

AS Tallinna Vesi's operational performance for the first 9 months of 2017

AS Tallinna Vesi's operational results for the first nine months of 2017 are consistently good. Positive development trends are seen in the drinking water and wastewater quality indicators, as well as in customer service quality standards.

Reliable water supply and wastewater service

It is imperative that we continue to provide an uninterrupted water and wastewater service to our customers. We continue to be committed in our performance to maintain and reconstruct the networks, and improve the water and wastewater treatment processes.

In the 3rd quarter, we commissioned a new water pipe, which can provide an alternative supply to nearly 100,000 people in Tallinn. The alternative supply pipe is one of the most important investments of the last decade in securing uninterrupted water supply service to the city. ASTV also opened a new public water tap on the cycle and pedestrian track on Järvevana Road in order to improve the availability of pure drinking water for public.

As a testament to the timely investments made in our assets, the leakage level in the distribution network has dropped very low – the 9 months average being only 13.52%.

Drinking water quality remained excellent during the first 9 months of 2017. In total, we took 2,225 samples from the consumers' taps, and carried out 18,330 water analyses during the first three quarters of the year. Similar to the previous year, nearly all of the samples or 99.91%, were compliant with the stipulated requirements. Only two samples exceeded the allowed limits. We always react to such cases promptly, and if necessary complete additional maintenance work on the network, as we remain committed to keeping the promise of creating better life with pure water. All results of water quality tests are up on our [webpage](#).

AS Tallinna Vesi does not compromise on safety or protecting the environment. Our final effluent was once again 100% compliant with the applicable permit requirements during the 9 months of 2017. Maintaining the quality of final effluent is essential to the continued security of the Baltic Sea, and therefore we continue to seek possibilities to improve our treatment process even further.

High customer service standards

Another key indicator, directly affecting customers, is the duration of interruptions to water supply. We have managed to reduce the average interruption time even further

over the 9 months of 2017, bringing the average time down to just 3 hours and 15 minutes.

A research agency Kantar Emor conducts regular customer satisfaction surveys for AS Tallinna Vesi. In the 9 months of the year, the customer satisfaction index reached 4.2 points on a 5-point scale, which is once again an excellent result.

The number of customer interactions related to blockages or stormwater discharge issues has reduced significantly compared to the same period of 2016, and the number of customer interactions concerning water pressure has reduced as well. We have also managed to keep our other promises made to customers.

One of our objectives is to improve our customers' awareness of the environmental aspects concerning water supply and wastewater disposal services. For this purpose, we welcomed a large number of interested visitors during the Open House Day event at Ülemiste Water Treatment Plant in September and we will also be launching our annual awareness campaign in the 4th quarter of 2017.

Operational indicators for the first 9 months of 2017:

Indicator	Unit	2017 9 months	2016 9 months
Drinking water			
Compliance of water quality at the customers' tap	%	99.91%	99.91%
Water loss in the water distribution network	%	13.52%	15.39%
Average duration of water interruptions per property in hours	h	3.26	3.51
Wastewater			
Number of sewer blockages	No	520	503
Number of sewer bursts	No	109	73
Wastewater treatment compliance with environmental standards	%	100.0%	100.0%
Customer Service			
Number of written complaints	No	29	29
Number of customer contacts regarding water quality	No	177	108
Number of customer contacts regarding water pressure	No	240	247
Number of customer contacts regarding blockages and discharge of storm water	No	812	909
Responding written customer contacts within at least 2 work days	%	99.9%	99.0%
Number of failed promises	No	3	4
Notification of unplanned water interruptions at least 1 h before the interruption	%	98.7%	98.4%