

# Remarks and grievances in 2022

Remarks and grievances from customers, employees, and notifications to licensing authorities in 2022. All notifications were examined and responses discussed. A small x means that notices have been sent to licensors in the relevant quarter (Q) and a big X throughout the year.

Pollution incidents	2022		2022			Response
	All Year	Q1	Q2	Q3	Q4	
Pollution incidents and unsafe behaviour in and around water protection areas	X	x	x	x	x	Notifications were received due to oil spill, spill of coolant or the risk of oil leakage, 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
Notifications and grievances	2022	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	X	x	x	x	x	Notification of oncreased concentration of H2S in atmosphere. 50% reduction or stop at the gas abatement unit at Hellisheidi Power Plant. The reinjection efforts of hydrogen sulphide at Hellisheidi have been successful 2022
Release of geothermal water through overflow at Hellisheidi and Hverahlid	X	x	x	x	x	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 2022.
Release of geothermal water at Nesjavellir	X	x	x	x	x	Notifications regarding uncontrolled release. Procedures have been improved.
Induced seismic activity		x			x	It is well known that geothermal exploitation can affect seismic activity in and near production areas.
Lake Skorradalvatn and Andakíslá River		x	x			Notifications of water level rise or fall. Notification of too rapid flow changes in the river. Procedure improved
Tröllabörn protected area		x				Underground power line laid close to the protected area. Cooperation with the Environment Agency
Release of geothermal water into the environment at Veitur Utilities.		x	x			Notifications on release of geothermal water into the environment. Leakage is monitored and a root cause analysis is usually undertaken to determine the root cause and preventive measures undertaken
Released sewage to the ocean from sewerage system	X	x	x	x	x	Mapping the influx of rainwater into the sewerage system. Overview of sewerage system can be seen on Veitur Utilities' web. Redesign carried out in sewage pumping stations. Blue-green solutions in collaboration with local authorities. Revised work procedures. Regular cleaning of shores
Well discharge test or steam discharge			x	x		Well discharge tests and steam discharge kept to a minimum to decrease gas emissions and noise.
Notifications and grievances from customers						
Hydrogen sulphide		x				Systematically increase in purification and injection of H2S Hellisheiði power plant, significant progress made in 2022
Structures and maintenance	X	x	x	x	x	Proceedings for implementation. Responses for improvements as fast and far as possible.
Release of sewage to the ocean		x				Notifications to the public handled in a targeted way, sewer monitor is on Veitur Utility's web. Shores cleaned regularly.
Notifications and grievances from employees						
Waste	X	x	x	x	x	Effort made for increasing the sorting and recycling of waste.
Hazardous substances				x	x	Minor leakage of hazardous substances from vehicles and other equipment. Responsible contacted
Released of hot water				x		Responded and made improvements as best as possible

