

<b>Inquiries</b>						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	Feb 20, 2014	phone	Interested in supplying lime slurry to EFW.	Provided Covanta Facility Manger contact information.	Feb 21, 2014	LW
2	Feb 21, 2014	phone	Interested in supplying services to EFW.	<p>Good morning:</p> <p>Further to your inquiry, please find below the contact information for two Covanta Energy Corporation staff members who will be available to direct your inquiry appropriately:</p> <p>Joey Neuhoff, Vice President, Business Management, North Region                      Covanta Energy Corporation                      445 South Street Morristown                      Morristown, NJ 07960 (USA)                      Email: JNeuhoff@covanta.com                      Tel: 862-345-5104</p> <p>or</p> <p>Howard Titus, Facility Manager                      Covanta Energy Corporation                      72 Osborne Road                      Courtice, ON L1E 2R2 (Canada)                      Email: HTitus@covanta.com                      Tel: 905-433-4874</p> <p>Should you require anything further, please contact Lyndsay Waller, Operations Technician, Waste Management Services, Works Department, The Regional Municipality of Durham at Lyndsay.Waller@durham.ca or 905-668-7711 ext. 2803.</p> <p>Thank you,                      Melodee</p> <p>Melodee Smart, Administrative Assistant                      Commissioner's Office, Works Department                      The Regional Municipality of Durham                      605 Rossland Road East, PO Box 623</p>	Feb 21, 2014	MS

DURHAM YORK ENERGY CENTRE COMPLAINT & INQUIRY PROTOCOL LOG FEBRUARY 2014

				Whitby, ON L1N 6A3 905-668-7711 ext. 3560 1-800-372-1102		
3	Feb 2, 2014	Project web email	Do you have the address and postal code for this site?  Regards,	Good day,  The address for the facility is 72 Osborne Road, Clarington, Ontario, L1E 2R2.  Thank you. Project Team	Feb 5, 2014	LW
4	Feb 10, 2014	Project web email	Thank you,  As mentioned we are a local distributor/manufacturer of hydraulic, pneumatic and electromechanical systems and components. I am a Durham Region resident and would enjoy assisting with requirements for hydraulic systems, hydraulic components and/or maintenance contracts as required. We are Canada's largest distributor of Parker Hannifin's products with 15 locations Coast to Coast in Canada.  Please let us know if we can assist.  Regards	Good afternoon,  Thanks you for your interest in our facility. The Region has awarded the contract to Design, Build and Operate (DBO) the EFW facility to Covanta Energy Corporation following a public procurement process. As the Design Build Operate (DBO) contractor to the Regions, Covanta is responsible for the procurement of equipment and the hiring of all subcontractors and admin and operations staff. I have provided the contacts for Covanta representatives below. Additionally, Covanta has just recently announced the hiring of the Facility Plant Manager, Howard Titus. Your email will be forwarded to him directly. Please feel free to follow up with the additional contacts from Covanta listed below on employment opportunities. Please note the facility will not be operational until mid-2014.  Please follow up with: Joey Neuhoff, VP of Business Development Covanta Energy Corporation 445 South Street Morristown, New Jersey 07960, USA E-mail: <a href="mailto:jneuhoff@covantaenergy.com">jneuhoff@covantaenergy.com</a> 862-345-5104  or Warren Fisher, Project Manager Covanta Energy Corporation 445 South Street Morristown, New Jersey 07960, USA <a href="mailto:wfisher@covantaenergy.com">wfisher@covantaenergy.com</a>  Best Regards, Project Team	Feb 10, 2014	LW

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5	Feb 20, 2014	Project web email	<p>Good afternoon,</p> <p>I would like to know if the project will generate electricity or are you thinking of upgrading the biogas to natural gas purity?</p> <p>If so we would like to understand your contractual agreements and volumes. Targray is a biofuel marketer and we would be interested in buying the excess or all of renewable natural gas.</p> <p>Thank you,</p>	<p>Good afternoon,</p> <p>Thank-you for your interest in our project. The Durham York Energy Centre will produce energy in the form of electricity, using the municipal solid waste as fuel. There is no biogas production occurring at this facility that would require the need for marketing.</p> <p>Best regards, Project team</p>	Feb 24, 2014	LW
6	Feb. 27, 2014	Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) Request through Durham Corporate Services Department – Legislative Services Division	Requester submitted request for access to records under MFIPPA to York Region which was then transferred in part to Durham Region, Legislative Services. The requested records related to liability insurance documents and Declaration of Office documents.	All records provided in full to requester as per the provisions of MFIPPA.	April 11, 2014	JD/LW
<b>Total Project Team Inquiries this month (project web email/telephone):</b>				<b>6</b>		
<b>Total Council/ Committee Inquiries this month:</b>				<b>0</b>		
<b>Total Durham Call Centre Inquiries this month (separate attachment):</b>				<b>1</b>		
<b>Total Inquiries from York this month:</b>				<b>0</b>		
<b>Total Inquiries from previous months:</b>				<b>3</b>		
<b>Total Inquiries in 2014:</b>				<b>10</b>		

<b>Complaints</b>						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	Feb 13, 2014	Delegation to Durham Health and Social Services Committee	Delegation re: Report #2014-MOH-02 Regional Air Quality Monitoring Program and the Quarterly Ambient Air Reports prepared by Stantec for DYEC baseline monitoring.	<p>That Report #2014-MOH-02 from the Commissioner &amp; Medical Officer of Health, re: Regional Mobile Air Quality Monitoring Program, be referred to the Energy from Waste Advisory Committee (EFWAC) and the Energy from Waste – Waste Management Advisory Committee (EFW WMAC), the Durham Environmental Advisory Committee (DEAC), the Durham Region Roundtable on Climate Change (DRRTCC), the local Environmental Advisory Committees, and the local Area municipalities for their comment prior to the Report being presented to Regional Council.”</p> <p>Therefore let it be resolved that the Health &amp; Social Services Committee ask Council to request that Stantec produce a letter directly to Council which outlines:</p> <ul style="list-style-type: none"> <li>• Exact problems which occurred to data in the months of May and June</li> <li>• Outline of steps to ensure this will not happen again including but not limited to:                             <ul style="list-style-type: none"> <li>○ dates information communicated to staff and subcontractor; and</li> <li>○ Policy or statements.</li> </ul> </li> </ul> <p>Directive motion from Regional Council: Whereas in May and June the data from the PM 2.5 was either lost or not collected: and Whereas that data resulted in readings of less than 7% and 1%; and Whereas Stantec Consulting stated as the Feb 13, 2014 Health &amp; Social Services Committee meeting that this occurred because of:</p> <ul style="list-style-type: none"> <li>• Issues with the software board in recording the data and the company needed to replace those software boards</li> <li>• Issues with the subcontractor and miscommunication on software updates and storage which lead to important data being lost/erased;</li> </ul> <p>Whereas Stantec has assured the Committee no more software upgrades are needed;</p>	Feb 13, 2014	N/A

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2	Feb 12, 2014	Delegation to Durham Regional Council	Delegation re: Concern regarding the manner in which the EFWAC Committee meetings have been conducted.	Directive motion from Regional Council: That Regional Council ask the Energy from Waste Advisory Committee (EFWAC) to consider and post a set meeting schedule of at least four meetings per year with the first meeting to occur prior to commissioning of the EFW start up; and that meetings be considered between the hours of 6:30 PM to 9:00 PM.	Feb 12, 2014	N/A
3	Feb 12, 2014	Delegation to Durham Regional Council	Delegation re: Concern with the 2014 Regional Budget expressing concern over \$30,000 cost for Energy from Waste Grand Opening Ceremony.	No directive motion was given to staff.	Feb 12, 2014	N/A
4	Feb 12, 2014	Delegation to Durham Regional Council	Delegation re: Concern with the 2014 Regional Budget expressing concern over \$30,000 cost for Energy from Waste Grand Opening Ceremony	No directive motion was given to staff.	Feb 12, 2014	N/A
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<b>Total Project Team Complaints this month (project web email/telephone):</b>				<b>0</b>		
<b>Total Council/ Committee Complaints this month:</b>				<b>5</b>		
<b>Total Durham Call Centre Complaints this month (separate attachment):</b>				<b>0</b>		
<b>Total Complaints from York this month:</b>				<b>0</b>		
<b>Total Complaints from previous months:</b>				<b>1</b>		
<b>Total Complaints in 2014:</b>				<b>6</b>		