

Inquiries – November 2017

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	November 19, 2017	Project web email	<p>Hi,</p> <p>I am a student at West Carleton Secondary School in Dunrobin, Ontario. I am currently in a Grade 11 Physics class. One of my tasks is to complete a project on Energy in Society, specifically waste incineration for energy. I was wondering if you could give me further insight into the process of producing energy from the combustion of garbage, and some pros and cons of this method of energy production.</p> <p>Thanks</p>	<p>Hi,</p> <p>This email is in response to your inquiry sent on Sunday November 19, 2017 regarding the Durham York Energy Centre.</p> <p>Our website (<a href="http://durhamyorkwasate.ca">durhamyorkwasate.ca</a>) has some great information on our facility and how energy from waste facilities operates. At the bottom of the <b>home</b> page, you will see two buttons at the bottom of the screen. One is a <b>detailed virtual tour</b> of our actual facility and the other is a <b>process overview</b>. This would be a good place for you to learn all about our waste to energy process.</p> <p>Regards,</p> <p>DYEC Project Team</p>	November 21, 2017	DL
2	November 29, 2017	Project web email	<p>I'm a student from Chris Hadfield P.S. and i was just wondering how you make your energy from waste. On your website you say that you collect waste from Durham Region so is that waste included into your energy making? Does making your energy harm the environment? Do you have ways to lessen the harmful effects if there is any? This information is being used for a project so the sooner you're able to get back to me the better. Thanks!</p>	<p>Thank you for your interest in the Durham York Energy Centre (DYECC).</p> <p>The Durham York Energy Centre incinerates Durham and York Region's non-hazardous residential solid waste (your black bag residential garbage that remains after using all available diversion programs) to produce energy. This garbage is used as our fuel source and the heat from the fire is used to make steam for generating electricity. To learn more about this process, there is both a detailed virtual tour and a process overview available on the home screen our website <a href="http://Durham York Waste Website">Durham York Waste Website</a>.</p> <p>The Durham York Energy Centre (DYEC) operates in accordance with a strict environmental monitoring program. All monitoring plans for the DYEC have been developed in consultation and approved by the Ontario Ministry of Environment and Climate Change.</p>	November 30, 2017	DL

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				<p>By using state-of-the-art pollution control systems and proven, reliable Energy from Waste technology, the DYEC meets the most stringent environmental standards; reduces greenhouse gas emissions compared to the existing landfill option; and reduces the overall volume of garbage being sent to landfill by up to 90 per cent.</p> <p>Please let us know if you have any additional questions.</p> <p>Regards, Project Team</p>		

Total Inquiries – November 2017

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	2
Total Covanta Inquiries received this month:	0
Total Durham Region Council / Committee Inquiries received this month:	0
Total Durham Region Call Centre Inquiries received this month:	0
Total Inquiries received from York Region this month:	0
Total Inquiries received from previous months in 2017 to-date:	31
Total Inquiries received in 2017 to-date:	33

Complaints – November 2017

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-

Total Complaints – November 2017

Complaint Type	Total by Complaint Type
Total Project Team Complaints received this month by project web email / telephone:	0
Total Covanta Complaints received this month:	0
Total Durham Region Council / Committee Complaints received this month:	0
Total Durham Region Call Centre Complaints received this month:	0
Total Complaints received from York Region this month:	0
Total Complaints received from previous months in 2017 to-date:	6
Total Complaints received in 2017 to-date:	6