

CC6119

Posted on 13.07.2023 by Jennifer Curran

Category: [Cabin Crew](#)

Report Title Contaminated water

Initial Report

Aircraft keeps being dispatched with contaminated water.

Advised not to use the water from G1, G2 & G4

Have to tell passengers not to clean their teeth with water out of the taps.

Crew are told to use anti-bac after washing their hands.

Advised we can serve hot drinks but we didn't.

The aircraft conditions are also absolutely freezing as they have disabled the underfloor heating in galleys so we couldn't warm up with a hot drink on a 9.5 hour flight.

Comment

The lack of potable water will have been an inconvenience and extra burden on the crew. Sufficient bottled water should be loaded for passenger and crew use and hand gel made available. The legislation, ICAO, WHO, Guide to Hygiene and Sanitation in Aviation 2009. 2.1.5 Page 11, state that one use for potable water is emergency medical use.

This report has been ongoing since 18th October 2022 and a further communication in May 2023 recorded another contaminated aircraft. The Operator has reported that oversight, sampling and possible preventative action are still subject to review. It is unclear why the crew decided not to serve hot drinks as they had been advised that hot drinks could have been served and so be cautious about restricting yourself more than is required.

The floor heating seems to be an issue that is going to be around for some time and CHIRP has ascertained that not all operators of the same aircraft type have carried out a blanket deactivation of the galley floor system. Please continue to report regarding these issues via your operator as they are best placed to resolve your concerns.



