



## U.S AIRWAYS INOP Potable Water Procedures

### 1.1 Background

When there is no potable water available on an aircraft for hand washing, the following procedures will apply. Although sanitizing items are provided, service procedures must be modified.

- Check water gauge.
- Check A/C faucets in lavatories and galleys for flowing water.
- If there is no water, notify Flightdeck and verify if an MEL has been placed on the water system.
  - **MEL was previously noted:** verify sanitizing products and adequate catering supplies have been provided.
  - **MEL was not recorded:** coordinate with the Flightdeck so that OCC can be contacted. OCC will notify Catering and Aircraft Appearance to determine if additional beverages and/or packaged cold meals will be required and to coordinate the delivery of sanitizing products. Delays should not be incurred to obtain supplies.

### 1.2 Service

All domestic service elements are to be completed using the following procedural adjustments:

- Use plastic gloves when serving. Plastic gloves can be found in aft galley compartment. Please remember to return the unused box of gloves to the designated compartment.

• Note •

Hand sanitizing products including *Purell waterless soap* and *Purell wipes*, will be boarded for personal use. These products may not be used as a substitute for donning gloves for service. The *Purell* soap may remain onboard after the water system is restored, the soap works with or without water.

- Handle the can and cup by the bottom or side to avoid touching rim.
- Change gloves after clear-in and as needed.
- No ice may be served.
- All beverages must be served unopened and food items must remain in their wrapper.

### 1.3 Extended Onboard Delays

- Follow service expectations in Extended Onboard Delay pamphlet while applying adjustments outlined within *INOP Potable Water* procedures.

### 1.4 Beverage Announcement Add-on

"Ladies and gentleman, potable water is not available for this flight. We are unable to serve hot beverages or ice; however, we will be offering complimentary non-alcoholic beverages without ice. Lavatory toilets remain operative (if available, add: "and hand sanitizer/sanitizing wipes are provided.") We apologize for any inconvenience this may cause."

### 1.5 First Class

- Offer customers an unopened beverage and cup with no ice.
- Serve mixed drinks without ice. Offer beer and wine splits from Coach; unopened. First Class wine may not be served.
- If additional In-flight Café meals are not provisioned for First Class, utilize Coach fresh meals, before conducting sales in Coach. Offer Coach In-flight Café fresh meals in place of FC meals FWD-AFT.

• Note •

Account for items in HHD by selecting "*Payment > Comp > FC/Envoy Pax > Comp All > Done*"

### 1.6 Coach

- Offer customer unopened beverage and cup with no ice.
- On flights with In-flight Café, offer items for purchase following current service flow procedures.
- Only non-alcoholic beverages may be offered complimentary. Sell mixed drinks without ice. Beer and Wine may be sold, but must be served unopened.

## **INOP Potable Water Procedures (cont.)**

### **1.7 Note**

- Use proper etiquette and avoid preparing and eating FC meals for personal consumption in view of customers.