

Inquiries – February 2019

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	February 6, 2019	DYEC Project Email	<p>Hi there,</p> <p>I am part of a student organization on campus called Enactus at UOIT. We are looking to send Tim Horton's cups from campus away from landfills into a way that is more ecologically friendly, and we came across the Durham York Incinerator. We were just curious as to how the process would be for us to potentially work with you in this initiative. Thank you for your time!</p> <p>Regards</p>	<p>Good Afternoon,</p> <p>Thank you for your email regarding the Durham York Energy Centre. I applaud your effort to takes steps towards a more sustainable future. We encourage all Durham resident to follow the waste hierarchy of options: reduce their waste, reuse when possible or recycle the material. For items that are not handled by this hierarchy, then in Durham Region, we recover the energy.</p> <p>Durham York Energy Centre is Durham Region's primary long-term disposal option for waste and only processes the household waste remaining after Durham and York Regions' aggressive composting, recycling and reuse programs. Unfortunately, our Certificate of Approval does not allow us to accept waste from any additional outside sources, therefore we cannot help with the disposal of waste (including the coffee cups you are inquiring about) from the industrial, commercial or institutions sector.</p> <p>You may consider contacting Emerald Energy From Waste (http://www.emeraldefw.com/overview.php) to request additional information regarding their service.</p> <p>Regards,</p> <p>DYEC Project Team</p>	February 7, 2019	DL

Total Inquiries – February 2019

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	1
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 2019 to-date:	4
Total Inquiries received in 2019 to-date:	5

Complaints – February 2019

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	February 27, 2019	Durham Regional Council Meeting	Delegation spoke regarding Report #2019-WR-4: Durham York Energy Centre Emissions Verification for Capacity Amendment. They requested that Council reject or defer Part B) and C) of the recommendations contained in the Report #2019-COW-3.	No additional staff action at this time.	not applicable	-
2	February 27, 2019	Durham Regional Council Meeting	Delegation spoke regarding Report #2019-WR-1: City of Vancouver Single-Use Items Reduction Strategy. Delegate requested that Council delete the following sentence from Part A) ii) of the recommendation: “and energy recovery solutions where recycling is not a viable option” noting concerns with dioxins and furans and other toxins.	No additional staff action at this time.	not applicable	-
3	February 27, 2019	Durham Regional Council Meeting	Delegation spoke regarding Report #2019-WR-4: Durham York Energy Centre Emissions Verification for Capacity Amendment. Delegate noted concerns with the current technology at the facility and emissions. Delegate requested additional sampling on their property if Council proceeds with the new EA; and that Covanta and the Region cooperate with the Farewell, Harmony and Black Creeks in the Oshawa/Courtice area by removal of invasive species and the replanting of tree/vegetation that could help improve the living environment.	No additional staff action at this time.	not applicable	-
4	February 27, 2019	Durham Regional Council Meeting	Delegation spoke regarding Report #2019-WR-4: Durham York Energy Centre Emissions Verification for Capacity Amendment. Delegate noted concerns with the proposal to expand capacity at the DYEC and expressed the need for more continuous emissions monitoring, resolution of issues with the AMESA sampling program and additional education programs.	No additional staff action at this time.	not applicable	-
5	February 27, 2019	Durham Regional Council Meeting	Delegation spoke regarding Report #2019-WR-4: Durham York Energy Centre Emissions Verification for Capacity Amendment. Delegate expressed concerns regarding the proposed capacity increase at the DYEC, emissions from the facility and how emissions may affect the health of residents.	No additional staff action at this time.	not applicable	-

Total Complaints – February 2019

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:	5
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 2019 to-date:	0
Total Complaints received in 2019 to-date:	5