

Remarks and grievances in 2021

Remarks and grievances from customers, employees, and notifications to licensing authorities in 2021. All notifications were examined and responses discussed.

Environmental and pollution incidents and off-road driving	2021	2021				Response
	All Year	Q1	Q2	Q3	Q4	
Pollution incidents and unsafe behaviour in and around water protection areas	6	1	1	2	2	6 notifications were received due to oil spill, spill of coolant or the risk of oil leakage. Furthermore, when cars drive off roads. In some cases, cleaning actions were required. These notifications were reviewed, procedures added and the importance of water protection discussed in the media
Off-road driving and causing degradation of vegetation and soil	1	1	0	0	0	In one case, it was noticed that external parties had driven off-road at Hengill. The RE Group responded and undertook improvements to the best of our ability.
Notifications and grievances	2021	Q1	Q2	Q3	Q4	Response
Notifications to licensors	All Year					
Probability that the hydrogen sulphide concentration will exceed limits and maintenance stop in gas abatement unit	1	0	1	0	0	One notification of stop at the gas abatement unit at Hellisheidi Power Plant. 1The reinjection efforts of hydrogen sulphide at Hellisheidi have been successful.
Release of geothermal water through overflow at Hellisheidi and Hverahlid	3	1	1	1	0	3 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	5	1	1	2	1	5 notifications regarding uncontrolled release. Procedures have been improved.
Release of geothermal water into the environment at Veitur Utilities.	5	2	0	2	1	5 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	20	3	4	2	1	20 notifications. 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 or steam discharge	5	0	1	1	3	Well discharge tests and steam discharge kept to a minimum to decrease gas emissions and noise.
Elliðavatn	1	1	0	0	0	Notifications are part of a procedure so that licensors are informed about the basic water levels and possible reduced flow in Elliðaár.
SF ₆ leak Veitur Utilities	1	0	0	0	1	A 2 kg leak was discovered after electricity equipment owned by Veitur was taken down
Total	42	8	8	12	17	

Notifications and grievances from customers

Hydrogen sulphide	3	2	0	0	1	Request data from air quality stations and back in time. Smell discomfort. Increase reinjection of hydrogen sulphide at Hellisheidi Geothermal Power Plant was successful.
Structures and maintenance	9	6	0	0	3	Proceedings for implementation. Responses for improvements as fast and far as possible.
Hazardous substances	2	2	0	0	0	The RE Group responded and undertook improvements to the best of our ability.
Total	14	10	0	0	4	
Notifications and grievances from employees						
Conduct, graffiti, lawn mowing	15	7	8	0	0	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)	5	1	1	1	2	Minor leakage of hazardous substances from vehicles and other equipment. Reacted to and those responsible contacted.
Hot water leakage into the environment	4	4	0	0	0	The RE Group responded and undertook improvements to the best of our ability
Total	25	12	9	2	2	
TOTAL	91	32	18	16	25	