

AS Tallinna Vesi's operational performance in the 2nd quarter of 2018

Compared to last year's 2nd quarter, 2018 saw improvements in several operational indicators of AS Tallinna Vesi. Consistently high standards were achieved regarding the parameters reflecting the quality of both drinking water and treated effluent as well as customer service.

Reliable water service

The quality of drinking water remained excellent in the 2nd quarter of 2018. Water samples taken from customers' taps were 100% compliant with all requirements. The professionalism of specialists managing the treatment process at Ülemiste Water Treatment Plant, as well as renewal and maintenance of water network, are instrumental in supplying high quality water to our customers. We are also pleased to see that the average water disruption time to individual properties remained at a good level, being 3 hours 17 minutes in the 2nd quarter of 2018.

We continue to make targeted capital investments to ensure the continued reliability of the infrastructure. In the 2nd quarter of 2018, we finished reconstruction works of the water pipes and sewers on Tondi street and continued with the works on Gonsiori street in collaboration with the City of Tallinn.

The level of leakages in the water networks continues to be low. Water losses at 13.00% showed a slight increase in the 2nd quarter of 2018 compared to 12.94% for the same period previous year. This is still an excellent result.

High service standards

Besides outstanding operational performance, the Company has set itself high standards to provide first-class customer service. We have set clear and challenging targets, and give promises to our customers, in terms of the speed of our response and problem-solving. In the 2nd quarter we reviewed our promises to customers. Our promises are to deliver high-quality water, keep the environment safe, respond to our customers' requests quickly, be accurate in billing and keep to our agreements. Should we fail to keep those promises, we proactively pay compensation to the customer.

In the first six months of 2018, we failed to keep our promises to 31 customers in total. In one case we were not able to open the water after emergency works at the time we had promised.

A research agency Kantar Emor conducts regular customer satisfaction surveys for AS Tallinna Vesi. In the 2nd quarter, the customer satisfaction index reached 4.1 points on a 5-point scale, which is once again an excellent result.

We care for the environment

The issues with the sewerage network have reduced, and the number of sewer blockages dropped 25% from 393 in the first six months of 2017 to 295 in 2018. AS Tallinna Vesi continues to improve public awareness about sewer-related issues to reduce the volume of domestic waste ending up in the sewerage network.

In the 2nd quarter of 2018, the treated effluent at Paljassaare Wastewater Treatment Plant was compliant with all stipulated quality requirements. With the purpose to assess the treatment efficiency and the quality of wastewater, we monitor pollutants in both the incoming wastewater and treated effluent. Wastewater laboratory analyses the samples taken from different stages of the wastewater treatment process, and the information received thereby allows us to further improve the treatment efficiency and effluent quality.

Indicator	Unit	2018 6 months	2017 6 months	2018 Q2	2017 Q2
Drinking water					
Compliance of water quality at the customers' tap	%	99,93%	99,93%	100,00%	99,87%
Losses in the water distribution network	%	14,09%	13,33%	13,00%	12,94%
Average duration of water interruptions per property	h	3,28	3,25	3,58	3,42
Wastewater					
Sewer blockages	No	295	393	139	198
Sewer bursts	No	50	72	25	33
Wastewater treatment compliance with environmental standards	%	100,0%	100,0%	100,00%	100,00%
Customer Service					
Written complaints	No	69	17	48	8
Customer contacts regarding water quality	No	101	70	87	46
Customer contacts regarding water pressure	No	183	146	146	108
Customer contacts regarding blockages and storm water runoff	No	516	539	266	270
Responding written customer contacts within at least 2 work days	%	100,00%	100,00%	100,00%	99,97%
Failed promises	No	31	3	28	0
Notification of unplanned water interruptions at least 1 h before the interruption	%	94,4%	100,00%	92,50%	100,00%

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