

Inquiries – September 2022

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	September 23, 2022	DYEC E-mail	Hi I would like a ball park estimate of the cost of incineration of non-hazardous, combustible MSW at your facility. I stress "ball park" as I know these prices would be subject to change, and know that you may not even have a charge out rate. I need a number to compare to the price in Germany (~200euro/t) to understand recycling differences between the two countries. Thanks	<p>Hi, Thank you for your inquiry regarding the Durham York Energy Centre.</p> <p>The DYEC was constructed through a partnership between the Regional Municipalities of Durham and York and operates under a long-term (20-year) Design Build Operate and Maintenance Contract between the Region and our operator, Covanta. The Project Agreement (established in 2010) sets our processing fees and distribution of revenues from the sale of recovered metals and generated electricity, so it's important to note that our fees and revenue do not represent current market values.</p> <p>The 2021 gross annual operating costs were approximately \$20.5 million, with costs shared between the Durham and York Regions based on the quantity of waste each Region delivers. The operating costs are funded through (i) revenue generated from the sale of electricity (\$6.9 million (2021)); (ii) revenue generated from the sale of recovered materials which is approximately \$976,100 (2021) annually, depending on commodity market prices and; (iii) annual Council approved Solid Waste Management budget. Per the Regions 2021 budget document, program fees for the DYEC represented a net cost of approximately 8.09 million and the processing of 110,000 tonnes of waste.</p>	September 28, 2022	RM/AE

Total Inquiries – September 2022

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 2022 to-date:	6
Total Inquiries received in 2022 to-date:	7

Complaints – September 2022

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	September 8, 2022	Covanta Phone	Staff have received an odour complaint to the facility through a phone call. The resident called at approx. 5:13 pm. and noted that there is an “ an acrid smell detected whilst travelling eastbound on Highway 401 towards Bowmanville. The complainant alleges the same odour to be present within her residence area and believes it emanated from Durham York Energy Centre (DYEC). ”	Staff completed a full odour investigation in conjunction with the MECF. It was concluded that the odour was not related to the DYEC. Staff called the resident back to discuss further. The resident was satisfied that the odour was not related to the DYEC.	September 8, 2022	RM/LK

Total Complaints – September 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

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 from York Region this month:	0
Total Complaints received from previous months in 2022 to-date:	3
Total Complaints received in 2022 to-date:	4