



## AS TALLINNA VESI OPERATIONAL PERFORMANCE FOR THE FIRST HALF YEAR OF 2013

We have achieved a very high and stable quality level and will continue to work on maintaining the high performance levels and improvements on all indicators. Our aim is to increasingly improve the customer service and raising the awareness of the local community about environmental issues and activities.

### Operational results in 1 half year of 2013

Indicator	2012 H1	2013 H1
<b><i>Drinking water</i></b>		
Compliance of water quality at the customers tap	99,73 %	99,80 %
Water loss in the water distribution network	16,4 %	16,64 %
Average duration of water interruptions per property	3,2 h	3,53 h
<b><i>Wastewater</i></b>		
Number of sewer blockages	398	478
Number of sewer bursts	62	74
Wastewater treatment compliance with environmental standards	100 %	100 %
<b><i>Customer service</i></b>		
Number of written contacts	4647	4698
Number of customer contacts regarding water quality	100	90
Number of customer contacts regarding water pressure	340	326
Responding written customer contacts within at least 2 work days	98,4 %	98,6 %
Number of failed promises	6	9
Notification of unplanned water interruptions at least 1 h before the interruption	89,0 %	97,1 %

### Tap water is drinking water

Tallinn's drinking water is of a very high quality and people are safe to drink tap water. The quality of drinking water is subject to strict legal requirements and is monitored in line with the drinking water sampling programmes approved by the Health Board. In the first half year of 2013, 1478 samples were taken from the consumers' taps, of which only three (3) were non-compliant. We continue to outperform the levels of service agreed in the Services Agreement concluded with the City of Tallinn and is comparable to the water quality in Western-Europe.

### Reliable service

It is important for the people to have the service available for 24h. Thus, we focus on improving the security of supply. Compared to the same period in 2012, the number of customer inquiries related to water pressure and the quality of drinking water has decreased. This clearly demonstrates that we have been able to supply drinking water with high quality and the right pressure.

### For the customers

We deem it important to focus on precautionary activities which enable us to react quickly and prevent more serious problems from occurring. Our aim is to notify our customers of when their problems will

be resolved. In order to reduce inconvenience caused by interruptions to supply, in first half year of 2013, we notified customers of interruptions to water supply in advance in 97% of the cases.

In order to obtain direct feedback on the customer contacts during the last month and to be able to immediately react on a dissatisfaction or questions, we ask for customers' feedback on a monthly basis. In the first half year of 2013, the customers' rating was 3.4 points on a 4-point scale.

### **Continuous work for a cleaner environment**

Year-on-year decrease of the level of leakages has been achieved by consistent efforts to improve the quality of our network management. Compared to the situation ten years ago we are saving around 13000 m<sup>3</sup> per day of good quality drinking water. Despite the small changes in the level of the leakages, which is also influenced by the weather, the level of water losses has remained on low stable level.

We are persistently working on reducing the risks of potential flooding and pollution. To reduce the amount of blockages in sewerage system we are carrying through a camera observation program, which enables us to proactively identify the locations where sewerage pipes requires reconstruction. As a result the number of sewerage blockages has increased in first half year of 2013. In long term this activity helps us to ensure reliable service.

### **For the community**

We are continuously dedicated to increase the awareness of the community, to use water resource in sustainable way and avoid blockages in sewerage system. In May 2013 we carried out the campaign "Tap water is drinking water" to encourage people to drink tap water. With the campaign we also instigate people to choose tap water in restaurants of Tallinn. To make tap water more attractive as a drinking water, in May we carried out an event "Meaningful tap water" in Butterfly Lounge, who is our partner in restaurant co-operation, to make cocktails out of tap water. The outdoor media survey proved continuous increase in drinking tap water and that the campaign was well-seen among people.