

## Remarks and grievances in 2018

Remarks and grievances from customers, employees and notifications to licensing authorities in 2018. All of the notifications were examined, and responses are discussed.

Environmental and pollution incidents	2018	2018				Response
	All	Q1	Q2	Q3	Q4	
Pollution incidents and unsafe behavior in and around water protection areas	14	5	5	3	0	14 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.

Notifications and grievances	2018	Q1	Q2	Q3	Q4	Response
<b>Notifications to licensors</b>						
Chances of seismic activity due to geothermal water release	2	0	0	0	2	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.
Probability that the hydrogen sulphide concentration will exceed limits and maintenance stop in gas abatement unit	5	2	0	1	2	2 notifications of possibility of atmospheric hydrogen sulphide concentrations exceeding environmental limits and 3 notifications of maintenance of gas abatement unit at Hellisheidi Power Plant. The reinjection efforts of hydrogen sulphide at Hellisheidi have been successful in 2018.
Release of geothermal water through overflow at Hellisheidi Power Plant and in Hverahlid	10	4	2	3	1	10 notifications regarding release via overflow at the Hellisheidi power plant. The results of research and development projects to meet demands in licenses were successful 2018.
Release of sewage through overflows in the sewerage systems and emergency overflows.	38	27	2	2	7	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.
Well discharge test	11	1	2	3	5	Powerful wells were drilled in 2018. Well discharge tests kept to a minimum to decrease geothermal gas emissions and noise.
<b>Total</b>	<b>66</b>	<b>34</b>	<b>6</b>	<b>9</b>	<b>17</b>	

<b>Notifications and grievances from customers</b>						
Hydrogen sulphide	5	0	3	1	1	Smell discomfort. Increase reinjection of hydrogen sulphide at Hellisheidi Geothermal Power Plant was successful 2018
Andakílsá Power Plant	1	0	1	0	0	Water level at Lake Skorradalvatns. An environmental incident occurred 2017 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 minimize those impact in cooperation with licensors, specialists and local stakeholders.

Notifications and grievances	2018	Q1	Q2	Q3	Q4	Response
Quality of potable water	34	26	7	0	1	At the beginning of 2018, micro-organism measurements exceeded the threshold in five of potable water samples from boreholes in Heidmörk. Following this, the situation was examined, sampling supervision was increased, and ultraviolet (UV) light was used on potable water out of one borehole to reduce the risk of micro-organisms entering the water supply under special weather conditions. Samples are taken regularly to monitor the quality of drinking water and responded to notifications of need for improvement.
Noise	2	0	2	0	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	136	52	26	35	23	Proceedings for implementation. Responses for improvements as fast and far as possible
Release of sewage to the sea from sewerage system	1	0	1	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 be seen on Veitur Utilities' website.
Lupine						Notification on lupine in the area of the Hellisheidi Geothermal Power Plant. The land reclamation group examines the area every year to keep the lupine in check
Magnetic field measurements	1	0	1	0	0	Notification on the importance to measure magnetic field.
Hazardous substances	1	0	1	0	0	Notification on the use of hazardous substances. Workshops on hazardous materials are held for staff using such materials.
<b>Total</b>	<b>182</b>	<b>78</b>	<b>42</b>	<b>37</b>	<b>25</b>	
Notifications and grievances from employees						
Conduct, graffiti, lawn mowing	31	4	6	19	2	Reacted to and improvements made
Waste	6	3	3	0	0	Effort made for increasing the sorting and recycling of waste.
Hazardous substances (not released into environment)	7	1	2	2	2	Minor leakage of hazardous substances from vehicles and other equipment. Reacted to and those responsible contacted
<b>Total</b>	<b>44</b>	<b>8</b>	<b>11</b>	<b>21</b>	<b>4</b>	
<b>TOTAL</b>	<b>272</b>	<b>99</b>	<b>57</b>	<b>70</b>	<b>45</b>	