



## **AS Tallinna Vesi's operational performance in the 1st quarter of 2017**

**AS Tallinna Vesi's operational performance during the 1<sup>st</sup> quarter of 2017 was excellent. Due to well-planned investments, and preventive maintenance, we achieved the lowest ever level of leakage in the Company's history - 13.73%.**

### **Pure drinking water and treatment of wastewater using high quality standards**

Our priority is to provide our customers with the highest quality drinking water, a reliable water supply, and an effective wastewater disposal service.

In the 1<sup>st</sup> quarter of 2017, all samples taken from drinking water and treated effluent were compliant with all stipulated quality requirements. For a number of years, we have contributed to the environmental awareness of consumers by promoting tap water as drinking water. In recent years, trust in the quality of drinking water has grown significantly: if in 2011, slightly less than 50% of end users trusted the quality of tap water, then the survey carried out in 2016 indicated an increase in the percentage of people drinking tap water to 80%.

### **Reliable service and high standards**

We work tirelessly to provide our customers and end users with a stable and uninterrupted service, which would be as invisible as possible to them. Therefore, we take the planning and optimisation of our activities very seriously. Our proactive approach in preventing disruptions to customers, gives them less and less reason to worry about water supply, and effectively reduces the number of customer contacts.

We are very pleased to say that we were able to reduce the average interruption to water supply by 30 minutes, when compared to the 1<sup>st</sup> quarter of 2016. The number of written complaints, as well as the number of customer contacts related to the water pressure, sewer blockages and storm water disposal service, were also lower in the 1<sup>st</sup> quarter this year, when compared to the same period last year.

We strive to make ongoing improvements with respect to customer service. In order to make ourselves available 24/7, we will soon be launching a mobile app that will allow customers to input their meter readings with ease, at any time. The new application, makes carrying out simple operations more convenient, and will hopefully inspire an increasing number of customers, to make use of our self service offerings.

### **Operational reliability through investments**

The warm winter caused a slight increase in the number of sewer blockages and collapses in the 1<sup>st</sup> quarter this year, when compared to the same period last year.

We continue to make targeted capital investments, renovating and replacing assets based on previous condition surveys and performance data, to ensure the continued reliability of the infrastructure. In the 1<sup>st</sup> quarter of 2017, we reconstructed the water pipes on Müürivahe Street, in cooperation with the City of Tallinn. The Company is also about to start the reconstruction of the water and sewerage networks on Odra and Puhangu Streets.

**Operational indicators for the 1<sup>st</sup> quarter of 2017**

<b>Indicator</b>	<b>Q1 2017</b>	<b>Q1 2016</b>
<b><i>Drinking water</i></b>		
Compliance of water quality at the customer's tap	100%	100%
Water loss in the water distribution network	13,73%	17,51%
Average duration of water interruptions per property in hours	3,02 h	3,49 h
<b><i>Wastewater</i></b>		
Number of sewer blockages	195	188
Number of sewer collapses	39	26
Wastewater treatment compliance with environmental standards	100%	100%
<b><i>Customer Service</i></b>		
Number of written complaints	9	11
Number of customer contacts regarding water quality	24	13
Number of customer contacts regarding water pressure	38	58
Number of customer contacts regarding blockages and storm water disposal	269	300
Responding to written customer contacts within at least 2 working days	99,9%	98,1%
Number of failed promises	3	0
Notification of unplanned water interruptions at least 1h in advance	100 %	96,5%