

Remarks and grievances in 2019

Remarks and grievances from customers, employees and notifications to licensing authorities in 2019. All of the notifications were examined, and responses are discussed.

Environmental and pollution incidents	2019	2019				Response
	All Year	Q1	Q2	Q3	Q4	
Pollution incidents and unsafe behaviour in and around water protection areas	15	1	4	8	2	15 notifications were received due to oil spill or the risk of oil leakage. In one case, oil was deposited near a water conservation area and cleaning actions were required. These notifications were reviewed, procedures added and the importance of water protection discussed in the media
Notifications and grievances	2019	Q1	Q2	Q3	Q4	Response
Notifications to licensors	All Year					
Andakílsárvirkjun Hydro Power Plant	1	0	1	0	0	Notification of parr release in Andakílsá, a part of rebuilding its ecosystem after an environmental accident in 2017
Chances of seismic activity due to geothermal water release	4	0	2	2	0	No seismic events were felt in populated areas. ON Power is working in accordance with a workflow that minimizes the likelihood of induced seismic activity in the area.
Probability that the hydrogen sulphide concentration will exceed limits and maintenance stop in gas abatement unit	5	2	1	1	1	2 notifications on air-quality stations, two notifications on maintenance of gas abatement unit at Hellisheidi Power Plant. 1 notification on atmospheric hydrogen sulphide concentrations exceeding environmental limits in Hveragerdi. The reinjection efforts of hydrogen sulphide at Hellisheidi have been successful in 2019.
Release of geothermal water through overflow at Hellisheidi Power Plant and in Hverahlid	6	1	2	2	1	6 notifications regarding release via overflow at the Hellisheidi power plant..The results of research and development projects to meet demands in licenses were successful 2019.
Release of geothermal water into the environment at Veitur Utilities.	7	1	3	3	0	7 notifications on release of geothermal water into the environment. Leakage is monitored and a root cause analysis must be undertaken to determine the root cause.
Release of sewage to the sea from sewerage system	9	4	1	1	3	Mapping the influx of rainwater into the sewerage system. Veitur Utilities have revised work procedures and changed them to make notifications to the public more systematic. An overview of the sewerage system can be seen on Veitur Utilities' website. In addition, a redesign has been carried out in sewage pumping stations and in blue-green solutions in collaboration with local authorities. Veitur Utilities have revised work procedures and changed them to make notifications to the public more systematic. An overview of the sewerage system can be seen on Veitur Utilities' website.
Well discharge test	6	2	1	2	1	Powerful wells were drilled 2019. Well discharge tests kept to a minimum to decrease gas emissions and noise.
Árbæjarlón intake reservoir	1	0	1	0	0	Sharpening of procedures to ensure that licensors are visibly alerted when the bottom valves need to be opened and inlet from the intake reservoir
Total	40	10	12	11	6	

Notifications and grievances	2019	Q1	Q2	Q3	Q4	Response
Notifications and grievances from customers						
Hydrogen sulphide	3	0	0	1	2	Smell discomfort. Increase reinjection of hydrogen sulphide at Hellisheidi Geothermal Power Plant was successful
Structures and maintenance	10	3	6	1	0	Proceedings for implementation. Responses for improvements as fast and far as possible
Release of sewage to the sea from sewerage system	1	0	1	0	0	Mapping the influx of rainwater into the sewerage system. Veitur Utilities have revised work procedures and changed them to make notifications to the public more systematic. An overview of the sewerage system can be seen on Veitur Utilities' website. In addition, a redesign has been carried out in sewage pumping stations and in blue-green solutions in collaboration with local authorities. Veitur Utilities have revised work procedures and changed them to make notifications to the public more systematic. An overview of the sewerage system can be seen on Veitur Utilities' website.
Hazardous substances	1	0	0	1	0	Notification on the use of hazardous substances. Workshops on hazardous materials are held for staff using such materials.
Total	15	3	7	3	2	
Notifications and grievances from employees						
Conduct, graffiti, lawn mowing	19	6	9	4	0	Reacted to and improvements made.
Waste	17	3	11	3	0	Effort made for increasing the sorting and recycling of waste.
Hazardous substances (not released into environment)	10	1	3	5	1	Minor leakage of hazardous substances from vehicles and other equipment. Reacted to and those responsible contacted.
Carbon footprint	2	1	1	0	0	Response and improvements as possible.
Total	48	11	24	12	1	
TOTAL	118	25	47	34	11	