

Inquiries – July 2021

#	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	July 23, 2021	DYEC Phone	<p>What happens to my garbage when it's picked up? How is it processed?</p> <p>Oh interesting... where does the blue box stuff go?</p>	<p>After you've sorted your recyclables and compost from your garbage, only the garbage that is collected from your home is sent to the DYEC for processing. After being weighed at the scale house, delivery trucks unload the residential garbage at the DYEC and put into a large concrete storage pit and mixed with an overhead grappling crane. The crane feeds the material into a combustion chamber where it is burned at extremely high temperatures (greater than 1,000°C) in a self-sustaining process. Heat from the combustion process boils water to create high-pressure steam. The steam turns a turbine-driven generator to produce electricity. Electricity is sold to the provincial grid and used to power homes and businesses. The DYEC is equipped with state-of-the-art air pollution control equipment used to cool, collect, and clean combustion gases. This equipment operates under stringent regulatory standards and continuously monitored to ensure compliance with regulatory standards.</p> <p>Our blue box program is divided into two different streams - containers and fibers. The material is picked and stored separately in the same truck and is brought to our Material Recovery Facility (MRF). The trucks unload the material at the MRF and it goes through more in-depth sorting process, so materials of same likeness will be placed together (i.e., aluminum cans will be put all together, all cardboard will be bundled together). The materials are bundled together and then are shipped out to manufacturers that use the materials to make other products.</p>	July 23, 2021	RM

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			Thank you very much for all the information. I am excited to be part of community that cares about where the garbage goes. I strive my in own life to be zero waste, is there any advice that you can give me to help continue to achieve this goal?	<p>We love to hear that our residents are excited about our waste services, appreciate the feedback. Things that you can do to achieve zero waste is by being mindful about what you purchase; creating grocery lists so you can reduce the amount of food waste generated at home or being creative with leftovers, so they are more interesting to eat the next day. Have a look at our website or download our app “Durham Waste App” so that can learn about other programs we offer and our ‘Know Before you throw’ program can let you know about specific materials and which bin they go in.</p> <p>Please visit our website durham.ca/waste or durhamyorkwaste.ca for more information about the waste services or feel free to give us a call back.</p>		
2	July 28, 2021	DYEC E-mail	Hello, I am fresh graduate in Power Engineering college diploma and interested in job opportunity at York Durham Energy Centre. Could you please guide me on how can I explore career in your organization?	<p>Good Afternoon, Thank you for your interest in employment at the Durham York Energy Centre (DYEC).</p> <p>The Region has awarded the contract to Design, Build and Operate (DBO) the DYEC to Covanta Energy Corporation following a public procurement process. As the DBO contractor to the Regions, Covanta is responsible for the hiring of all admin and operations staff. Please visit https://www.covanta.com/careers and select Courtice, ON, CAN location to see available career opportunities.</p> <p>For employment opportunities with the Durham Region please visit www.durham.ca and click on the careers section. You will be able to submit your resume on-line.</p>	August 3, 2021	RM

Total Inquiries – July 2021

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	2

If you require this information in an accessible format, please contact The Regional Municipality of Durham at 1-800-372-1102 ext. 3560.

Inquiry Type	Total by Inquiry Type
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 2021 to-date:	12
Total Inquiries received in 2021 to-date:	14

Complaints – July 2021

#	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 – July 2021

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 2021 to-date:	0
Total Complaints received in 2021 to-date:	0