



AS TALLINNA VESI'S PERFORMANCE IN THE NINE MONTHS OF 2014

Our first priority is to provide our customers with high-quality drinking water, reliable water supply and wastewater discharge service. Similar to previous years, the nine months of 2014 can be characterised by consistently high quality levels. We will continue to focus on maintaining all our key performance indicators so our consumers can rely on the service they receive. The nine months of the year have shown that the quality of drinking water in Tallinn is excellent. Low leakage level is another positive sign of the Company's excellent performance.

We continue to commit to the improvement of customer service and focus on activities that will increase the environmental awareness of the community.

Operational indicators for the nine months of 2014:

Indicator	9 months of 2013	9 months of 2014
<i>Drinking water</i>		
Compliance of water quality at the customers tap	99.64%	99.77%
Water loss in the water distribution network	16.65%	16.33%
Average duration of water interruptions per property	3.54 hrs	2.96 hrs
<i>Wastewater</i>		
Number of sewer blockages	605	582
Number of customer contacts regarding floodings, blockages and storm water	1150	788
Wastewater treatment compliance with environmental standards	100%	100%
<i>Customer Service</i>		
Number of written complaints	107	51
Number of customer contacts regarding water quality	195	129
Number of customer contacts regarding water pressure	472	273
Responding to written customer contacts within at least 2 work days	99%	98.90%
Number of failed promises	115	42
Notification of unplanned water interruptions at least 1hr before the interruption	96.95%	96.77%

Tap water is drinking water

The quality of drinking water is subject to very strict legal requirements and is in line with the Programmes of Monitoring Drinking Water Quality approved by the Health Board. In the nine months of 2014, we took 2210 water samples from the consumers' taps in Tallinn and Saue. 99.77% of all those samples were 100% compliant with the applicable quality requirements. Only five samples were non-compliant, due to higher iron concentration. We immediately carried out maintenance works on the water network on the streets, following which new samples taken that were fully compliant. In Maardu, all the samples taken from the consumers' taps were 100% compliant with the requirements.

As the water quality has remained at a consistent high level, we continue to 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 24/7. As a result of proactive planning and optimisation of works, we have considerably managed to reduce the duration of water interruptions year-on-year. In the 3rd quarter of 2014, the average duration of a water interruption was 2.96 hours, which compares favourably to 3.58 hours in the same period of last year. This also means that less inconvenience has been caused to customers by water interruptions, resulting in fewer customer contacts. Compared to the same period of 2013, the number of customer contacts related to water interruptions has reduced by 370 in the 3rd quarter of 2014.

Cleaner environment

Paljassaare Wastewater Treatment Plant is operating effectively to ensure full compliance with the environmental standards and cleanliness of the Baltic Sea and Tallinn Bay. In the 3rd quarter, the effluent complied with all standards.

Our focus continues to be on reducing the risks related to potential floodings, pollution and on decreasing potential inconveniences to our customers. Preventive jet washing has resulted in 23 sewer blockages less in nine months than during the same period last year. We cleaned 120 km of sewer network, and 2795 storm water inlets during the nine months of 2014.

The level of leakages is also decreasing year-on-year. In the 3rd quarter, the level of leakages was 16.19% and 16.38% within nine months. In the nine months of 2014, we had to repair 90 fewer broken pipes, than in the same period last year. Constant reduction in leakage levels means that we are saving approximately 13 000 m³ of treated drinking water a day, compared to the time 10 years ago.

Customer is our partner

Our commitment is that throughout all our activities, we will have as little negative impact on customers as possible.

The number of customer contacts has significantly decreased also in 2014 compared to the same period last year. This reduction is mainly related to the improved reliability of service resulting from proactive maintenance work. Consequently, there have been less customer contacts and complaints in relation to blockages, water interruptions and water pressure, which has reduced the number of complaints. This year there have been 51 complaints in nine months, which represents a considerable reduction on last year's figure of 107 for the same period. We believe it is very important that our customers knew when their issues would get resolved. We thoroughly monitor our compliance with the promised deadlines and keep our customers informed if we are not able to keep our promise.

Customer awareness

Our aspiration is to raise awareness and promote environmental lifestyle among the population. Throughout the year, we work closely with our communities 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 therein. In the end of August, we had a record of 850 people visiting the open door days at Ülemiste Water Treatment Plant. This demonstrates that people are interested in how water is produced and how it gets to their tap.