

## AS Tallinna Vesi's operational performance in the 1st quarter of 2019

**AS Tallinna Vesi achieved excellent operational results in the 1<sup>st</sup> quarter of 2019. We were glad to see consistently high performance in 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 was excellent in the 1<sup>st</sup> quarter of 2019. Water samples taken from customers' taps, were 99.73% compliant with the requirements. A total of 774 water samples were taken during the 1<sup>st</sup> quarter. 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 ensuring high quality water to our customers. The average water disruption time to individual properties was 2 hours and 35 minutes in the 1<sup>st</sup> quarter of 2019, whereas, the result in the same period of 2018 was 2 hours and 52 minutes.

We continue to make targeted capital investments to ensure the continued reliability of the infrastructure. In the 1<sup>st</sup> quarter of 2019, we performed reconstruction works on water pipes and sewers on Reidi street, Gonsiori street and Hiiu-Suurtüki crossroads in collaboration with the City of Tallinn.

The level of leakages in the water network continues to be at a record low. This year we achieved 12.86% for the level of leakages in the first quarter, which is quite an improvement in comparison with 15.19%, in the 1<sup>st</sup> quarter last year.

### 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. No promises have been broken in 2019. We also think it is fundamental to provide our customers with important information, or respond to their questions as quickly as possible. Therefore, we measure the speed of our responses, and have set a target to respond within two working days, to non-complex written requests.

In order to further improve customer satisfaction, we continue to develop our customer interaction channels, and look for ways to make the processes quicker and more convenient. This year we are introducing a new self-service environment, and we are also in the process of upgrading the mobile phone application, to enhance its functionality and provide better information.

### We care for the environment

In the 1<sup>st</sup> quarter of 2019, the treated effluent leaving Paljassaare Wastewater Treatment Plant was compliant with all stipulated quality requirements. For the purpose of assessing the treatment efficiency and the quality of wastewater, we monitor pollutants in both the incoming wastewater and treated effluent discharged into the sea. 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

## OPERATIONAL INDICATORS FOR THREE MONTHS OF 2019

Indicator	Unit	2019 Q1	2018 Q1
<b>Drinking water</b>			
Compliance of water quality at the customers' tap	%	99.73%	99.87%
Water loss in the water distribution network	%	12.86%	15.19%
Average duration of water interruptions per property in hours	h	2.59	2.86
<b>Wastewater</b>			
Number of sewer blockages	No	159	156
Number of sewer bursts	No	29	25
Wastewater treatment compliance with environmental standards	%	100.00%	100.00%
<b>Customer Service</b>			
Number of customer complaints	No	40	21
Number of customer contacts regarding water quality	No	27	14
Number of customer contacts regarding water pressure	No	54	37
Number of customer contacts regarding blockages and discharge of storm water	No	328	250
Responding written customer contacts within at least 2 work days	%	100.00%	100.00%
Number of failed promises	No	0	3
Notification of unplanned water interruptions at least 1 h before the interruption	%	97.20%	96.70%

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