



AS TALLINNA VESI OPERATIONAL PERFORMANCE IN 2012

All main operational and quality indicators have showed stable performance improvement in 2012. The Company continued its efforts both in improving network performance and customer service. Additionally to excellent results in water and wastewater treatment, the Company continuously focused on environmental activities and raising the awareness of the local community about environmental issues. The company's environmental performance has been recognized by the Environmental Board, CSR Forum and European Commission.

Operational results in 2012

	2011	2012
Water		
Compliance of water quality at the customers tap	99,66 %	99,55 %
Water loss in the water distribution network	17,73 %	15,86 %
Average duration of water interruptions per property	3,56 h	3,42 h
Number of customer contacts regarding water pressure	800	736
Wastewater		
Number of sewer blockages	944	715
Number of customer contacts regarding blockages and storm water	1804	1239
Wastewater treatment compliance with environmental standards	100 %	100 %
Customer service		
Responding written customer contacts within at least 2 work days	95,9 %	98,5 %
Number of written complaints	384	184
Number of failed promises	60	19
Notification of unplanned water interruptions at least 1 h before the interruption (as of 2012 the customers are being notified also outside of working hours)	97,9 %	90 %
Reacting to sewerage blockages within 2 hours	75 %	95%

Tapwater is drinking water

Year 2012 proved once again Tallinn's drinking water to be with a very high quality and people are safe to drink tap water. Out of 2921 water samples taken at customers' taps during 2012, 2908 were compliant with all requirements. This means tap water quality is continuously comparable to the Western-European water quality level.

Network performance

It is important for citizens that they receive operation functioning 24 hours a day. Therefore the Company focuses on continuously improving network performance. Compared to 2011 the number of customer inquiries regarding water pressure has reduced by 70%, which clearly demonstrates the Company has succeeded in delivering drinking water with the right pressure. Also, compared to 2011 an average duration of water interruption has decreased. In order to reduce the inconveniences resulting from service

interruption, the Company informed in 90% of the cases customers about unplanned interruptions in advance.

For cleaner living environment

From year to year, the level of leakages has reduced. In 2012 the leakage level reduced to 15,86%, which is the best ever result in the Company's history. In 2001 the level of leakages exceeded 32%. This means over 13 thousand cubic metres of treated drinking water is saved on daily basis. Significant reduction in leakages is the result of continuous efforts to use water resources sustainably.

The Company is persistently working to prevent blockages, in order to reduce the risks of flooding and pollution. Compared to previous year, customers are witnessing less problems with blocked pipes and sewerage drainages. Reduction in blockages has been possible due to several preventive actions like jet washing the network.

Stable state of the sewerage network is witnessed by the reduction of the number of sewerage pipe bursts by 19% compared to 2011.

For customers and community

Continuous focus on efficiency and better management of the processes has helped to reduce the number of customer complaints among all services in 2012. The Company turned more attention compared to 2011 to make sure customers know what and when is being done. Compared to previous year notifying customers has increased by 20%.

The Company continued actions to engage and increase the environmental awareness in community. Traditional open door days in treatment plants were carried out, to introduce the treatment processes to all interested people. In 2012 an awareness campaign "Tap water=drinking water" was carried out to encourage people to drink tap water. Also, the restaurants in Tallinn were involved to serve tap water. The cooperation with educational institutions continued, to explain the need and possibilities to save pure drinking water.

As a greatest recognition for environmental activities, the Company is pleased that the European Commission nominated AS Tallinna Vesi for the EMAS 2012 award for water management.