

# How we respond to leaks and breaks

## Sydney Water's fault response process

### Reporting leaks

Sydney Water relies on help from its customers and staff to report when water and wastewater pipes leak or even break.

Improving our response time to repair these leaks reduces the amount of water lost and the impact on the community.

#### 1. Leak or break detected

Our customers, plumbers and members of the public are encouraged to report water and wastewater leaks or breaks by phoning our 24 hour emergency line on 13 20 90.

#### 2. Work issued

A Customer Service Representative will assess the priority response required and a Resource Coordinator will allocate the work to a repair crew.

#### How we assign priorities

We prioritise the response to leaks based on a number of factors including:

- the information provided when the report is first made
- the number of properties without water
- the potential safety impacts on customers, the environment and properties
- the volume of water that could be lost.

#### 3. Repair work

A repair crew will attend and fix the leak or break. Water may need to be shut off to some residents during repair work.



A Sydney Water crew fixing a water main break.

#### 4. Completion of repair

The repair crew will:

- restore water supply
- notify the person who reported the fault
- update our maintenance system with details of the fault and repair work.

#### What can impact repair time?

- severity of the leak and complexity of the repair
- site accessibility and if water is needed to maintain health and safety eg hospitals, child care centres, nursing homes, schools
- traffic and time of day.