

Remarks and grievances in 2017

Remarks and grievances from customers, employees and notifications to licensing authorities in 2017. All of the notifications were examined and responses are discussed.

Environmental and pollution incidents	2017	2017				Response
	All	Q1	Q2	Q3	Q4	
Pollution incidents and unsafe behaviour in and around water protection areas	8	4	0	2	2	Eight 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.
Environmental incident in Andakílsá river	1	0	1	0	0	An environmental incident occurred when great volumes of sediments from the plant's water reservoir were flushed out into the river below. ON Power is responsible for the environmental impacts of this event and the adverse effects it had on the river's ecosystems and has put forth an effort to minimise those impact in cooperation with licensors, specialists and local stakeholders.

Notifications and grievances	2017	Q1	Q2	Q3	Q4	Response
Notifications to licensors						
Chances of seismic activity due to geothermal water release	4	0	0	3	1	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.
The probability that the hydrogen sulphide concentration will exceed limits and maintenance stop in the gas abatement unit	9	1	0	3	5	Four notifications of atmospheric hydrogen sulphide concentrations exceeding environmental limits and five notifications of maintenance of gas abatement unit at Hellisheidi Power Plant. The reinjection efforts of hydrogen sulphide at Hellisheidi have been quite successful in 2017.
Release of geothermal water through overflow at Hellisheidi Power Plant and in Hverahlid	18	3	6	7	2	15 notifications regarding release via overflow at the Hellisheidi power plant and 3 identical notifications at Hverahlid. The results of research and development projects from 2015-2017 indicate that increasing volumes of geothermal water can in large part be reinjected back into the geothermal reservoir.
Release of geothermal water at Nesjavellir	2	0	0	2	0	By redesigning the plant's injection utility and cooling tower, the release of geothermal water has been greatly reduced.
Release of sewage through overflows in the sewerage systems and emergency overflows.	38	6	12	6	14	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 now be seen on Veitur Utilities' website.
Sulphur hexafluoride, SF ₆ , leakage (very potent greenhouse gas)	0	0	0	0	0	
Well discharge test	1	0	1	0	0	Well discharge tests kept to a minimum.
Total	72	10	19	21	22	

Notifications and grievances	2017	Q1	Q2	Q3	Q4	Response
Notifications and grievances from customers						
Hydrogen sulphide	13	4	0	8	1	Smell discomfort. Increase reinjection of hydrogen sulphide at Hellisheidi Geothermal Power Plant.
Andakílsá Power Plant	6	0	6	0	0	An environmental incident occurred when great volumes of sediments from the plant's water reservoir were flushed out into the river below. ON Power is responsible for the environmental impacts of this event and the adverse effects it had on the river's ecosystems and has put forth a great effort to minimise those impact in cooperation with licensors, specialists and local stakeholders.
Potable water quality	1	0	0	0	1	Samples are taken regularly to monitor the quality of drinking water. Fast response when receiving notification of need for remedies.
Noise	1	0	0	1	0	Noise complaints during well drilling at Laugaland in South Iceland. Veitur Utilities were in close collaboration with local residents in reducing the impact.
Structures and maintenance	564	70	132	188	174	Proceedings for implementation. Responses for improvements as fast and far as possible.
Release of sewage to the sea from sewerage system	8	0	0	8	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 now be seen on Veitur Utilities' website.
Hazardous substances	0	0	0	0	0	
Total	593	74	138	205	176	

Notifications and grievances from employees						
Conduct, graffiti, lawn mowing	45	8	8	22	7	Reacted to and improvements made.
Waste	7	1	3	0	3	A special effort made for increasing the recycling at the end of the year.
Hazardous substances (not released into environment)	8	0	3	4	1	Minor leakage of hazardous substances from vehicles and other equipment. Reacted to and those responsible contacted.
Carbon footprint reduction	1	0	1	0	0	Projects for reducing the carbon footprint of the Reykjavik Energy Group.
Total	61	9	15	26	11	
TOTAL	726	97	172	254	211	