

Remarks and grievances in 2020

Remarks and grievances from customers, employees and notifications to licensing authorities in 2020. All the notifications were examined, and responses are discussed.

Environmental and pollution incidents	2020		2020			Response
	All Year	Q1	Q2	Q3	Q4	
Pollution incidents and unsafe behaviour in and around water protection areas	8	4	1	1	2	8 notifications were received due to oil spill or the risk of oil leakage. In two cases, oil was deposited in 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					
Chances of seismic activity due to geothermal water release	2	1	0	0	1	A seismic event was 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	6	0	1	2	3	One notification on air-quality stations, three notifications on maintenance of gas abatement unit at Hellisheidi Power Plant. 1 notification on atmospheric hydrogen sulphide concentrations exceeding environmental limits in Hveragerdi and on notification in Nordlingaholt. The reinjection efforts of hydrogen sulphide at Hellisheidi have been successful.
Release of geothermal water through overflow at Hellisheidi and Hverahlid	4	0	2	2	0	4 notifications regarding release via overflow at the Hellisheidi power plant and Hverahlid. The results of research and development projects to meet demands in licenses were successful 2020.
Release of geothermal water at Nesjavellir	1	0	0	1	0	One notification regarding uncontrolled release. Procedures have been improved.
Release of geothermal water into the environment at Veitur Utilities.	6	0	3	3	0	6 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	12	6	1	2	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.
Well discharge test	1	0	1	0	0	Well discharge tests kept to a minimum to decrease gas emissions and noise.
Árbæjarlón intake reservoir	3	1	0	1	1	Sharpening of procedures to ensure that licensors are visibly alerted when the bottom valves need to be opened and inlet from the intake reservoir
SF ₆ leak Veitur Utilities	1	0	1	0	0	A regular inspection revealed that 4 kg had gradually leaked in the period 2016-2020.
Total	36	8	9	11	8	

Notifications and grievances	2019	Q1	Q2	Q3	Q4	Response
Notifications and grievances from customers						
Hydrogen sulphide	1	0	1	0	0	Smell discomfort. Increase reinjection of hydrogen sulphide at Hellisheidi Geothermal Power Plant was successful.
Structures and maintenance	15	2	6	3	4	Proceedings for implementation. Responses for improvements as fast and far as possible.
Thingvallavatn lake/ Arbaejarlon /Skorradalsvatn	3	0	1	1	1	Inquiry about mercury levels in trout in Thingvallavatn lake, water management in Arbaejarlon and water level in Skorradalsvatn. The respective persons making inquiries were contacted and matters were discussed and explained
Total	19	2	8	4	5	
Notifications and grievances from employees						
Conduct, graffiti, lawn mowing	16	1	6	4	5	Reacted to and improvements made.
Waste	1	0	0	1	0	Effort made for increasing the sorting and recycling of waste.
Hazardous substances (not released into environment)	13	1	5	5	2	Minor leakage of hazardous substances from vehicles and other equipment. Reacted to and those responsible contacted.
Total	30	2	11	10	7	
TOTAL	93	19	29	26	22	