

AS Tallinna Vesi's operational performance in the 2nd quarter of 2019

AS Tallinna Vesi achieved excellent operational results in the 2nd 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 2nd quarter of 2019. Water samples taken from customers' taps, were 99.17% compliant with the requirements. A total of 725 water samples were taken during the 2nd 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 39 minutes in the 2nd quarter of 2019, whereas, the result in the same period of 2018 was 3 hours and 35 minutes.

We continue to make targeted capital investments to ensure the continued reliability of the infrastructure. In the 2nd quarter of 2019, we performed reconstruction works on water pipes and sewers on Reidi street and Hiiu-Suurtüki crossroads in collaboration with the City of Tallinn.

The level of leakages in the water network continues to be record low. This year we achieved 11.6% for the level of leakages in the second quarter, which is quite an improvement in comparison with 13.0% in the 2nd 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. There were two instances in the first half of 2019, where failed to restore the water supply by the promised time exactly, and we paid relevant compensation to 56 customers.

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 to non-complex written requests within two working days. This year we have managed to meet the target 100% so far.

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. In the 2nd quarter, we launched the system of notifications via SMS, which allows us to notify our customers of e.g. interruptions or appointments with our specialists in a more promptly manner. In the second half of the year, we will be introducing a new self-service environment, and we are also in the process of upgrading the mobile phone application.

We care for the environment

In the 2nd 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 as well as effluent quality.

OPERATIONAL INDICATORS FOR SIX MONTHS OF 2019

Indicator	Unit	2019 6 months	2018 6 months	2019 Q2	2018 Q2
Drinking water					
Compliance of water quality at the customers' tap	%	99.5%	99.9%	99.2%	100.0%
Water loss in the water distribution network	%	12.2%	14.1%	11.6%	13.0%
Average duration of water interruptions per property in hours	h	2.63	3.28	2.67	3.58
Wastewater					
Number of sewer blockages	No	302	295	143	139
Number of sewer bursts	No	59	50	30	25
Wastewater treatment compliance with environmental standards	%	100%	100%	100%	100%
Customer Service					
Number of complaints	No	81	69	41	48
Number of customer contacts regarding water quality	No	172	101	145	87
Number of customer contacts regarding water pressure	No	154	183	100	145
Number of customer contacts regarding blockages and discharge of storm water	No	542	516	214	266
Responding written customer contacts within at least 2 work days	%	100.0%	100.0%	100.0%	100.0%
Number of failed promises	No	56	31	56	28
Notification of unplanned water interruptions at least 1 h before the interruption	%	97.7%	94.4%	98.4%	93.7%