

AS Tallinna Vesi's operational performance in 2017

The operational performance of AS Tallinna Vesi in 2017 once again reflects the high standards achieved in the supply of pure drinking water to the inhabitants, treatment of wastewater, maintenance of the water and sewerage networks and customer service.

Record low level of leakages in the water network

For Tallinna Vesi it has always been important to use natural resources sparingly and in a responsible way. Thanks to the preventive maintenance and targeted capital investments into the networks and committed performance of our emergency teams in 2017, we achieved the lowest level of leakages of all time within our water network – 13.82%. This means that Tallinna Vesi has managed to reduce water losses by more than one percentage point during one year (15.07% in 2016).

We belong to the top of European utilities

Tallinna Vesi's customer satisfaction levels continue to be evenly high in all segments. Our customers gave us significantly higher ratings than the average level of European utilities sector. According to the survey carried out by Kantar Emor, the Company scored 88-92 TRI*M index points on 100-points scale against the European average of 65 points.

Tallinna Vesi received 45 written complaints from customers. The number of complaints concerning water pressure, blockages and draining of storm water has dropped considerably. The Company managed to keep its promises in almost all cases.

Reliable and high quality service

Besides the high standards of customer service, customer satisfaction is strongly affected above all by a reliable and high quality service. We do not compromise the quality of drinking water and once again this is demonstrated by high level of compliance with the stipulated standards, at 99.93%. End-users' trust in the quality of tap water among users also remains high – 75% of them drink tap water.

In order to ensure the reliability of service to our consumers, numerous considerable investments were made in 2017, the largest of which was providing an alternative pipe to supply consumers in Mustamäe, Õismäe and Harku. The average duration of water interruptions per property dropped to 3 hours and 8 minutes (3.14 hours) in 2017 (3.44 hours in 2016).

The number of blockages has also reduced gradually over the years and in 2017 reached 654 blockages (670 in 2016). In order to inform people more of their own role in avoiding unpleasant sewer blockages, we launched an awareness campaign in 2017 to remind them that trash must not be thrown to the toilet.

We care for the environment

Tallinna Vesi's focus lied on contributing to the local community and promoting environmental education also in 2017. We organised water seminars in nurseries and schools, we hosted numerous tour groups in our water and wastewater treatment plants and organised doors-open days.

Besides our long-term sponsorship projects, we are also committed to making pure drinking water available in public spaces and allowing people to choose a more environmentally friendly alternative to bottled water. In 2017, we opened several new public water taps and plan to continue setting them up also in 2018.

Indicator	Unit	2017 12 months	2016 12 months	2017 Q4	2016 Q4
Drinking water					
Compliance of water quality at the customers' tap	%	99.93%	99.93%	100.00%	100.00%
Water loss in the water distribution network	%	13.82%	15.07%	14.69%	14.14%
Average duration of water interruptions per property in hours	h	3.14	3.44	2.91	3.21
Wastewater					
Number of sewer blockages	No	654	670	134	167
Number of sewer bursts	No	135	107	26	34
Wastewater treatment compliance with environmental standards	%	100.0%	100.0%	100.00%	100.00%
Customer Service					
Number of written complaints	No	36	45	7	16
Number of customer contacts regarding water quality	No	219	166	42	58
Number of customer contacts regarding water pressure	No	298	339	58	92
Number of customer contacts regarding blockages and discharge of storm water	No	1,111	1,190	299	281
Responding written customer contacts within at least 2 work days	%	99.94%	99.46%	99.97%	99.93%
Number of failed promises	No	5	4	2	0
Notification of unplanned water interruptions at least 1 h before the interruption	%	98.2%	98.8%	95.92%	99.84%