

Inquiries – August 2023

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	August 9, 2023	DYEC E-mail	<p>Dear Durham York energy center support team</p> <p>I interested to watching garbage trucks unload there content on the tip floor via through online through a existing webcam that you have over your refuse pit but besides my earlier message was about watching garbage trucks unload there content online through a webcam that can be stream able from your official website at durhamyorkwaste.ca so in the recent years most places like the ambassador bridge in Windsor and blue water bridge in Sarnia have already streamed there live 24 hour footage of border crossing from the united States and Canada but I would really think that you could be very helpful for me but also for other users to publish the livefeed refuse fuel pit footage of garbage trucks unloading there content online from a existing webcam that you currently have installed over the refuse fuel pit facing towards the tipping floor safely without violating the workers on the ground and helping people who have the interest to watch garbage trucks unload online without visiting the facility do to health risk but for right now I have already have watch your video clips of your facility online through YouTube and saw your virtual tour of your facility online but I haven't watched garbage trucks unload there content online through a existing webcam that you currently have placed over your refuse fuel pit facing towards the end of the tipping floor but yes that is my only request submitted to you at durhamyorkwaste.ca please feel free and message me back if you have any questions about this topic.</p>	<p>Thank you again for your interest in the Durham York Energy Centre. The technology to Livestream our waste receiving area (including the waste storage pit) is an innovative educational opportunity that would benefit our community; your insight is greatly appreciated. As mentioned earlier, due to specific security protocols, approvals requirements, and confidentiality limitations, we currently have limited ability to Livestream the waste-receiving area, which is restricted to operational personnel only.</p> <p>Rest assured, we value your suggestion, and should any future discussions arise, we will certainly consider your request.</p> <p>If you have any other questions, please do not hesitate to reach out.</p> <p>Thank you, DYEC Project Team</p>	August 10, 2023	RM

Total Inquiries – August 2023

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 2023 to-date:	8
Total Inquiries received in 2023 to-date:	9

Complaints – August 2023

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

Total Complaints – August 2023

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 2023 to-date:	0
Total Complaints received in 2023 to-date:	0