

Inquiries – January 2018

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	January 3, 2018	Project web email	<p>Hello,</p> <p>I work for Atlantic Packaging in Scarborough, ON and we generate paper fibre biosolids fly ash as by-product of our operations. We are currently trying to establish a backup disposal site for our fly ash, which is hazardous as we do not treat it onsite.</p> <p>I saw on your website that you send a small portion of your ash that is deemed hazardous to an approved waste disposal site. As we are having trouble locating a backup site, can you please let me know where you are sending this hazardous ash?</p> <p>Best regards</p>	<p>Good Morning</p> <p>Thank you for your interest in the Durham York Energy Centre.</p> <p>No ash deemed as hazardous leaves the Durham York Energy Centre for disposal. Fly ash is treated on-site to render it inert and non-toxic. It is tested to ensure that it is safe to dispose of in a similar manner to bottom ash which is currently being used as landfill daily cover.</p> <p>Please let us know if you have any additional questions.</p> <p>Regards, Project Team</p>	January 3, 2018	DL
2	January 10, 2018	Project web email	<p>Sir or Madam,</p> <p>I'm trying to persuade the priest and wardens of St. George's Anglican Church in Oshawa, Ontario to stop using Styrofoam coffee cups and adopt more environmentally friendly alternatives. After our meetings, we throw away many large garbage bags full to the brim with Styrofoam coffee cups. I understand that Styrofoam is very harmful to the environment. Recyclable or compostable coffee cups would be much safer alternatives.</p> <p>However, at our last meeting, one gentleman opposed my initiative. He sees no harm in consigning our Styrofoam coffee cups to the trash. According to him, when Styrofoam coffee cups are incinerated along with the rest of our trash, no harmful substances are released. The Styrofoam is reduced to inert ash and any noxious gases produced are caught and neutralized by the scrubbers. He concluded by emphasizing that there is no harm to the environment in consigning our Styrofoam coffee cups to the trash. According to him, I'm wasting my time trying to eliminate the church's use of Styrofoam coffee cups.</p>	<p>Good Afternoon,</p> <p>This email is in response to your email dated January 10, 2018 in relation to Styrofoam coffee cups.</p> <p>We encourage all Durham residents to follow the waste hierarchy of options: reduce their waste, reuse the item or recycle the material. For items that are not handled by this hierarchy, then in Durham Region, we recover the energy.</p> <p>The Air Pollution Control equipment at the Durham York Energy Center ensures that the emissions are within the limits of our Environmental Compliance Approval. You can view the DYEC emissions at www.durhamyorkwaste.ca under the tab at the top of the screen labeled 'emissions data'. You may also like to view the 'detailed virtual tour' of our facility and the 'process overview' which is offered through the buttons located at the bottom of our site's home</p>	January 24, 2018	DL

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
			Is this gentleman correct, or does our church’s large-scale trashing of Styrofoam coffee cups result in harmful consequences to the environment? Are my efforts creating problems where there are none?	page. Please let us know if you have any additional questions or require any additional information. Regards, DYEC Project Team		
3	January 24, 2018	Project web email	The emissions on your emissions page are reported in mg/Rm^3 and I therefore wanted to know what the m^3 /sec exhaust gas flow is from the EFW facility? This would allow me to understand the mass quantity of pollutants emitted per day from the facility. Thanks	Good Morning, This email is in response to your email sent on January 24, 2018 in relation to emissions from the Durham York Energy Centre (DYEC). The information you have requested is contained in the DYEC Source Testing Report , available on the DYEC website: https://www.durhamyorkwaste.ca/Documents/MonitoringPlansReports/AirEmissions/AirEmissions2017.asp X As an example, please refer to the October, 2017 Source Testing Report, Appendix 1, Table 5 “Boiler #1 BH Outlet Stack Gas Volumetric Flowrates”. The Dry adjusted flowrates (in Rm3/s) for the BH (Baghouse Outlets) could be used to approximate the flow rates you have requested. There is a similar Table for #2 Boiler (Appendix 2, Table 5). Please let us know if you require any additional information. Regards, DYEC Project Team	January 25, 2018	DL/MN

Total Inquiries – January 2018

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	3
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 2018 to-date:	0
Total Inquiries received in 2018 to-date:	3

Complaints – January 2018

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-

Total Complaints – January 2018

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 2018 to-date:	0
Total Complaints received in 2018 to-date:	0

If you require this information in an accessible format, please contact The Regional Municipality of Durham at 1-800-372-1102 ext. 3560.