

Talking to Clients: Burst Pipe Emergency – B1/B2

English for Plumbers | Intermediate to Upper Intermediate

Name: _____

Date: _____

Score: _____ / 56

Note: Exercise 8 (Listening) is completed using the interactive online lesson only.

Vocabulary

Term	Meaning	Example
burst	a sudden split or break in a pipe that causes water to escape rapidly	"There has been a burst in the pipe above the kitchen ceiling."
isolate	to cut off the water supply to a specific section so work can be carried out	"You need to isolate the water supply at the stopcock immediately."
stopcock	the main valve that shuts off the water supply to the whole property	"Turn the stopcock off clockwise to stop the flow of water."
saturated	completely soaked through with water	"The ceiling is saturated. It may come down if the water is not stopped."
temporary repair	a short-term fix used to stop the immediate problem until a permanent repair is made	"I will carry out a temporary repair today to stop the leak."
reinstate	to restore something to full working order after emergency work is completed	"I will reinstate the full water supply once the permanent repair is done."
insurance	a policy that may cover the cost of damage caused by a burst pipe	"You should contact your insurance company as soon as possible."
document	to take photographs and make written records of the damage for an insurance claim	"Document all the damage with photographs before you touch anything."
contain	to prevent water from spreading further by using towels, buckets or barriers	"Try to contain the water with towels while I am on my way."
assess	to examine the damage carefully to understand its full extent	"I need to assess the full extent of the damage before I can give you a price."
trace	to follow the path of a leak back to find exactly where it started	"I will trace the leak back to its origin before I start the repair."
structural damage	harm caused to the walls, floors or ceilings of a building by water	"If the ceiling has come down, there may be structural damage."
claim	a formal request made to an insurance company for money to cover loss or damage	"Make a note of everything for your insurance claim."
emergency call-out	a visit made by a plumber urgently outside of normal working hours	"The emergency call-out rate applies outside of normal working hours."
subsequent	coming after the immediate emergency work, as a follow-up	"The subsequent repair will be carried out once the area has dried out."

Exercise 1 - True or False?

Read each sentence. Write True or False on the line.

1. A temporary repair is a short-term fix used to stop the immediate problem. _____
2. To isolate a pipe means to repair it permanently. _____
3. Documenting damage means taking photographs and written records for an insurance claim.

4. A saturated ceiling has been completely soaked through with water. _____
5. To trace a leak means to stop it with a temporary repair. _____
6. Reinstating the water supply means restoring it to full working order after repairs. _____
7. An emergency call-out rate applies during normal working hours only. _____
8. Containing water means preventing it from spreading further. _____

Exercise 2 - Multiple Choice

Circle the correct word or phrase.

1. Turn the ____ off immediately to stop water flowing to the whole property.
temporary repair / stopcock / claim / insurance
2. The ceiling is _____. You need to put buckets down and move anything valuable.
reinstated / subsequent / saturated / traced
3. I will carry out a ____ repair now to stop the leak. The permanent fix comes later.
temporary / subsequent / structural / emergency
4. ____ all the damage with photographs before you clean anything up.
Isolate / Claim / Document / Contain
5. I will ____ the leak back to its source before I start cutting into the ceiling.
contain / trace / assess / reinstate
6. Try to ____ the water using towels and buckets while I am on my way.
document / contain / claim / isolate
7. You should contact your ____ company as soon as possible to report the damage.
structural / subsequent / emergency / insurance
8. The ____ repair will be scheduled once the area has fully dried out.
saturated / temporary / isolated / subsequent

Exercise 3 - Matching

Match each term (1-8) with the correct description (A-H).

- | | |
|--------------------------|---|
| 1. burst ____ | A. A sudden rupture in a pipe causing water to escape rapidly and without control |
| 2. isolate ____ | B. Completely soaked through with water to the point of holding no more |
| 3. saturated ____ | C. To shut off water to a specific section of pipework to allow safe working |
| 4. temporary repair ____ | D. Occurring after the initial emergency has been dealt with, as a follow-up action |

- | | |
|---------------------------|--|
| 5. reinstate ____ | E. To follow the path of water back through the building to find the exact point of origin |
| 6. trace ____ | F. To restore a system to full normal working condition after emergency work |
| 7. structural damage ____ | G. Physical harm to the fabric of the building caused by water penetration |
| 8. subsequent ____ | H. A short-term fix applied to stop an immediate problem before a permanent solution |

Exercise 4 - Gap Fill

Write the correct word in each gap. The word is given in brackets.

1. Turn the _____ off immediately. It is the main valve under the kitchen sink. (stopcock)
2. The ceiling is _____ and may come down. Move everything out of that room now. (saturated)
3. I will _____ the leak back to its source before I open up the ceiling. (trace)
4. Please _____ all the damage with photographs for your insurance company. (document)
5. Try to _____ the water with towels while I make my way to you. (contain)
6. I will carry out a _____ repair today and return for the permanent fix next week. (temporary)
7. Once the repair is complete I will _____ the full water supply to the property. (reinstate)
8. The _____ repair will be scheduled once the walls and floor have dried out fully. (subsequent)

Exercise 5 - Word Order

Put the words in the correct order.

1. immediately / Turn / the / off / stopcock

2. damage / photographs / with / all / Document / the

3. source / I / its / to / leak / the / will / trace

4. towels / water / Contain / and / buckets / with / the

5. carry / temporary / out / a / will / repair / I

6. soon / your / as / Contact / insurance / company / possible / as

7. will / the / water / I / reinstate / supply / full

8. the / damage / assess / the / of / to / full / I / extent / need

Exercise 6 - Word Sort

Write each term in the correct column.

Terms: structural damage | reinstate | temporary repair | document | saturated | emergency call-out | burst | isolate

Describing the Emergency	Managing the Situation
_____	_____
_____	_____
_____	_____
_____	_____

Exercise 7 - Complete the Conversation

Choose the correct word or phrase to complete each gap.

Client: Help! There is water pouring through my kitchen ceiling. I think a pipe has _____.
(isolated / burst / reinstated / saturated)

Plumber: OK, stay calm. Go to the _____ and turn it off clockwise right now. It stops all the water.
(document / stopcock / insurance / claim)

Client: Done. But the ceiling is completely _____ and starting to bow.
(saturated / traced / contained / subsequent)

Plumber: Move out of that room. The ceiling could come down. _____ the water with towels and buckets if you can.
(Assess / Document / Trace / Contain)

Client: OK. Should I call my insurance company?

Plumber: Yes, as soon as possible. And _____ all the damage with photographs before you clean anything up.
(contain / document / isolate / reinstate)

Client: How long will the repair take?

Plumber: I will carry out a _____ repair today to make it safe. The full reinstatement will follow once everything has dried out.
(subsequent / structural / temporary / emergency)

TEACHER ANSWER KEY - DO NOT DISTRIBUTE TO STUDENTS

Talking to Clients: Burst Pipe Emergency – B1/B2

Teacher Answer Key

Note: Exercise 8 (Listening) is online only and not included in this PDF.

Exercise 1

1. True
2. False
3. True
4. True
5. False
6. True
7. False
8. True

Exercise 2

1. stopcock
2. saturated
3. temporary
4. Document
5. trace
6. contain
7. insurance
8. subsequent

Exercise 3

1. burst -> A
2. isolate -> C
3. saturated -> B
4. temporary repair -> H
5. reinstate -> F
6. trace -> E
7. structural damage -> G
8. subsequent -> D

Exercise 4

1. stopcock
2. saturated
3. trace
4. document

5. contain
6. temporary
7. reinstate
8. subsequent

Exercise 5

1. Turn the stopcock off immediately
2. Document all the damage with photographs
3. I will trace the leak to its source
4. Contain the water with towels and buckets
5. I will carry out a temporary repair
6. Contact your insurance company as soon as possible
7. I will reinstate the full water supply
8. I need to assess the full extent of the damage

Exercise 6

Describing the Emergency: burst, saturated, structural damage, emergency call-out

Managing the Situation: isolate, temporary repair, document, reinstate

Exercise 7

Client: burst

Plumber: stopcock

Client: saturated

Plumber: Contain

Plumber: document

Plumber: temporary