

DURHAM YORK ENERGY CENTRE COMPLAINT PROTOCOL LOG MARCH 2013

March 2013							
Date Received	Method Received	Full Name	Comment Details/Description:	Positive (P) Negative (Neg) Neutral (N)	Response/ Remedial Action	Date Sent	Staff
March 17/2013	Project web email	██████████	Greetings, Pro incineration, with thanks. Incineration was first brought to my attention as a teen by my father who read farming magazines from the United States. A specific case that sparked my immediate interest and advocacy of incineration was of a concrete factory that used the heat to warm its factory and produce its product, used the little amounts of remaining ash for its concrete product, etc. I cringe when I pass municipal dumping stations and visualize the tons of waste that lingers for so many years; gradually and slowly weeping into the water systems. I know that we have come great strides in our mindfulness of our management methodologies but think we are ready for more. We know that one of the largest hurdles that presents itself is education for the public; based on subjective interpretation. It is possible that a natural reaction would be "throw away" more if it were to be incinerated, but recycling must still be part of people's routine. Otherwise, since disposal routines are interpreted in so many ways it may be advisable to create more jobs and factory develops during this endeavour to build sorting stations where which all materials are commonly gathered and floated/weighed/shaken/etc to find their most useful disposal/re-use destination.	P	Good afternoon, Thank-you for your interest in our facility. Your comments are appreciated. While the Region selected mass burn incineration with energy recovery as the best method to manage residual waste for the next 20 years, we are still very much committed to a goal of 70% diversion. We continue to strive to develop and implement new diversion programs whereby residents can help to reach the targeted diversion goal, through reuse, recycling and composting programs. Best Regards, Project Team	March 18/2013	LW
March 18/2013	Project web email	██████████	I am in full support of the incinerator. My only concern is that my garbage these days consists of only plastic and styrofoam wrappings. I am hoping that the furnaces burn at high enough temp to cancel out any concerns that from the carcinogens created from there incineration. Pretty much all household garbage will be of this nature if people are doing there conservation part properly.	P	Good morning, Thank-you for your comments. The combination of high furnace combustion temperature in, the 1000-1200 degree C range, combined with multiple stages of advanced air pollution control equipment, including activated carbon injection, SNCR, bag houses, will ensure that flue gas leaving the facility will be thoroughly treated before release to the environment. The project under went intense legislative and public scrutiny before being approved by the Ministry of the Environment to ensure there would be no harm caused to the public or natural environment. The legislated operating emission limits for this facility are the most stringent anywhere in the world for this type of facility. Further, the facility is 100% owned by the Regions of Durham and York who will oversee the operating contract and ensure this facility is run with the highest level scrutiny. If you are interested in providing comments on the Durham York Energy Centre Community Communications Plan, please visit the following website to review and provide your comments by March 30. http://durhamyorkwaste.ca/project/whats_new.htm Best Regards, Project Team	March 25/2013	LW
March 20/2013	Project Web email	██████████	Dear Sir/Madame My name is ██████████ and I'm very interested in any possible employment at your site being	P	Good day, Thank you for your interest in our facility. The Region has	March 21/2013	LW

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			<p>constructed in Clarington. I realize this may be an odd way of trying to get my foot in the door (so to speak), but I've had no luck in any other searches until now. Someone I contacted via email was kind enough to pass on a link to this address.</p> <p>I am currently employed at [REDACTED] in Whitby as a production Lead Hand in a scrapyard setting. I am very accustomed to being around and using large machinery such as Caterpillar 980 & 988 loaders, Liebherr grapple cranes, Bobcats, Man lifts, Fork lifts, I am also trained in safe dumping procedures.</p> <p>Once again I realize this may be out of the ordinary but I'm eager to learn more about your future facility as I believe I would be an asset if given the opportunity.</p> <p>Thank you for your time</p>		<p>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. Please feel free to follow up with them on employment opportunities. Please note the facility will not be operational until early 2014.</p> <p>For employment opportunities with Covanta, please visit the link below: http://www.covantaenergy.com/en/careers/career-search.aspx or Please follow up with: Joey Neuhoff, VP of Business Development Covanta Energy Corporation 445 South Street Morristown, New Jersey 07960, USA E-mail: jneuhoff@covantaenergy.com 862-345-5104</p> <p>or Warren Fisher, Project Manager Covanta Energy Corporation 445 South Street Morristown, New Jersey 07960, USA wfisher@covantaenergy.com</p> <p>Regards, Project Team</p>		
March 25/2013	Email to Regional Chair et al.	[REDACTED]	<p>Mr. Roger M. Anderson Chairman & CEO Durham Region,</p> <p>Hi,</p> <p>Re: <u>Clarington incinerator committee role questioned. Citizens' advisory committee isn't advising, says Roger Anderson</u></p> <p>In recent news article in "Oshawa This Week", Wed Mar 20, 2013 (& in http://www.durhamregion.com/news/article/1594151--committee-role-questioned by Jennifer O'Meara Mar 18, 2013), I read your statement and response from Mr. Marven Whidden (who sits on the Energy From Waste -- Waste Management), member of Advisory Committee. However, my questions and personal concerns, as citizen of Durham are:</p>		<p>Good morning [REDACTED], thank you for your email of March 25th, and your enquiry regarding the Region of Durham's waste management programs.</p> <p>The Region currently provides collection services to over 620,000 residents which include recycling, composting and waste disposal. Our community has made great progress in diverting waste from landfill and is recognised in North America as one of the leaders in waste diversion. Our current diversion rate is 53%; however, this means that we still need to dispose of 110,000 tonnes of waste annually. In the past we shipped our waste to a landfill located outside our municipality which was not sustainable. Remote landfilling is not an acceptable option; therefore, we had to find a new and</p>	April 2/2013	

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			<p>Why do we need these expensive incinerators when we have recycling plants?</p> <p>When and if we do, moreover, if committee's job is to act as advisory or even liaison between the citizens and Region. They report to works committee and their comments would be passed onto Regional council. At the end,</p> <p>Who checks, or reports or blows the whistle on mispending like the Pickering Incinerator, spending on opening celebration party of \$200,000? When did it get missed being planned and reported unless exposed?</p> <p>Is Durham Region heading into similar mispending or celebration not to be reported as in Pickering and is this committee also trying to find a way, to waste tax payer hard earned money again and hush up?</p> <p>Please note <u>previous news headlines</u>: Angry protesters disrupt Durham incinerator groundbreaking http://www.thestar.com/news/gta/2011/08/17/angry_protesters_disrupt_durham_incinerator_groundbreaking.html Bill's in for trash facility's pricey private party http://www.thestar.com/news/gta/2011/11/03/bills_in_for_trash_facilitys_priceys_private_party.html City council buries incinerator party http://www.oshawaexpress.ca/viewposting.php?view=2271</p> <p>Thanks & regards, [REDACTED]</p>		<p>affordable disposal solution to our residual waste. After a very long and rigorous environmental assessment process, our Council approved the construction of a waste incinerator as the long term solution to managing Durham's residual waste.</p> <p>Concurrently, our Council is committed to implementing innovative recycling programs and achieving a 70% diversion rate. With reference to your questions about the transparency of the decisions made, I want to assure you that all staff reports, Committee minutes and budgets are readily available for public viewing on our web site http://www.durhamyorkwaste.ca. Furthermore, if you have any questions about our projects, please do not hesitate to contact Gioseph Anello; Manager of Waste Planning and Technical Services at (905) 668-4113 ext 3445</p> <p>Regards,</p> <p>Roger Anderson Regional Chair and CEO The Regional Municipality of Durham 605 Rossland Road East Whitby, ON L1N 6A3 T: 905-668-4113, Ext. 2000 or 1-800-372-1102, Ext. 2000 F: 905-668-1567 roger.anderson@durham.ca</p>		



DYEC Call Centre Log March 2013

Case ID	101001304263		
Date (YYYYMMDD)	20130305		
Municipality	OutsideRegion		
Details	Mr. Alcova is looking for information on the EFW project, more specifically strategies, costs, management and pre-treatment of the waste.		
Follow Up	Project team responded to Mr. Alcoba on March 5, 2013 by telephone. Caller is interested in EFW development in South America. Caller commended the Region on their remarkable progress in the project. Asked for facility sizing details as caller is interested in constructing smaller scale pilot facilities for South America. Provided Covanta contact to follow up with on component manufacturers and design specs via email.		
Escalate To	info@durhamyorkwaste.ca		
Category	EFW - Technology Inquiry		
Status	Closed		
Follow-up By	Telephone		