citizens. Consider especially the following items:

- Battery-powered radio (change the batteries regularly)
- Lighting: Candles, torch with batteries, petroleum lamp with petroleum, camping gas bottle with lantern attachment, matches, lighter
- Non-electrical cooking facility: Spirit or liquid fuel stove, gas camping stove, solid-fuel stove with fuel tablets
- Emergency food supplies and drinking water
- Heating: Camping gas bottle with heater attachment, hot-water bottles, woollen blankets
- Personal medicines and first aid kit
- Personal hygiene: If the wastewater system is no longer functional, use a washing bowl and either a toilet bucket with lid or camping toilet
- Rubber boots and waders.

### Cellars, basements, underground car parks and motor vehicles

Stay out of cellars, basements and underground car parks, and avoid using lifts during periods of heavy rain and flood risk! Be sure to leave such endangered spaces as quickly as possible. High river levels also cause groundwater levels to rise, which means that low-lying buildings and rooms may be at risk even at a greater distance from the river itself. Check your cellars in good time and take necessary precautions. If there are water drains in any low-lying rooms, make sure that they are closed and check the proper functioning of backflow traps. Clear cellars, garages and low-lying rooms before the risk becomes acute. Where adequate advance warning of rising river levels is given, you should also remove motor vehicles from areas where flooding is likely.

### Switch off electricity

Ensure that the electrical power supply is switched off in any flooded rooms. Provide for emergency lighting. Make arrangements with your neighbours for the case of the telephone network no longer working.

### Switch off heating systems

Protect your heating system. Switch off burners, water heaters, etc. in good time to allow them to cool before dismantling or removal. Do not forget to close the gas valves of a gas heating system.

### Secure oil tanks

Secure oil tanks and connecting pipework by way of proper anchoring to prevent floatation. If all else fails, tanks should be flooded to offset buoyancy.

### Remove substances hazardous to the environment

Oil and other substances hazardous to water will contaminate not only the water and your rooms, but also the broader environment. If any hazardous substances are released in spite of all safeguarding measures, inform the fire brigade immediately. Any delay, however short, will worsen the damage many times over. Remove all containers with used oil, chemicals, paints, solvents, cleaners, etc. from flood-endangered rooms.

### Secure building sites

Building sites on the banks of streams and rivers or in flood channels and other flood-endangered areas must be cleared and secured. Mobile sales stands, etc. must be removed completely in good time.

### After heavy rain and flooding

Remove remaining water and mud. Caution: Do not pump out flooded rooms until the river has fallen and the groundwater has returned to a normal level, as there is otherwise a risk of damage to the building.

- Call an expert to inspect any building damage, above all with regard to structural stability.
- Floor coverings and panelling should be removed or opened to enable inspection of the underlying structures.
- Dry affected parts of the building as quickly as possible to avert structural damage, mould contamination or other pest infestation. Heaters can be used to support the drying process.
- Do not switch on electrical equipment or appliances until they have been checked by an electrical expert.
- Have heating oil tanks checked for damage.
- Dispose of all contaminated furniture and foods.

### Tip

Further information on correct behaviour in case of floods and other dangers can be obtained through the website of the Federal Office of Civil Protection and Disaster Assistance.

Internet [www.bbk.bund.de](http://www.bbk.bund.de)  
Warn app NINA (to download free in the store)

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Electronic documents with a qualified electronic signature may be submitted via a corresponding form. It is furthermore possible to use an S/MIME certificate to encrypt E-Mails sent to the City of Dresden or else to send secure E-Mails via DE-Mail. Further information can be found at [www.dresden.de/kontakt](http://www.dresden.de/kontakt).

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