



## AS TALLINNA VESI OPERATIONS PERFORMANCE Q1 2010

AS Tallinna Vesi's overall operating indicators suffered a decline in the first quarter of 2010 due to extreme weather conditions, which greatly affected the number of service interruptions and customer complaints. At the same time the Company is pleased to report that 100% water samples taken at the customers' taps in the first quarter were compliant with quality requirements.

<b>Operation Performance</b>	<b>2009 Q1</b>	<b>2010 Q1</b>
<b>Water</b>		
Water compliance at customers premises %	99,86	100
Total number of customer interruptions (unplanned)	129	166
Average unplanned interruption time per property hrs	3,2	4,35
Number of customer contacts regarding water pressure	1	10
Loss of water in distribution system %	17,16	19,83
<b>Wastewater</b>		
Number of sewer blockings	302	397
Number of sewer collapses	34	27
Wastewater treatment compliance %	100	100
Share of recycled sludge %	100	100
<b>Network Extension Program</b>		
Network Extension Program completion per annual plan %	0	0
Number of properties given access to public sewerage network	0	0

### **Water quality is at its all time best**

100 per cent of water samples taken from the taps of the customers of AS Tallinna Vesi were compliant with the requirements in the first quarter of 2010, again demonstrating an increase of 0,14 per cent over 2008.

The quality of drinking water provided to Tallinners has not been affected by the airplane crash landing incident at Lake Ülemiste on March 18th. The small amount of aviation fuel spilled from the aircraft was localized immediately and collected from the ice surface of the lake. The Company will continue to monitor the quality of water at the intake to the water treatment plant and will ensure quality standards are maintained..

AS Tallinna Vesi refurbished the ozone generators at the water treatment plant, a necessary task undertaken every five years to improve the treatment of water. The ozonators used in Tallinn are some of the largest in the world.

### **Number of interruptions on the rise due to severe weather conditions**

The number and duration of unplanned interruptions did increase in the first quarter of 2010 as a result of extreme winter conditions. This had an impact on overall levels of service, However, AS Tallinna Vesi increased its resources and activities to minimize

disruptions and as a result, there were no interruptions lasting over 12 hours in the first quarter of 2010.

The majority of service interruptions were caused either by frozen pipes in the beginning of the year or pipe bursts in March, as the ground began to thaw out. The number of water pressure contacts increased by 33% compared to the first quarter of 2009. The main reasons being blockages of water meters, blockages occurred from frozen pipes and decrease of area water pressure associated with repair and maintenance works on utility main pipelines. All Jobs were resolved within 2 working days.

Increased activity also influenced the number of customer complaints. However, response times and performance remained within targets. AS Tallinna Vesi appreciates the patience and understanding during this period, and apologizes for any inconvenience caused.

### **No imminent threat to environment despite increase in wastewater volumes**

In March the number of wastewater blockages was significantly higher than in 2009 and with the melt waters there were flooding events in Pirita, Saue and near Harku Lake at the end of the month. Because of the large volumes of water pollution of the environment was minimal and posed no danger.

AS Tallinna Vesi's air-scouring pressure trucks operated in double shifts to increase and speed up the liquidation of sewerage blockages, thus reducing any threats to the environment.

The Company constructed emergency overflow pipes in Pirita, at Andrekse and Lauri streets to avoid the further flooding of private properties in the area due to increased stormwater volumes combined with wastewater collected from the district. The emergency overflows were in use for 2-3 days and the very diluted wastewater and stormwater did not pose any danger to the environment, as the samples analyzed by the Wastewater Inspectorate confirmed.

The flow of wastewater to the Paljassaare wastewater treatment plant reached over 400 million litres per day in the second half of March due to the thaw period. Despite the record level inflow of wastewater, the treatment plant was still able to achieve full compliance of pollution parameters in the first quarter.

### **Network extension program will be delivered as planned**

Although the prolonged winter has delayed the start of the construction season, the Company remains confident that it will deliver the network extension plan by the end of 2010 as agreed with the City of Tallinn in 2007. The extra kilometres of pipe laid in 2009 has compensated for the delay in starting the program in 2010. AS Tallinna Vesi will be constructing 5,1 kilometres of water pipes, 39,4 kilometres of wastewater pipes and 12,5 kilometres of stormwater pipes in 2010.