



AS TALLINNA VESI OPERATIONAL PERFORMANCE IN 2011

During 2011, the operational and quality indicators of AS Tallinna Vesi have been on the highest level ever and indicate continuous improvement. In addition to outstanding performance in water treatment and wastewater treatment, compliance was also achieved regarding all environmental objectives and customer service standards. The biofilter commissioned as an additional stage in the wastewater treatment process as well as continuous efforts in improving the reliability of service in the network have both contributed to a cleaner environment.

Indicator	2010	2011
Drinking water		
Compliance of water quality at the customers tap, %	99.59 %	99.66%
Water loss in the water distribution network, %	21.39 %	17.73 %
Average duration of water interruptions per property, h	4,28 h	3,56 h
Number of customer contacts regarding water pressure	1345	800
Wastewater		
Number of sewer blockages	1152	944
Number of customer contacts regarding blockages and storm water	2502	1804
Wastewater treatment compliance with environmental standards, %	Nitrogen removal standards were not met	100 %
Proportion of reused sludge, %	100 %	100 %
Customer Service		
Responding written customer contacts within at least 2 work days, %	82.0%	95.9 %
Number of written contacts	9 940	9 406
Number of failed promises	1076	60
Notification of unplanned water interruptions at least 1 h before the interruption, %	NA	97.9%
Reacting to sewer blockages within at least 2 hours, %	NA	75%

The best ever water quality

AS Tallinna Vesi has achieved the highest standard in quality the company has ever achieved. AS Tallinna Vesi follows the drinking water quality sampling programme approved by the Health Board. The programme determines very specifically the sampling sites, sampling frequency and the parameters to be analysed. Based on the programme, 2921 samples were taken from the taps of AS Tallinna Vesi's customers in 2011, of which only 12 were non-compliant with the standards. Thus, 99.66% of the samples taken complied with the EU drinking water quality requirements, continuously maintaining the quality comparable to the Western-European level.

Responsiveness to Customers

Due to the use of effective ways of working and improved planning, the average duration of water interruptions has reduced by approximately 0,7 hour compared to 2010. In order to reduce the inconvenience caused by water interruptions, the Company has given advance notices of closing water

due to emergency repairs to over 98% of the customers. The customers of a water company expect us to provide them with a good quality drinking water with the right pressure for 24 hours a day and 365 days a year. Compared to 2010, the number of customer inquiries related to water pressure reduced by 42% in 2011. This means from 1338 to 800 respectively.

We are continuously contributing to a purer environment

The level of leakages has reduced considerably compared to 2010. This has been possible both due to the better management and monitoring of water and sewerage network as well as quick response to leakages and bursts. When in 2001 the level of leakages exceeded 32%, then today the level has reduced to 17.73%. This means that compared to ten years ago more than 13 thousand cubic metres of treated drinking water is saved on a daily basis. Considerable reduction has been possible due to Company's consistent efforts to use water resources more sustainably and with smaller losses.

The Company also pays a lot of attention to the risks of flooding and pollution, which means continuous work in the area of preventing blockages. In 2011 customers had less problems with blocked pipes and sewerage drainages compared to earlier. Reduction in blockages has been possible due to several preventive actions like jet washing the network and long-term investments for developing the sewerage network. In addition to preventing blockages, the Company is also eliminating blockages quicker than previously. In 2011, 75% of blockages were responded to within 2 hours after registering a respective notice. Purposed preventive activity enables the Company to respond quicker and prevent the emergence of more serious problems.

Paljassaare Wastewater Treatment Plant is each year removing more and more pollution from the wastewater in order to comply with the environmental requirements and to ensure a clean Baltic Sea and Bay of Tallinn. In order to achieve the required performance, one of the biggest environmental investments of the decade was carried out when the Company built an additional treatment stage – biofilter - at the Wastewater Treatment Plant. Due to the new treatment stage, the volume of nitrogen discharged to the Baltic Sea reduces by 350 tons per annum. Out of the sludge – a side product to the wastewater treatment process – the Company produces soil, which can be used in landscaping. All of the sludge produced is reused and no sludge has been taken to the landfill during the last years. Contributing to a cleaner environment will remain as a priority for the Company also in further years.

Customers and Community

Compared to 2010, the number of customer complaints related to our networks has decreased and we have responded to more than 95% of the customer letters within less than 2 work days. In 2011, the company reviewed and improved its promises to customers. The number of contacts related to failures to keep a promise has reduced by 94% compared to the same period last year. Preventive actions and focussing the management's attention to the subject have contributed to this. The promises of AS Tallinna Vesi are a part of the Company's continuous devotion to provide services of even better quality to its customers. With those promises, the Company undertakes to achieve even higher levels of services than stipulated in the Services Agreement signed with the City of Tallinn and is one of the only company of all utility companies in the Baltics with a customer service programme of that kind.

The company deems it important to promote environmental awareness. In 2011, similar to previous years, tours were organised in both water and wastewater treatment plants and through a public awareness campaign the attention was drawn to sustainable consumer habits. In cooperation with kindergartens the company launched the project "Water Day in Kindergarten" with the aim of explaining the importance and possibilities to save pure drinking water to 4-7 year olds. In 2011, 3012 toddlers participated in the project.