

Inquiries – October 2022

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	September 30, 2022	DYEC E-mail	<p>Hi,</p> <p>Can you tell me where all of our garbage ends up? After it goes to a transfer or sorting center does it end up in a landfill? Where?</p> <p>Thank you.</p>	<p>Hello,</p> <p>Thank you for your interest in the Region of Durham Waste Services.</p> <p>After you've sorted your recyclables and compost from your garbage or dropped them off at a Durham Region Waste Management Facility, the garbage collected is sent to the DYEC for processing. The DYEC is an Energy from Waste Facility (EFW), which is a process that takes the garbage and combusts (burns) it at high temperatures (greater than 1,000°C). The resulting thermal energy (heat) produces steam, which turns a turbine generator to produce electricity. Emissions from the facility are controlled by a variety of air pollution control equipment. Additional information about the DYEC can be found at the project website: https://www.durhamyorkwaste.ca/en/index.aspx</p> <p>There are periods throughout the year when we may need to bypass waste (i.e. during scheduled maintenance outages). This material may be shipped to a number of privately owned landfills or other energy from waste facilities. Last year, most of the bypassed waste was shipped to Twin Creeks Landfill outside of Watford, Ontario.</p> <p>If you have any additional questions, please let us know.</p> <p>Thank you</p>	October 6, 2022	RM/AE

Total Inquiries – October 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:	7
Total Inquiries received in 2022 to-date:	8

Complaints – October 2022

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

Total Complaints – October 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:	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 2022 to-date:	4
Total Complaints received in 2022 to-date:	4