

These are all the tweets we sent out on Sunday 25 November, with some notes about what we've tweeted, when and why. They are in reverse order, with the latest tweets at the top (this is how twitter works too!)



We always sign off at the end of the evening, usually around 10pm

Good eg = Signing off here til morning. Our staff will be working round the clock again tonight. Latest warnings <http://ow.ly/rNC6l> [#floodaware](#)



We RT partners (not public as can't verify if information is accurate) if they are issuing good updates or key messages. See lists in our twitter account for partners by county, and also MPs



Keep an eye on individual tweeters
 @DaveThroupEA
 @DavidHudsonEA
 @PaulReevesEA
 @LeeRawlinsonEA
 @LouJohnsonEA and RT relevant information from them



If people tweet us with details of something serious sounding – ask them to report to incident line 0800 80 70 60 so we can take all necessary details.

We encourage people to look at their local river levels at using the river gauge information on our website



If information is easily available on website (found within each flood warning), answer questions using that. Be careful about peak times/levels, make sure say are 'likely' or 'predicted' as may change

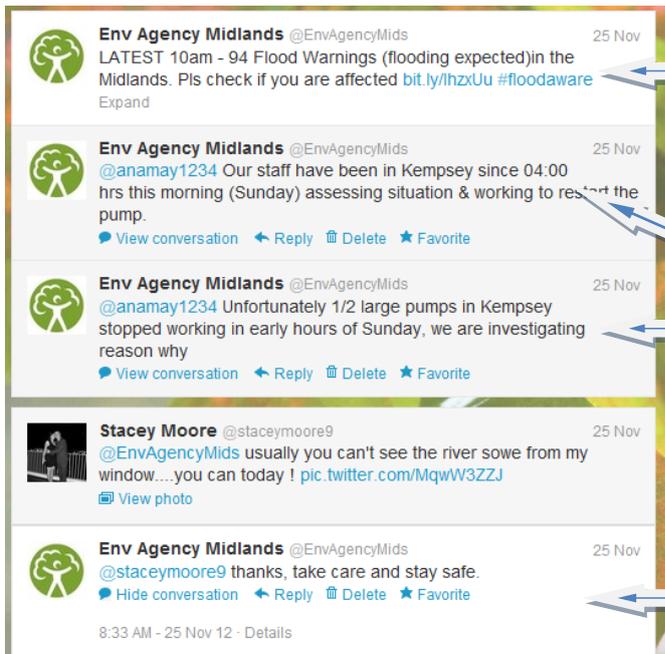
Where there are too many warnings to tweet individually, tweet updates for the worst affected areas



Tweet information from lines to take about flood barriers and flood schemes in action. Check midpictures mailbox and midlands press office mailbox for photos. If not check flickr for historic photos of flood schemes <http://www.flickr.com/photos/environment-agency/sets/> .



Depending on size of incident we tweet each flood warning (just summarise alerts). If a lot go on at once summarise by county (use FWIS on easinet to help <http://fwis.nfwc.ea.gov/KCWarnings/nForceServlet?order=region>).



We look out for negative tweets and reply with information from the latest lines to take

We try to reply to all tweets, even if it is just to say thanks



We regularly encourage people to check their flood risk and look at the advice on preparing for flooding on the website <http://ow.ly/rNCy4>

We try to reply to partners, MPs, and media who mention flooding but not our account with a link to our website in the hope that they will RT (Eg Solihull Police)

We usually start the day with a summary of numbers of warnings and alerts in place, ideally around 6am and include weblink <http://ow.ly/rNCFv>