

Inquiries – June 2022

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
-	-	-	-	-	-	-

Total Inquiries – June 2022

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	0
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 2022 to-date:	4
Total Inquiries received in 2022 to-date:	4

Complaints – June 2022

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	June 6, 2022	Covanta Phone	<p>Staff have received an odour complaint to the facility through a phone call. The resident called at approx. 1:20 pm. and noted that there is an “smelling an extremely sweet scent (similar to fabric softener). First smelled it 3 to 4 weeks ago while outside washing windows, smelling it again now. Had to go indoors – making her nauseous and light headed. Says she is sensitive to smells and wanted to call it in as the wind is bringing up the scent from the facility”</p>	<p>Hello,</p> <p>Thank you for your call on Monday, June 6, 2022, regarding your concerns about the Durham York Energy Centre (DYEC).</p> <p>You noted a strong odour in your area occurring during the morning of June 6, 2022. The DYEC has been operating under normal conditions with no operational upsets and no recordable offsite odours. The DYEC notified the Ministry of the Environment, Conservation and Parks (MECP) on June 7, 2022, of the concerns received.</p> <p>When an odour complaint is received at the DYEC, it is reported to the MECP as per the facility's Environmental Compliance Approval. This triggers an investigation of the available data, including wind direction from meteorological data, conditions of operations, and a review of our odour inspections, which is completed to determine conditions at the time of the reported incident. Yesterday, you provided us with a time and location; we sent a technician to monitor the area. Staff noted an odour in the area, which was identified as a potentially similar, sickly sweet smell, seemingly to come along with the gusty wind coming from the east. After reviewing the meteorological data and notes collected in the area, the MECP confirmed that the odour of concern is not related to the DYEC.</p> <p>Once the investigation is complete, and the Provincial environmental officer for the DYEC is satisfied that we are not the source of the odour in question, the complaint is then provided to the local Clarington Provincial environmental officer. It is our standard protocol and has been the case for all odour complaints received to date by the DYEC, including the investigation completed yesterday. This does not mean that an odour is not present in your area, but that the odour is not associated with our facility. As you may be aware, there are periodic reports of odours in the general area. We regularly communicate with the MECP regarding complaints when we receive them. In addition to agricultural activities, there are several local industries, some of which</p>	June 7, 2022	RM/LK

				<p>are known to produce odours at times. The MECP is aware of the other sources, and we have passed the information on to the local environmental officers.</p> <p>If you or any other residents experience an offensive odour in their community that is causing them concern, we encourage them to contact the local district office of the MECP. I have provided the environmental officer, Phil Dunn's contact information below if you wish to contact him:</p> <p>As part of the DYEC's environmental monitoring program, the odour is monitored closely at the DYEC. Daily odour inspections are conducted to ensure no offsite impacts from DYEC operations. The daily odour inspections include monitoring the immediate facility and subdivisions, community spaces and shopping centres. On-site, the tipping hall where municipal household solid waste is received, unloaded, and stored is indoors. The air in the tipping hall is drawn through large fans and used in the combustion process; this ensures the tipping hall remains under negative air pressure to contain any dust and odour generated during delivery and combustion.</p> <p>We appreciate your patience with the DYEC as we worked to complete our investigation.</p> <p>As Region continues to open up, we welcome your call to schedule a visit to the DYEC for further discussion.</p>		
--	--	--	--	--	--	--

Total Complaints – June 2022

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:	1
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 2022 to-date:	1

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

Complaint Type	Total by Complaint Type
Total Complaints received in 2022 to-date:	2