

Remarks and grievances in 2022

Remarks and grievances from customers, employees, and notifications to licensing authorities in 2023. 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	2023		2023			Response
	All Year	Q1	Q2	Q3	Q4	
Pollution incidents and unsafe behaviour in and around water protection areas				x	x	Notifications were received about spill of oil, coolant or the risk of oil leakage, when cars drive off roads. In some cases, cleaning actions were required. These notifications were reviewed, procedures improved, and the importance of water conservation was discussed in the media.
Notifications and grievances	2023		2023			Response
	All Year	Q1	Q2	Q3	Q4	
Notifications to licensors						
Probability of H ₂ S concentration exceeds limits and maintenance stop in gas abatement unit	X	x	x	x	x	Notification about 50% reduction or stop at the gas abatement unit at Hellisheidi Power Plant. The reinjection efforts of hydrogen sulphide at Hellisheidi have been successful 2023
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 2023.
Release of geothermal water at Nesjavellir			x	x		Notifications regarding release of hot water, procedures improved.
Lake Skorradalvatn and Andakíslá River		x	x	x		Notifications of water level rise or fall due to frost, thawing and droughts
Flow in Ellidaár River and outflow from Lake Ellidavatn.					x	Notifications of flow in Ellidaár River and Lake Ellidavatn below limits due to ice accumulation. Control gates opened to ensure flow, monitoring
Release of geothermal water into the environment at Veitur Utilities.			x	x		Notifications on release of geothermal water into the environment. Leakages are 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
Notifications and grievances from customers						
Structures and maintenance	X	x	x	x	x	Proceedings for implementation. Responses for improvements as possible.
Notifications and grievances from employees						
Waste	X	x	x	x	x	Effort made for increasing the sorting and recycling of waste.
Hazardous substances			x			Minor leakage of hazardous substances from vehicles and other equipment. Responsible contacted
Hot water into the environment			x	x		Responded and made improvements as well as possible
Off-road driving				x		Responded and made improvements as well as possible