

Inquiries – March 2020

#	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 MECP through the Record of Consultation for the Project.	-	-
1	March 10, 2020	DYEC Project Telephone	A resident living in the Boswell Hwy 2 area called to let staff know that he has noticed a very offensive odour for the last while as the wind was blowing from the southwest and as recent as the morning of March 10. He said the odour had a sweet but offensive smell and was curious if the odour could be related to operation at the DYEC.	Staff explained that there could be several contributors to odour in the area. Staff explained how waste is received and manage on site to minimize odours. It was also noted that the DYEC was currently in an outage. The resident was satisfied that DYEC was not likely the cause and noted that they would do their own independent investigation into potential odour sources in the local area. The resident was provided contact information for Phil Dunn (MECP).	March 10, 2020	L/W
2	March 19, 2020	DYEC Project Email	We are looking at potential options for biosolids disposal during this period of time. I am hoping to provide your contact information to a couple of my team members, does that work for you, and if so, what is the best contact option?	The DYEC 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. We cannot accept any biosolid wastes at the facility. Our Certificate of Approval only permits us to take waste from residential collection programs within Durham and York Regions and delivered via approved waste haulers. We do not accept commercial, industrial or institutional waste at the facility. Please let me know if you have any additional questions.	March 19, 2020	D/L
3	March 13, 2020	DYEC Project Telephone	Staff received a phone call regarding the ability for the DYEC to take biosolids. The caller was looking for contingency options due to the uncertainty of border issues in relation to COVID-19.	Staff noted that the DYEC 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. We cannot accept any biosolid wastes at the facility. Our Certificate of Approval only permits us to take waste from residential collection programs within Durham and York Regions and delivered via	March 13, 2020	D/L

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				approved waste haulers. We do not accept commercial, industrial or institutional waste at the facility.		

Total Inquiries – March 2020

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	3
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 2020 to-date:	7
Total Inquiries received in 2020 to-date:	10

Complaints – March 2020

#	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 – March 2020

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 2020 to-date:	5
Total Complaints received in 2020 to-date:	5