

## AS Tallinna Vesi's operational performance in the 3rd quarter of 2018

**AS Tallinna Vesi has shown an excellent operational performance in the 3rd quarter of 2018. Despite the challenges of a warm summer with a very little rain, Tallinna Vesi managed to maintain consistent and high-quality drinking water together with effective wastewater disposal.**

### *Continuous supply of high-quality drinking water*

The quality of drinking water in Tallinn remains excellent. In the 3rd quarter of this year, the water samples taken from customers' taps were 99.87% compliant with all requirements, repeating the result of the same period last year.

As in Tallinn, the water quality also met very high standards in the other service areas of Tallinna Vesi. A good example of which is Maardu, where 100% of the extra samples taken from the water network during summer, were fully compliant with the requirements.

Although there was a slight increase in the number of customer contacts concerning water quality, and water pressure during the first nine months, the company coped with the additional challenges and there was no additional risk to providing continuous water quality.

### *Reliable service*

Low water losses and reduced time of average interruptions to water supply, are a testament to a stable and continuous service provided to our customers. The average water disruption time per property was only 3 hours and 5 minutes, in the 3rd quarter of 2018. Incurring interruptions, often caused by 3rd parties, within our extensive water network is inevitable, we are committed to do our utmost for customers, and minimise the inconvenience caused by the repair works. We value water as one of the most important natural resources, which must not be wasted. The level of leakages in our water network was 13.6% in the 3rd quarter, which represents an excellent result.

We continue to make targeted capital investments, renovating and replacing assets on the basis of previous condition surveys and performance data, to ensure the continued reliability of the network. In the 3rd quarter of 2018, we completed the reconstruction of water pipes and sewers on Tondi and Tuuliku streets as well as on the junctions of Tammsaare-Rahumäe and Põhja pst–Kalasadama streets in collaboration with the City of Tallinn. Works are ongoing on Herne, Türi and Gonsiori streets.

### *We care for the environment*

Tallinna Vesi intends carry out another campaign in Autumn, and during Winter, to promote drinking tap water among our customers and end-users. The campaign is aimed at growing the number of people drinking tap water, and in turn further promote environmental awareness in the wider community.

The issues with the sewerage network have also reduced. In comparison with the last year the number of sewer blockages for nine months dropped from 520 to 443. At the same time, we are concerned about the growing trend in the volume of domestic waste ending up in the wastewater network, which has reached record amounts in recent years. As waste in sewers can cause serious and unpleasant blockages, or even lead to environmental pollution, Tallinna Vesi continues to make efforts to raise public awareness, as to what can be put into the sewer.

In the 3rd quarter of 2018, the treated effluent at Paljassaare Wastewater Treatment Plant was compliant with all quality requirements. With the purpose to assess the treatment efficiency and the quality of wastewater, we continuously monitor for pollutants, in both the incoming wastewater and final 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 ensure final effluent quality.

## OPERATIONAL INDICATORS FOR NINE MONTHS OF 2018

Indicator	Unit	2018 9	2017 9	2018 Q3	2017 Q3
		months	months		
<b>Drinking water</b>					
Compliance of water quality at customers' taps	%	99.91%	99.91%	99.87%	99.87%
Losses in the water distribution network	%	13.93%	13.52%	13,60%	13.90%
Average duration of interruption to water supply per property	h	3.18	3.26	3.09	3.26
<b>Wastewater</b>					
Sewer blockages	No	443	520	148	127
Sewer collapses	No	65	109	15	37
Wastewater treatment compliance with environmental standards	%	100.0%	100.0%	100.00%	100.00%
<b>Customer Service</b>					
Written complaints	No	115	29	46	12
Customer contacts regarding water quality	No	205	177	104	107
Customer contacts regarding water pressure	No	348	240	166	94
Customer contacts regarding sewer blockages and storm water runoff	No	759	812	243	273
Responding to written customer contacts within at least 2 working days	%	100,00%	99,93%	100,00%	99,90%
Failed promises	No	33	3	2	0
Notification of unplanned interruptions to water supply at least 1 hour in advance	%	96,56%	98,70%	98,61%	95,92%

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