



AS TALLINNA VESI'S PERFORMANCE IN THE FIRST HALF YEAR OF 2014

Similarly to previous years, the first half-year of 2014 can be characterised by stability. Above all, it gives security to our consumers that they are being provided with a high-quality drinking water, stable water supply and service of wastewater discharge. In addition to the quality of service, we also concentrate on being a good partner for our customers, as well as on activities for increasing the environmental awareness of the community.

Operational indicators for the first half year of 2014

Indicator	2013 1H	2014 1H
<i>Drinking water</i>		
Compliance of water quality at the customers tap	99,80 %	99,86 %
Water loss in the water distribution network	16,64%	16,38 %
Average duration of water interruptions per property	3,53 h	2,80 h
<i>Wastewater</i>		
Number of sewer blockages	478	434
Number of customer contacts regarding floodings, blockages and storm water	874	529
Wastewater treatment compliance with environmental standards	100%	100% (except for Zn)
<i>Customer Service</i>		
Number of written complaints	73	32
Number of customer contacts regarding water quality	91	65
Number of customer contacts regarding water pressure	259	144
Responding written customer contacts within at least 2 work days	99,3 %	99,0 %
Number of failed promises	9	21
Notification of unplanned water interruptions at least 1 h before the interruption	97,1 %	97,4 %

Tap water is drinking water

Drinking water is of a very high quality and is safe to drink. There are strict legal requirements concerning the quality of drinking water and inspections thereof are carried out according to the Programmes of Monitoring Drinking Water Quality approved by the Health Board. In the first six months of 2014, we took a total of almost 1472 water samples from the consumers' taps in Tallinn, and Saue. Of all the samples taken 99,86% were in compliance with the applicable quality requirements. Two samples did not comply with the quality requirements due to increased iron concentration. We immediately carried out maintenance works on the water network, following which new samples were taken that complied fully. In Maardu, all the samples taken from the consumers' taps were 100% in compliance with the requirements. As the water quality has remained at a consistently high level for a considerable period of time, we constantly encourage people to drink tap water.

A reliable service

We understand that the services we provide, considerably affect the quality of life of all people. Therefore we concentrate on providing a reliable and high quality service, twenty-four hours a day. As a result of a proactive planning of works, we have managed to decrease the duration of water interruptions year-on-year considerably. In the first 6 months of 2014 the average duration of water interruption was 2.8 hours, which compares favourably to 3.53 hours in the same period of last year. At the same time, this also means that there have been less water interruptions, therefore resulting in fewer customer contacts.

Cleaner environment

Focus continues to be placed, on reducing the risks related to potential floodings and pollution. In the first six months of 2014, preventive jet washing has resulted in a decrease of sewer blockages by 9%, compared to the same period last year.

The level of leakages is also decreasing year-on-year, due to preventive actions. The leakage level in the first half-year was 16.38%, which means that approximately 13 000 m³ of treated drinking water a day are saved compared to 10 years ago.

Customer is our partner

Our wish is that all our activities, will have as little negative impact on customers as possible. In 2014, the number of customer contacts has decreased significantly, compared to the same period last year. This reduction is mainly related to the improved reliability of service, resulting from proactive maintenance work. As a result, there have been fewer customer contacts and complaints in relation to blockages, water interruptions and water pressure. This year, there have been only 32 complaints, which represents a considerable reduction on last year's figure of 73.

We monitor compliance within the promised deadlines with proper diligence and keep our customers informed.

Customer awareness

Our aspiration, is that people have even more knowledge, in order to raise awareness and promote an environmental lifestyle. Throughout the year, we work closely with our consumer's on a range of activities, including schools and nurseries, to promote environmental awareness.

We encourage people to drink tap water through various campaigns, and have involved several restaurants and other partners in raising awareness.

During the first half-year, we once again focused on the topic of blockages. We created an imaginary unit called "Sanitary Police (SAPO)", the aim of which is to help change people's habits and urge them not to flush inappropriate items down the toilet, which can cause problems in the sewer systems. We received very positive feedback on SAPO project, and continue to increase people's awareness with the campaign "The toilet is not a trashcan".