



# Media Release

13 SEPTEMBER 2022

## **Epping Road Lane Cove Water Main Break**

Sydney Water crews have isolated and repaired the water main break affecting customers on Sydney's North Shore.

Sydney Water's Managing Director, Roch Cheroux, said the replacement of the damaged pipe is complex and crews are continuing to work around the clock to return normal water supply as soon as possible.

"At 10pm last night, Sydney Water crews isolated and repaired the water main break at Epping Road, Lane Cove, stopping water flowing across the road," Mr Cheroux said.

"Due to the complexity and location of the break, crews will be working throughout the day to restore the system to normal operation.

"There may be ongoing interruptions to water supply across a number of suburbs. Customers in Lane Cove and Longueville are expected to be impacted with low or no pressure throughout the day."

Mr Cheroux said Sydney Water has organised access to shower facilities for impacted customers.

"We deeply apologise to our customers and acknowledge the inconvenience and disruption this has caused," Mr Cheroux said.

"Affected customers can now access shower facilities through Accor Hotels by calling 13 20 90. while we continue to work to restore our services to full capacity"

"This was not an ordinary water main break. Crews have told me it's one of the largest blow-outs they've ever seen, and that the impact of the break was so powerful it created a 12 metre long, seven metre deep and 10 metre wide excavation site."

“This was a complex and unfolding situation. The size and scale of this event and the full extent of how widespread the incident was on our customers changed rapidly over the course of the weekend,” Mr Cheroux said.

Sydney Water’s customer advocates have been door knocking impacted customers since Saturday to provide assistance and information, and to hand out bottled drinking water.

Water refill stations are available for customers to fill containers with water at three locations in Lane Cove West and North Sydney. Water tankers have also been operating around the clock to supply safe drinking water to impacted customers.

For further information regarding the shower facilities and how we can support you, please call Sydney Water on 13 20 90.

The hotel locations with shower facilities available currently include:

The Sebel Sydney, Chatswood

Mercure Sydney, Macquarie Park

Pullman, Sydney Olympic Park

Novotel, Sydney Olympic Park

ibis Budget Sydney Olympic Park

And other selected hotels subject to availability.

For further information, visit [sydneywater.com.au](http://sydneywater.com.au).

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