

*These scenarios are designed to stimulate conversations within organisations and networks of what may need to be considered in a variety of different emergency situations. Please feel welcome to use these scenarios in staff meetings or emergency planning workshops to increase awareness of organisational procedures and potentially identify gaps in planning.*

*For further information and advice please contact your local emergency planning committee through your council or local emergency services.*

## **Practice Scenario: Burst water main**

**10:30am:** After a long dry summer period, there has finally been the first few days of decent rain in months. Unfortunately, this results in the soil swelling and putting upward pressure on pipes. A weak point in the pipe just happens to be in front of your workplace and it has resulted in a burst water pipe sending water and debris to shoot skyward over 10 metres into the air.

**10:35am:** you have called the police to help direct the chaotic traffic on the road outside, and SA Water to switch off the water and repair the damaged pipe. Water from the pipe is crashing down on your roof and overflowing your gutters resulting in water flowing into your premise under the door. A piece of asphalt has cracked your window.

**10:50am:** SA Water have arrived and have switched off the water, the carpet in your entrance way is soaked through and water is dripping down the wall near your computer. Clearly there must have been a weak point in the roof and the pressure of so much water has resulted in a leak. You turn off all electrical equipment in the vicinity to be safe.

**11:00am:** SA Water have advised that it is likely to take them a few hours to repair the damaged pipe and so you will have no water until 2:30pm. Traffic has slowed to a crawl past your workplace as SA water contractors get to work with the repairs. Your staff have attempted to towel dry the entrance way but chances are that the carpet will need to be replaced.

### For your workplace, consider the following:

- What advice and duties will you be giving your staff?
- What (if any) messages will you be communicating to your clients/ customers/ community members and when?
- No water means that toilets cannot be flushed and refilled as well as no water for drinking or washing.
- What services will be critical to maintain? Are there any services that will be cancelled or reduced whilst you clean up?
- If services will be cancelled or reduced, what impact will this have on clients/ members/ customers/ community?

### **In the case of a burst water main, remember that:**

- Burst water mains are three times more likely to occur in summer and autumn after long periods of dry weather followed by significant rain.

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- SA Water can provide assistance with temporary drinking water, coordinating clean ups and contacting insurance providers.



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