



AS TALLINNA VESI'S PERFORMANCE IN THE FIRST HALF-YEAR OF 2015

The first half of 2015 can be characterised with stability in the quality of our services. Above all, this provides confidence to all consumers that they are provided with a high-quality drinking water, stable water supply and wastewater discharging service. In addition to the quality of service, we also concentrate on being a good partner for our customers. Feedback from the customers has become more and more positive, however, we aim to continue making efforts to meet and exceed the customers' expectations.

Operational indicators for the first half of 2015

Indicator	2014 6 months	2015 6 months
<i>Drinking water</i>		
Compliance of water quality at the customers' tap	99.86%	99.93%
Water loss in the water distribution network	16.38%	13.95%
Average duration of water interruptions per property in hours	2.80	3.17
<i>Wastewater</i>		
Number of sewer blockages	434	428
Number of sewer bursts	72	68
Wastewater treatment compliance with environmental standards	100%	100%
<i>Customer Service</i>		
Number of written complaints	32	37
Number of customer contacts regarding water quality	65	38
Number of customer contacts regarding water pressure	144	146
Number of customer contacts regarding blockages and discharge of storm water	529	601
Responding written customer contacts within at least 2 work days	99.0%	98.7%
Number of failed promises	21	6
Notification of unplanned water interruptions at least 1 h before the interruption	97.4%	98.8%

Tap water is drinking water

Quality of drinking water has a significant impact on public health and wellbeing. Tap water quality in the capital city has been comparable to that of any Western European state for several years now, and therefore we keep encouraging people to drink tap water. Strict requirements established with the legislative acts are set for the quality of drinking water and this quality is monitored according to the drinking water monitoring programs approved by the Health Board. It is the compliance with the legislative acts that characterizes the water quality. The first half of the year showed once again a very good performance with regard to water quality. In the first six months of 2015, we took a total of 1473 water samples from the consumers' taps and only 1 of those was non-compliant. Altogether we carried out 6872 analysis. In Maardu, water quality was 100% compliant.

A reliable service

It is important for the residents to have a high-quality 24/7 service available. Therefore, we focus a lot on planning and optimizing our activities, in order to prevent, if possible, or reduce the unpleasant

impact potentially caused by our services. We also deem very important that our customers know when their questions would be resolved or when we are performing the works that might impact their activities. We monitor the compliance with the promised deadlines with proper diligence and inform our customers if we are not able to fulfil these agreements. If we plan any repair works or interruptions to water supply, we inform our customers of related interruptions in advance. On the other hand, unplanned interruptions come unexpected and we need to take immediate actions. Our consumers are also affected by unplanned interruptions, thus, we have set ourselves a target to notify our customers at least one hour before an unplanned interruptions. In the first half of 2015, we gave advance notifications to our customers in 98.8% of cases, which is slightly higher than 97.4% in 2014.

A reliable service also means that there are less inconveniences for residents caused by water interruptions and they have less reasons to contact us. The number of customer contacts has been decreasing remarkably year-on-year, which is a sign of stable improvements both in providing the service and the customer service. In order for us to know whether our customers are happy with our service and to be able to improve ourselves we ask for customer feedback on a monthly basis. In the first six months of 2015 we received feedback from 105 customers and on a 4-point scale we achieved a score of 3.6, which is a very good result.

Cleaner environment

We provide wastewater discharge service to nearly one third of the Estonia's population. The wastewater treatment plant in Paljassaare is removing more and more pollutants from wastewater each year in order to ensure the compliance with environmental requirements and guarantee the purity of water in the Baltic Sea and the Gulf of Finland. By using eco-friendly and modern technologies, Paljassaare Wastewater Treatment Plant treats the wastewater collected from Tallinn and its surrounding areas. In the first half of 2015, the treated effluent was 100% compliant with all quality requirements.

We continue to focus on possible risks of floodings and pollution incidents as well as on reducing the inconveniences we may cause to the customers. The number of blockages characterizes the conditions of sewer network the best. The sediments accumulating in the sewerage pipelines are the main causes of blockages. In reducing the number of blockages, preventive actions, such as flushing the sewer network, play an important role. In the first half of 2015, the number of blockages remained at the same level than in the same period last year.

The level of leakages indicating water loss in the distribution network is also decreasing year-on-year due to preventive actions. In the first half of 2015, the level of leakages was the lowest ever the company has achieved. While in the first half of 2014 the leakage level was 16.38%, this year it had dropped by 14.8%. This saves approximately over 13,000 m³ of treated drinking water a day compared to the time 10 years ago.

Mariliis Mia Topp
Head of Communications
Ph: (+372) 62 62 275
mariliismia.topp@tvesi.ee