Inquiries						
#	**Date Received**	**Method Received**	**Comment Details/Description:**	**Response/ Remedial Action**	**Response Date**	**Staff**
1	Sun 19/02/2017	Project team web mail – Previous correspondence prior to 19/02/2017 were received through EFW-WMAC Durham Region contact	I don`t believe I have ever received an update since my July 2016 inquiry. I believe an EFW AC meeting should be in order - so much has happened since our last meeting with problems at the EFW facility but we don't get notifications or information as a Committee, or the opportunity to discuss and ask questions. We were to have quarterly meetings, but only once have we had 4 meetings in one year - that was our first year of operation - 2011. 2011 - January, April, August, October 2012 - July, October 2013 - February, June, October 2014 - April, December 2015 - April 9 2016 - March 16 It has now been nearly a year since our last meeting and we have had only 2 meetings in the last 2 years. With all the problems, fires, emission exceedances, boiler problems, shut-downs, still problems apparently with AMESA - there should really be meetings held for the Provincially mandated advisory committee as a requirement in Section 8 in Conditions of Approval. Do you have any idea when we might expect to have another meeting of EFW AC? March, April, May? Ballpark would be helpful. Thanks.	Good morning – I will follow up and get back to you by week's end as it relates to your inquiry below. Thanks Good afternoon – In follow up to my email below from February 22, I would like to advise that I do not yet have an answer for you but will provide an update on possible dates as soon as possible/determined. Thanks Good afternoon: Thank you for your replies. Based on the replies received to-date, the next Energy from Waste Advisory Committee (EFWAC) meeting will take place on Wednesday, July 12, from 2 p.m. to 4 p.m. at the Region of Durham's Headquarters located at 605 Rossland Road East, Whitby in Room LL-C (lower level). The Agenda will be issued one week prior to the meeting and structured to respond to concerns that EFWAC members have raised with respect to the Durham York Energy Centre (DYEC) Annual Report. Please forward questions on the DYEC Annual Report to my attention, as details in the original email below. Should you require anything further at this time, please advise. Thank you, **Melodee Smart | Administrative Assistant**	Wed 22/02/2017 Mon 27/02/2017 Mon 21/06/2017	MS MS MS
2	Mon 05/06/2017	Project team web mail	Good day,	Thank you for your email regarding the Durham York Energy Centre.	Mon 05/06/2017	DL

			GroupRM Inc. is a leader in mattress recycling & recovery. Our new process, which should be coming online July 2017, will be separating all the commodities & leaving a combination of non-ferrous, non-hazardous cotton, wood, foam chip & felt which we are exploring for different waste-to-energy. If there is some interest in a possible venture between our companies, please contact me when possible. Thank you in advance.	The Durham York Energy Centre is Durham Region's primary long-term disposal option for waste and only processes the household waste remaining after Durham and York Regions' aggressive composting, recycling and reuse programs. Unfortunately, we cannot help with the disposal of your mattress materials as our Certificate of Approval does not allow us to accept waste from any additional outside sources. You may consider contacting Emerald Energy From Waste (http://www.emeraldefw.com/overview.php) to request additional information regarding their services. Regards, Project Team		
3	Mon 05/06/2017	Project team web mail	Dear Sir/Madam, I am a student at Kenner CVI. I am doing a project on Waste-to-Energy plants and have a few questions. I'm wondering about how many hazardous toxins are released from the plant, how they are reduced, and what happens to the toxins that aren't released into the air through the stack. Also, could Waste-to-Energy be able to replace the burning of fossil fuels? Thank you, your answers would greatly improve the project.	Good Morning, This email is in response to your inquiry regarding the Durham York Energy Centre (DYEC) sent on June 5, 2017. **1. How many hazardous toxins are released from the plant?** By using state-of-the-art pollution control systems and proven, reliable Energy from Waste technology, the DYEC meets the most stringent environmental standards and reduces greenhouse gas emissions compared to the existing landfill option. Continuous emissions monitoring (CEM) of the following parameters began with the commencement of boiler operations: nitrogen oxides (NO_x), sulphur dioxide (SO_2), carbon monoxide (CO), hydrochloric acid (HCl), hydrogen fluoride (HF), ammonia (NH_3), organic matter, oxygen (O_2), opacity, moisture, and temperature. In addition to continuous monitoring of the parameters noted above, air emissions from the facility are tested twice per year by a stack test (source test) carried out by a qualified independent consultant. The following parameter categories are tested during the stack (source) test: • Metals • Chlorobenzenes and Chlorophenols • Polychlorinated Biphenyls (PCBs) • Volatile Organic Matter (volatile organic compounds VOCs) • Polycyclic Organic Matter (polycyclic aromatic hydrocarbons PAHs) • Dioxins and Furans • CEMS parameters	Tues 13/06/2017	DL

- Total Suspended Particulate Matter
- Total PM-10, including condensables,
- Total PM-2.5, including condensables

The table below illustrates the DYEC Emissions Performance during the Fall 2016 Stack Test:

Pollutant	DYEC Average	% Below Permit	DYEC Permit	Ontario A-7 Guideline	Units
NOX	113	7%	121	198	mg / m3
PM	1	89%	9	14	mg / m3
SO2	0.9	98%	35	56	mg / m3
HCl	1.2	87%	9	27	mg / m3
CO	13.6	66%	40	40	mg / m3
Hg	0.042	99.70%	15	20	µg / m3
Cd	0.1	99%	7	7	µg / m3
Pb	0.34	99%	50	60	µg / m3
Dioxins (TEQ)	7.92	87%	60	80	pg I-TEQ / m3

2. How they are reduced ?

The DYEC uses the following pollutant control devices within the facility to significantly reduce or eliminate the following targeted pollutants:

Target Pollutant (s)	Pollutant Control Device
Nitrogen Oxides (NOx)	SNCR aqueous ammonia injection & Covanta VLN® System
Carbon Monoxide	Martin Integrated Combustion Control System (MICC)
Hydrogen Chloride Sulfur Dioxide	LÜHR Dry hydrated lime injection with fly ash recirculation
Particulate Matter Lead Cadmium	LÜHR Six (6) compartment Fabric filter baghouse
Mercury & Dioxins/Furans	Powder Activated carbon injection
Dioxins/Furans	Furnace temps >1,000C for 1 second

				3. What happens to the toxins that aren't released into the air through the stack? The EFW process reduces the volume of residential garbage by approximately 85 to 90 per cent. The largest portion of the end products is an inert, non-toxic bottom ash, which resembles crushed rock is reused as daily landfill cover material. The smaller portion is fly ash and lime residue which is captured in the air pollution control equipment. Fly ash is treated and tested to ensure it is inert and non-toxic and it is disposed of in a similar manner to bottom ash or it is sent to a licensed secure hazardous waste facility/landfill. Fly ash represents about 5 per cent of the total residual ash from the garbage combustion process. **4. Could Waste-to-Energy be able to replace the burning of fossil fuels?** In time, renewable energy may be a direct replacement to the burning of fossil fuels but is not without its political, economic and technical challenges. The DYEC's primary function is as a waste disposal option for the Region's post diversion municipal non-hazardous solid waste, with electricity generation as an added benefit. The DYEC generates approximately 17.5 MW of gross electrical energy on a continuous basis which is enough to power the DYEC and approximately 10,000 homes. Regards, Project Team		

4	Tues 13/06/2017	Project team web mail	Dear, I'm a Dutch student at the Hogeschool van Arnhem en Nijmegen in the Netherlands and currently I'm doing research into Flue Gas Desulfurization (FGD) systems in the form of Scrubbers. The internet is a very useful source for information. With information about the different kinds of FGD systems and what kinds of industries use these FGD systems. Furthermore, I learned that a lot of Waste to Energy facilities also use FGD systems. With my research, I think it's interesting to know why industries choose a certain FGD system and what are important factors that influence such a decision. Some FGD systems fit better with a certain kind of industry and their proces. I would like to know if I could send a questionnaire with some questions and get them answered that way? Maybe it's possible to get some contact information of someone who knows more of FGD systems, so I can send the questionnaire myself? It would be very helpful to my research! For convenience, I already included the questionnaire. It's a small questionnaire consisting of 10 questions and a small rating system about the importance of the factors. If there are any further questions you can always email me back! I look forward to hear from you and thank you in advance!	Thank you for your interest in the Durham York Energy Centre (DYEC). Please note that your inquiry has been received and is currently being addressed by the DYEC Project Team. You will receive a direct response to your inquiry via email; in addition, non-administrative inquiries will be posted to the project website Complaint and Inquiry Logs section (no personal information will be posted). While every effort will be made to respond to your email in a timely manner, response times will vary depending on the volume and nature of submissions. Thank you for your patience and understanding. Additional information on the DYEC can be found by visiting the project website at www.durhamyorkwaste.ca which provides a comprehensive overview of the facility and answers to frequently asked questions. Regards, Project Team Good Morning, This email is in response to your email dated June 14, 2016 regarding flue gas desulfurization systems. Please find a response to your questions attached. I have also attached a sectional view of our APC plant and simplified process diagram Good luck with your studies. Regards, Project Team (Please see attachment to this log)	Wed 14/06/2017 Wed 28/06/2017	DL DL/MN
5	Thurs 22/06/2017	Project team web mail	Could you please advise of the status of the operation of the plant. I'm wondering if the greenies have shut you down, I hope not. Thanks for your time in responding.	Good Morning, This email is response to your inquiry received on Thursday June 22, 2017. Yes, the Durham York Energy Centre is fully operational with an annual processing capacity of 140,000 tonnes of post-diversion, non-hazardous	Fri 23/06/2017	DL

				municipal solid waste per year and is the primary disposal option for all Durham's black bag garbage. Regards, Project Team		
6	Tues 27/06/2017	Project team web mail	Hello, We are a small business located in Toronto, Ontario, Canada that produces an excess amount of polyester fabrics. Currently, everything is going straight to landfill. We produce an excess of about 2 metric tons on a bi-weekly basis and we want to see if these materials can be used for waste to energy projects. Please let us know. Thanks	Thank you for your email regarding the Durham York Energy Centre. The Durham York Energy Centre is Durham Region's primary long-term disposal option for waste and only processes the household waste remaining after Durham and York Regions' aggressive composting, recycling and reuse programs. Unfortunately, we cannot help with the disposal of your excess polyester fabrics as our Certificate of Approval does not allow us to accept waste from any additional outside sources. You may consider contacting Emerald Energy From Waste (http://www.emeraldefw.com/overview.php) to request additional information regarding their services. Regards, Project Team	Weds 28/06/2017	DL

Total Project Team Inquiries this month (project web email/telephone):	**6**
Total Covanta Inquiries this month:	**0**
Total Council/ Committee Inquiries this month:	**0**
Total Durham Call Centre Inquiries this month (separate attachment):	**0**
Total Inquiries from York this month:	**0**
Total Inquiries from previous months:	**17**
Total Inquiries in 2016:	**23**

Complaints						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	Thurs 15/06/2017	Project team web mail	I would like to file a small complaint/observation about the lack of a visitor friendly attitude by your on site staff. On Tuesday past I just happen to find myself next to the Durham Waste facility. I was doing business at Copart Auto Auctions around the corner on Osborne Road. I am retired and have too much time on my side. Since I have close to twenty years in waste management and have long proposed EFW for municipal solid waste without success, I thought it a golden opportunity to visit your site and maybe get an impromptu tour. As I am a licensed (retired) professional engineer and have visited many EFW facilities in the past, I am aware of the safety concerns at these plants. Anyway, I was directed by the receptionist, that sits up stairs and monitors the visitor intercom, to wait for the site manager who was returning from lunch. He could make a decision whether I could get an impromptu tour by him or anyone else for that matter. The manager refused to consider a tour even when he noticed that I was an engineer (by the pinky ring) but suggested a tour at a later date. I live in Niagara Falls and am not going to drive 120 miles just to see your plant which is why I tried for a tour when I was there. By the leisurely manner he progressed up the staircase, I assumed he had lots of spare time. I got the distinct feeling that he was being defensive. That is the problem with trying to sell EFW to the public. The environmentalists complain about the 'secrecy' by proponents of EFW. I left your facility less enthused about the operators than when I arrived. I know a little bit about Covanta. They had an opportunity to preach to the converted but instead chose to play silly games and insult my intelligence. It is no wonder that there is little progress in the siting of new EFW facilities in Ontario and Canada. Thank you.	Good Morning, This is in response to your email dated June 15, 2017 regarding public tours at the Durham York Energy Centre (DYEC). We apologise for not being able to accommodate your request for a tour while you were in the area. Unfortunately, due to health and safety concerns and the volume of public requests, site staff at the DYEC are not able to accommodate individual tours of the facility on a walk-in basis. Members of the public are encouraged to contact the Region (infod@durhamyorkwaste.ca) with their requests in advance for internal approval and accommodation through our tour coordinator. I understand from your email that you are not a local resident and therefore it may be difficult for you to arrange an alternate time to visit the site. Please note that a detailed virtual tour is available on our website Experience Durham York Energy Centre in Virtual Reality. This video allows you to visit areas of the plant that are not typically available during public tours and provides detailed descriptions of the plant's operations. Please let us know if you have any additional comments or concerns. Regards, Project Team	Fri 16/06/2017	DL
2	Tues 27/06/2017	Project team web mail	Hi there Just wondering what's going on at your facility today. There has been weird smoke (not steam) spewing from the top of the building (not the stake) for over 10minutes	Good Morning, This is in response to your email regarding the steam release you observed at the Durham York Energy Centre (DYEC) this morning.	Tues 27/06/2017	DL

Complaints						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
			now. Also it is quiet loud and a disturbing. Please advise what is going on. Thank you,	What you are hearing, and seeing, at the DYEC this morning is in fact steam. Periodically, there may be operational issues that occur within the plant that trip the turbine and force steam to be released through a safety steam release valve. Staff are aware of the turbine trip and working to resolve the issue. If you have any additional comments or concerns, please do not hesitate to contact us. Regards, Project Team Reporting to MOECC: Mr. Hyde, According to Durham York Energy Centre ECA 7306-8FDKNX, Condition 10 (2) (a) (ii), we are reporting a contaminant emission (noise) reported to the facility. At 10:04am on June 27, 2017, the Region of Durham received an email through the Durham York Energy Centre Project Email address stating the following: Hi there Just wondering what's going on at your facility today. There has been weird smoke (not steam) spewing from the top of the building (not the stake) for over 10minutes now. Also it is quiet loud and a disturbing. Please advise what is going on. Thank you, At 11:19am on June 27, 2017, the Region of Durham responded with the following:	Wed 28/06/2017	AH

Complaints						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
				Good Morning, This is in response to your email regarding the steam release you observed at the Durham York Energy Centre (DYEC) this morning. What you are hearing, and seeing, at the DYEC this morning is in fact steam. Periodically, there may be operational issues that occur within the plant that trip the turbine and force steam to be released through a safety steam release valve. Staff are aware of the turbine trip and working to resolve the issue. If you have any additional comments or concerns, please do not hesitate to contact us. Regards, Project Team To date, no additional comments or concerns have been received. Due to an IT issue, the email was not forwarded to Covanta until 8:45am on June 28, 2017. <u>Event Summary:</u> At 9:30am on June 27, 2017, the plant experienced a brief operational issue that caused the turbine to trip. This trip resulted in the temporary venting of steam from a vent stack on the top of the boiler building. The turbine was returned to service and the venting ceased at approximately 1:30pm on June 27, 2017. The photo below was taken at 11:13am on June 27, 2017		

Complaints						
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				 We consider this matter closed. If you require further information, please do not hesitate to contact us. Hi Amanda, Thank you for reporting the complaint. We will contact you if additional details are required. Sincerely, Chris Hyde District Manager York Durham District Office Ministry of the Environment and Climate Change Ajax: 905-427-5626 Newmarket: 905-836-7403		

Complaints						
#	**Date Received**	**Method Received**	**Comment Details/Description:**	**Response/ Remedial Action**	**Response Date**	**Staff**
3	Wed 07/06/2017	Delegate to Durham Committee of the Whole	Delegate appeared before the Committee with respect to Report #2017-COW-176 regarding Award of Region Tender D2017-049 for the Construction of a Storm Water Tunnel under the Canadian National Railway and Approval of Additional Financing for the Durham York Energy Centre Owner's Consultant and External Legal Support.	No further action required by project staff.	NA	NA
4	Wed 07/06/2017	Delegate to Durham Committee of the Whole	A second delegate appeared before the Committee with respect to Report #2017-COW-176 regarding Award of Region Tender D2017-049 for the Construction of a Storm Water Tunnel under the Canadian National Railway and Approval of Additional Financing for the Durham York Energy Centre Owner's Consultant and External Legal Support.	No further action required by project staff.	NA	NA

Total Project Team Complaints this month (project web email/telephone):	**2**
Total Covanta Complaints this month:	**0**
Total Council/ Committee Complaints this month:	**2**
Total Durham Call Centre Complaints this month (separate attachment):	**0**
Total Complaints from York this month:	**0**
Total Complaints from previous months:	**2**
Total Complaints in 2016:	**6**