

Inquiries – October 2023

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	October 12, 2023	DYEC E-mail	<p>Dear Durham-York Energy Centre Team,</p> <p>I hope this email finds you well. I am a History and Energy Humanities specialist at the University of Toronto with a keen interest in energy production and sustainability. I recently learned about the impressive work being done at the Durham-York Energy Centre and its significant role in converting garbage into clean energy.</p> <p>I am writing to request permission to take photographs of the Durham-York Energy Centre to feature in a photo series that focuses on Ontario's renewable energy initiatives. The innovative approach taken by your facilities to address waste management challenges aligns with my interest in sustainable solutions, and I would be honoured to feature it in my project.</p> <p>I understand the importance of safety and security in your operations, and I assure you that I will adhere to all necessary safety protocols and guidelines during the visit. I am also flexible in coordinating the timing of the photography session to minimize any disruption to your activities.</p> <p>Thank you for considering my request. I look forward to the possibility of capturing the waste bunker and generation grids at your facility through photography. If you have any questions or require further information, please do not hesitate to contact me.</p>	<p>Thank you for your interest in the Durham York Energy Centre and the opportunity to showcase our facility. If we haven't missed any deadlines, we can arrange a time for you to come on-site to photograph some areas in the facility. We would be available to meet in early December based on our timelines. Please let me know if this works, and forward some dates that work for you.</p> <p>Our public hours are Monday to Friday, 9:00 a.m. until 3:00 p.m.</p> <p>The areas we would be visiting require light walking, some stairs and catwalks with open grating, and waste odours in the pit area. With that in mind, we do have some requirements for Personal Protective Equipment (PPE), and all guests must wear the following entering the plant:</p> <ul style="list-style-type: none"> • Long sleeves • Long pants • CSA-approved safety footwear • High-Vis vests • Safety glasses • Hard hats • Gloves <p>Please let us know your availability.</p> <p>Thank you, DYEC Project Team</p>	October 25, 2023	RM

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			<p>Hello,</p> <p>Thank you for getting back to me, and I appreciate your flexibility</p> <p>I'm currently booked in the Niagara Region during that time, but I have open availability on December 22nd. Would 1 pm work?</p> <p>Thank you again, and I look forward to our visit</p> <p>Kind regards</p>	<p>Unfortunately, the visitor centre will be closed due to the Christmas Holidays as of December 22, 2023. We could look at schedule something in January, please let me know if you would like to proceed. If its at any use to you, I've enclosed some photos of the plant that if you would like, you can use in your photo series.</p> <p>Thank you, DYEC Project Team</p>		

Total Inquiries – October 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:	9
Total Inquiries received in 2023 to-date:	10

Complaints – October 2023

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

Total Complaints – October 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