

Talking to Clients: Low Water Pressure – 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
flow rate	the speed or volume at which water moves through a pipe, measured in litres per minute	"The flow rate at the kitchen tap is well below the acceptable minimum."
mains supply	the water that comes into a property directly from the public water network	"The mains supply pressure in this area is known to be low."
pressure reducing valve	a valve that reduces incoming water pressure to a safe and consistent level	"The pressure reducing valve may be set too low or may have failed."
accumulator	a pressurised tank that stores water to boost pressure when demand is high	"Fitting an accumulator will improve the pressure throughout the property."
limescale	a hard chalky deposit that builds up inside pipes and fittings in hard water areas	"Limescale build-up inside the pipes is restricting the flow."
partially closed	describes a valve or stopcock that has not been fully opened after previous work	"The stopcock under the sink is partially closed. That explains the low pressure."
restriction	anything inside a pipe or fitting that reduces the flow of water	"There is a restriction somewhere between the meter and the taps."
regulator	a device that controls and maintains pressure at a set level	"The regulator on the incoming supply may need to be adjusted."
static pressure	the water pressure measured when no water is flowing anywhere in the system	"The static pressure reading is good, which suggests the problem is a restriction."
dynamic pressure	the water pressure measured while water is actively flowing through the system	"The dynamic pressure drops significantly when two taps are open at the same time."
boost pump	an electric pump fitted to increase water pressure throughout a property	"A boost pump would solve the pressure problem immediately."
symptom	a sign or indication that points towards a particular problem	"Weak flow at all taps is a symptom of a mains supply issue rather than a local one."
isolate	to shut off water to a specific section to allow testing or repair	"Isolate the section and test the pressure on each side of the valve."
test	to check or measure something in order to identify a fault or confirm a diagnosis	"I will test the pressure at the meter first before checking inside."
bore	the internal diameter of a pipe, which affects how much water can flow through it	"Old lead pipes have a narrow bore which restricts flow significantly."

Exercise 1 - True or False?

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

1. Dynamic pressure is measured when no water is flowing in the system. _____
2. A boost pump is fitted to increase water pressure throughout a property. _____
3. Limescale build-up inside pipes can restrict water flow. _____
4. A pressure reducing valve increases incoming water pressure. _____
5. Static pressure is measured when water is not flowing anywhere in the system. _____
6. A partially closed stopcock can cause low pressure at the taps. _____
7. An accumulator reduces water pressure to a safe level. _____
8. The bore of a pipe refers to its internal diameter. _____

Exercise 2 - Multiple Choice

Circle the correct word or phrase.

1. The ____ pressure is fine but the ____ pressure drops when two taps are open.
dynamic / static / static / dynamic / mains / boost / flow rate / bore
2. The stopcock under the sink is _____. Open it fully and check whether the pressure improves.
partially closed / regulated / restricted / isolated
3. There is a ____ in the pipe. The bore has been reduced by years of limescale build-up.
regulator / accumulator / symptom / restriction
4. I will test the pressure at the ____ first to find out if the problem is from the street.
boost pump / bore / mains supply / accumulator
5. Fitting a ____ would increase the pressure throughout the whole property.
symptom / limescale / boost pump / regulator
6. The ____ rate at the shower is only four litres per minute. It should be at least eight.
static / flow / bore / dynamic
7. The ____ reducing valve may be set too low. I will check the setting.
flow / mains / bore / pressure
8. Weak flow at every tap is a ____ of a mains supply issue rather than a local one.
symptom / bore / regulator / restriction

Exercise 3 - Matching

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

- | | |
|--------------------------|--|
| 1. flow rate ____ | A. Water pressure recorded when no outlets are open and no water is moving |
| 2. static pressure ____ | B. A device that brings high incoming pressure down to a controlled and consistent level |
| 3. dynamic pressure ____ | C. An electric pump installed to raise water pressure throughout a building |
| 4. accumulator ____ | D. The volume of water passing through a pipe per minute, used to assess performance |

5. pressure reducing valve ____

E. A hard mineral deposit that accumulates inside pipes and fittings in hard water areas

6. limescale ____

F. A pressurised vessel that stores water to deliver improved pressure on demand

7. boost pump ____

G. The internal diameter of a pipe, which determines how much water can pass through it

8. bore ____

H. Water pressure recorded while water is actively flowing through the system

Exercise 4 - Gap Fill

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

1. The _____ rate at the shower head is only three litres per minute, which is well below the minimum. (flow)
2. I will test the _____ pressure first with no taps open, then again with the tap running. (static)
3. The stopcock near the meter is _____ closed. Open it fully and see if the pressure recovers. (partially)
4. There is a significant _____ in the pipework, most likely caused by limescale. (restriction)
5. If the _____ supply pressure is consistently low, there is little we can do without a boost pump. (mains)
6. Fitting an _____ would help maintain pressure during peak demand periods. (accumulator)
7. The old lead pipework has a very narrow _____, which limits flow significantly. (bore)
8. Low pressure at every tap is a clear _____ that the problem is upstream of the property. (symptom)

Exercise 5 - Word Order

Put the words in the correct order.

1. Test / meter / the / the / first / pressure / at

2. partially / closed / The / is / stopcock

3. Fit / pump / pressure / improve / to / a / the / boost

4. the / open / pressure / are / when / Dynamic / drops / taps

5. restricts / flow / pipes / inside / the / Limescale

6. issue / a / is / a / This / symptom / mains / of

7. Check / the / pressure / reducing / valve / setting

8. very / bore / old / The / pipe / narrow / is / the

Exercise 6 - Word Sort

Write each term in the correct column.

Terms: boost pump | accumulator | pressure reducing valve | bore | static pressure | dynamic pressure | restriction | symptom

Diagnosing the Problem	Solutions and Equipment
_____	_____
_____	_____
_____	_____
_____	_____

Exercise 7 - Complete the Conversation

Choose the correct word or phrase to complete each gap.

Client: The water pressure in the whole house is very weak. The shower is almost unusable.

Plumber: Is the low pressure at every tap, or just in certain rooms?

Client: Every tap. Kitchen, bathroom, everywhere.

Plumber: That suggests the problem is upstream — either the _____ supply or a partially closed valve.

(flow / dynamic / bore / mains)

Plumber: I will start by testing the _____ pressure at the meter with no taps running.

(dynamic / flow / static / boost)

Client: And if the mains pressure is fine?

Plumber: Then there is a _____ somewhere in the internal pipework — possibly limescale or a valve not fully open.

(symptom / accumulator / restriction / bore)

Client: What is the solution if the mains pressure itself is the problem?

Plumber: The most effective fix is to fit a _____ pump. It boosts the pressure coming into the property.

(pressure / flow / boost / static)

Client: How disruptive is that to install?

Plumber: Minimal. Half a day at most. I will _____ the supply briefly while I fit it, then restore everything.

(test / isolate / regulate / restrict)

TEACHER ANSWER KEY - DO NOT DISTRIBUTE TO STUDENTS

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Teacher Answer Key

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

Exercise 1

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

Exercise 2

1. static / dynamic
2. partially closed
3. restriction
4. mains supply
5. boost pump
6. flow
7. pressure
8. symptom

Exercise 3

1. flow rate -> D
2. static pressure -> A
3. dynamic pressure -> H
4. accumulator -> F
5. pressure reducing valve -> B
6. limescale -> E
7. boost pump -> C
8. bore -> G

Exercise 4

1. flow
2. static
3. partially
4. restriction

- 5. mains
- 6. accumulator
- 7. bore
- 8. symptom

Exercise 5

- 1. Test the pressure at the meter first
- 2. The stopcock is partially closed
- 3. Fit a boost pump to improve the pressure
- 4. Dynamic pressure drops when taps are open
- 5. Limescale inside the pipes restricts flow
- 6. This is a symptom of a mains issue
- 7. Check the pressure reducing valve setting
- 8. The old pipe bore is very narrow

Exercise 6

Diagnosing the Problem: static pressure, dynamic pressure, restriction, symptom
Solutions and Equipment: boost pump, accumulator, pressure reducing valve, bore

Exercise 7

Plumber: mains
Plumber: static
Plumber: restriction
Plumber: boost
Plumber: isolate