

Inquiries – December 2019

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
-	-	-	The Regional Municipalities of Durham and York released a Notice of Commencement on July 3, 2019 for the Environmental Screening Process to increase the waste capacity from 140,000 tonnes of waste to 160,000 tonnes of waste per year at the Durham York Energy Centre.	Inquires received through the Environmental Screening Process will be addressed and reported to the MECF through the Record of Consultation for the Project.	-	-
1	December 4, 2019	Durham Region Works Committee	Delegation appeared before Committee with a presentation regarding the AMESA-Long Term Sampling Program.	No additional response required by the Project Team.	-	D/L
2	December 4, 2019	Durham Region Works Committee	Delegation appeared before Committee with a presentation regarding the AMESA-Long Term Sampling Program.	No additional response required by the Project Team.	-	D/L
3	December 9, 2019	DYEC Project Email	I have boxes of old paperwork that needs to be disposed of - will you burn it?	<p>Good Afternoon,</p> <p>This email is in response to your inquiry sent on December 9, 2019 regarding the disposal of old paperwork at the Durham York Energy Centre.</p> <p>The 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. Our Certificate of Approval does not allow us to accept waste from any additional outside sources.</p> <p>Please let us know if you have any additional questions.</p> <p>Regards,</p> <p>DYEC Project Team</p>	December 13, 2019	D/L
4	December 12, 2019	DYEC Project Email	This email is in regards to The Durham York Energy Center acting as a contingency disposal site for the waste primary sludge generated at the Township of Cramahe WPCP. I came across in one of the Townships WPCP procedures that the Durham York Energy Center is the backup disposal site should the Township of Cramahe not be in a position to treat and dispose of the waste primary sludge through normal operations. It appears in the Township WPCP procedure that at some point a discussion took place and an arrangement must have been made so that the Township could dispose of sludge at your Center (back up Contingency Plan only). The problem is we	The Durham Region Project Manager called and explained that the Durham York Energy Centre is Durham'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. He noted	December 12, 2019	A/E

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			cannot find any documentation (or contacts) that notes or refers to an arrangement ever been made. Who would I be able to contact with your group to verify that an arrangement does exist or if not, could be arranged. This came about in the findings of a MECP WWTP inspection when the Ministry Drinking Water Inspector enquired about where the backup sludge disposal location was, That is when I came across the in-house procedure noting that The Durham York Energy Center was the arranged disposal site. Thanks for your help on this	that our Certificate of Approval does not allow us to accept waste from any additional outside sources.		
5	December 18, 2019	Durham Regional Council	Delegation appeared before Council with a presentation regarding the AMESA-Long Term Sampling Program.	No additional response required by the Project Team.	-	D/L

Total Inquiries – December 2019

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:	3
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:	24
Total Inquiries received in 2019 to-date:	29

Complaints – December 2019

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
-	-	-	The Regional Municipalities of Durham and York released a Notice of Commencement on July 3, 2019 for the Environmental Screening Process to increase the waste capacity from 140,000 tonnes of waste to 160,000 tonnes of waste per year at the Durham York Energy Centre.	Complaints received through the Environmental Screening Process will be addressed and reported to the MECP through the Record of Consultation for the Project.	-	-

Total Complaints – December 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:	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 2019 to-date:	16
Total Complaints received in 2019 to-date:	16