# AS Tallinna Vesi's operational performance in 2018

**Operational performance of AS Tallinna Vesi in 2018 was once again very good, in terms of the results achieved for drinking water, wastewater and customer service.**

**Pure drinking water and reliable supply**

Quality of drinking water stayed at a very good level throughout 2018. This performance was verified with 99.93% compliance, of water samples from customer taps, which is similar to the results of the previous year. During the 4th quarter of 2018, 100% compliance was achieved. At the end of last year, we completed a further campaign to promote environmental awareness in the wider community, and encourage people to drink tap water as opposed to bottled water.

In order to ensure the reliability of service to our consumers, we made several significant investments in the water and wastewater networks during 2018. The largest examples of which include the reconstruction of network in Gonsiory, Tammsaare and Tondi streets as well as the junction of Põhja and Kalasadama streets.

Adding to the high quality of drinking water, the percentage of leakage was even lower than in previous years. In 2018, water losses dropped to 13.71% in comparison with 13.82% during 2017. Maintaining a low levels of leakage is important in preserving raw water, and is a testament to our effectiveness in managing and investing in the wider water network and infrastructure.

**Less problems with the wastewater system**

Besides pure drinking water, people also expect the wastewater disposal service to function without any disruption. We were pleased to see the reduction in both sewer blockages, and sewer bursts in 2018. In addition to preventive maintenance and cleaning of the network performed by the Company, water consumers can also assist in decreasing sewer problems, by not putting fat and waste into drains, causing additional blockages in the downstream sewer network. This is a very important message that we communicate to our customers on a regular basis, through targeted campaigns and education in schools.

Compliance of wastewater treatment with the environmental requirements, is a key indicator reflecting our efforts to minimise the environmental impact, resulting from wastewater incidents. Throughout 2018, our final treated effluent was 100% compliant with the parameters in our current water permit.
We are there for our customers

Customer Service results in Tallinna Vesi were also good. Although the last year's hot summer, with very little rain, increased the number of contacts from customers, mainly related to reduced water pressure, we managed to respond and fix these issues as quickly as possible. We replied to all written customer contacts within two work days, and were

able to notify our customers of unplanned interruptions to water service, at least 1 hour in advance and in 95% of cases.

Although the number of customer complaints has apparently grown in comparison with 2017, it is related to the change of methodology. Previously only written complaints were counted as complaints, since the beginning of 2018 the objective has also included telephone complaints Nevertheless, we expect to see a reduction in the number of complaints in 2019 compared to 2018.

**We continue cooperation with our community**

As per previous years, close cooperation with the community has continued throughout 2018, when we contributed to the environmental education of children, youngsters and adults. We held numerous water seminars in nurseries and schools, and hosted several tours of our water and wastewater treatment plants. In cooperation with Tallinn City Museum, an exhibition on water was opened at Kiek in de Kök, and many lectures and seminars were subsequently organised.

In 2018 we opened new public water taps in Kadriorg, Energy Discovery Centre and concluded agreement for the installation of a drinking water fountain in SuperSkypark, at the newly opened T1 Mall of Tallinn. We will continue to improve the availability of tap water in public spaces during 2019.

| Indicator | Unit | 2018 12 months | 2017 12 months | 2018 Q4 | 2017 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 | % | 13,71% | 13,82% | 13,07% | 14,69% |
| Average duration of water interruptions per property in hours | h | 3,27 | 3,14 | 3,45 | 2,91 |
| Wastewater | | | | | |
| Number of sewer blockages | No | 603 | 654 | 160 | 134 |
| Number of sewer bursts | No | 88 | 135 | 23 | 26 |
| Wastewater treatment compliance with environmental standards | % | 100,0% | 100,0% | 100,00% | 100,00% |
| Customer Service | | | | | |
| Number of customer complaints* | No | 158 | 36 | 43 | 7 |
| Number of customer contacts regarding water quality | No | 258 | 219 | 53 | 42 |
| Number of customer contacts regarding water pressure | No | 439 | 298 | 91 | 58 |
| Number of customer contacts regarding blockages and discharge of storm water | No | 1 043 | 1 111 | 284 | 299 |

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|---|---|---|---|---|---|
| Responding written customer contacts within at least 2 work days | % | 100,00% | 99,94% | 100,00% | 99,97% |
| Number of failed promises | No | 33 | 5 | 0 | 2 |
| Notification of unplanned water interruptions at least 1 h before the interruption | % | 95,18% | 98,16% | 91,31% | 95,92% |

**Until 2018, this figure included only the customer complaints received in writing. The number for 2018 includes the complaints received both in writing and by phone.*