			Inquiries			
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	March 1, 2015	Project web email	A search for information on heavy metals in the ash going to landfill yields "no results". This has been an issue at other WTE operations. Will there be reporting that details what if any heavy metals are going to landfill?	<ul> <li>Thank you for your interest in the Durham York Energy Centre. A presentation on Ash Management was recently given by Covanta at the last Energy from Waste-Waste Management Advisory Committee Meeting #14, held in February. I have attached a copy of the presentation for your reference.</li> <li>Details of the Ash Testing will be available in the annual report and posted to the DYEC website. I have copied below the appropriate section of the approved Ash Sampling and Testing Protocol on reporting.</li> <li>Full details regarding the ash protocol are available on the project website http://durhamyorkwaste.ca/Documents/FacilityManagementPla ns/AshProtocol.aspx</li> <li>Project Team</li> </ul>	March 3, 2015	LW
	March 3, 2015		That's great. Thank you.			
2	March 2, 2015	Project web email	New Courtice resident looking for employment at DYEC.	<ul> <li>Good morning,</li> <li>Thank you for your interest in employment at our facility.</li> <li>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 hiring of all admin and operations staff. Please feel free to follow up with the facility Manager, Matthew Neild on employment opportunities:</li> </ul>	March 3, 2015	LW
				Facility Manager Covanta Durham York Renewable Energy LLP		

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			Inquiries			
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
				mneild@covantaenergy.com		
				or visit http://www.covanta.com/en/careers/career-search.aspx and select Courtice, ON, CAN location.		
			Ore ett	For employment opportunities with the Durham Region please visit www.durham.ca and click on the careers section. You will be able to submit your resume on-line. Thanks, Project Team		
	March 3,		Great!			
	2015		Thanks very much for the reply and information - it's much appreciated.			
3	March 3, 2015	Project web email	Student inquiry regarding co-op placement at DYEC.	Thank you for your interest in employment at the Durham York Energy Centre. Your email has been forwarded to the Facility Manager.	March 3, 2015	LW
				Project Team		
4	March 3, 2015	Project web email	Inquiry regarding employment at the DYEC.	Thank you for your interest in employment at the Durham York Energy Centre.	March 4, 2015	LW
				The Region has awarded the contract to Design, Build and Operate (DBO) the EFW facility to Covanta Energy Corporation. As the Design Build Operate (DBO) contractor to the Regions, Covanta is responsible for the hiring of all admin and operations staff. Please feel free to follow up with the Facility Manager Matthew Neild at mneild@covanta.com		
				Project Team		
5	March 4, 2015		Inquiry regarding student placement at DYEC	Good morning,	March 4, 2015	LW
	2013			Thank you for your interest in employment at our facility.		
				The Region has awarded the contract to Design, Build and		

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	Inquiries					
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
				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 hiring of all admin and operations staff. Please feel free to follow up with the facility Manager, Matthew Neild on employment opportunities:		
				Matthew Neild Facility Manager Covanta Durham York Renewable Energy LLP mneild@covantaenergy.com		
				or visit http://www.covanta.com/en/careers/career-search.aspx and select Courtice, ON, CAN location.		
				For employment opportunities with the Durham Region please visit www.durham.ca and click on the careers section. You will be able to submit your resume on-line. Thanks, Project Team		
6	March 4, 2015	Project web email	Inquiry regarding student co-op placement at DYEC.	Good afternoon,	March 4, 2015	LW
				Thank you for your interest in employment at 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 hiring of all admin and operations staff.		
				Please feel free to follow up with the facility Manager, Matthew Neild on employment opportunities:		
				Matthew Neild		

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	Inquiries					
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
7		Received	Inquiry regarding employment at the DYEC.	Facility Manager         Covanta Durham York Renewable Energy LLP         mneild@covantaenergy.com         or visit http://www.covanta.com/en/careers/career-search.aspx         and select Courtice, ON, CAN location.         For employment opportunities with the Durham Region please         visit www.durham.ca and click on the careers section. You will         be able to submit your resume on-line.         Thanks,         Project Team         Good morning,         Thank you for your interest in employment at 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 hiring of all admin and operations staff.         Please feel free to follow up with the facility Manager, Matthew	Date Date	LW
				Neild on employment opportunities: Matthew Neild Facility Manager Covanta Durham York Renewable Energy LLP mneild@covantaenergy.com or visit http://www.covanta.com/en/careers/career-search.aspx and select Courtice, ON, CAN location.		

			Inquiries			
#	Date Received	Method Received	Comment Details/Description:	<b>Response/ Remedial Action</b>	Response Date	Staff
				For employment opportunities with the Durham Region please visit www.durham.ca and click on the careers section. You will be able to submit your resume on-line. Thanks, Project Team		
8	March 18, 2015	Project web email	To whom this may concern, I am writing to you as a citizen who is concerned about the environmental hazards with your incinerator. My concern lies in the steps that your company is taking to separate potential recyclable material from waste. I am sure you are aware that some incinerators have separating facilities to make sure that their incineration process is more environmentally friendly. I am well aware of some incinerators in Europe being environmentally friendly by separating chemical waste from organic waste and recyclable materials. They also have dozens of filters to catch pollutants, from mercury to dioxin, that would have emerged from its smokestack only a decade ago. I would like you to please provide me with a list of the steps that your company is taking in order to run it, as well as future plans for turning the power plant more ecologically friendly. I am looking forward to getting this information from your company.	<ul> <li>Good afternoon,</li> <li>Thank you for your interest in the Durham York Energy Centre. We received your inquiry. We will follow up with a fulsome response shortly. Thanks,</li> <li>Project Team</li> <li>Attachment 1 Good afternoon,</li> <li>Thanks again for your inquiry. We have drafted a detailed response about the various sorting methods and air pollution control technologies used at the Durham York Energy Centre to ensure the protection of the environment. Please see our response attached to this email. Please contact us if you have any additional questions. Regards,</li> </ul>	March 20, 2015 March 26, 2015	LW
9	March 20, 2015	Project web email	Will you please advise me as to when you intend to begin publishing current data emissions online for the public to access and view? Thanks for any help in this regard.	Project Team         Thank you for your interest in the Durham York Energy Centre.         We will look into your inquiry and will follow up with you shortly.         Regards,         Project Team         Good morning,	March 24, 2015 April 9, 2015	LW

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#	Date Received	Method Received	Comment Details/Description:	Response/ Remed
				Thank you for your interest in the Dur
				The DYEC continues to work through operations as contemplated in Section Approval to Proceed with the Undertal operations the Regions are monitoring the continuous emission monitors (CE and the data verified prior to posting of CEMs certification and data verification be posted to the website. This is anti- this year.
				Regards,
				Project Team
10	March 23, 2015	Project web email	Inquiry regarding employment at the DYEC.	Good morning, Thank you for your interest in employ
				The Region has awarded the contract Operate (DBO) the EFW facility to Co following a public procurement proces Operate (DBO) contractor to the Regi responsible for the hiring of all admin Please feel free to follow up with the f Neild on employment opportunities:
				Matthew Neild Facility Manager Covanta Durham York Renewable En mneild@covantaenergy.com
				or visit http://www.covanta.com/en/ca and select Courtice, ON, CAN location
				For employment opportunities with the

dial Action	Response Date	Staff
urham York energy Centre.		
h the start-up phase of on 13.2 of the Notice of taking. During start-up ng the emissions, however, CEMs) need to be certified on the website. Following ion, the emissions data will ticipated to occur in May of		
	March 24, 2015	LW
yment at our facility.		
ct to Design, Build and covanta Energy Corporation ess. As the Design Build gions, Covanta is n and operations staff. facility Manager, Matthew		
nergy LLP		
areers/career-search.aspx on.		
he Durham Region please		

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	Inquiries							
#	Date Received	Response/ Remedial Action				Staff		
				visit www.durham.ca and click on the careers section. You will be able to submit your resume on-line. Thanks,				
				Project Team				
11	March 25, 2015	Project web email	Inquiry regarding employment at the DYEC.	Good afternoon, Thank you for your interest in employment at our facility.	March 26, 2015	LW		
				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 hiring of all admin and operations staff. Please feel free to follow up with the facility Manager, Matthew Neild on employment opportunities:				
				Matthew Neild Facility Manager Covanta Durham York Renewable Energy LLP mneild@covantaenergy.com				
				or visit http://www.covanta.com/en/careers/career-search.aspx and select Courtice, ON, CAN location.				
				For employment opportunities with the Durham Region please visit www.durham.ca and click on the careers section. You will be able to submit your resume on-line.				
				Thanks,				
1.5				Project Team				
12	March 25, 2015	Telephone Direct	Caller left message to return call. Caller returned call April 1, 2015 and inquired whether ICI waste could be processed	Returned call and left message. Caller was advised that under the facility ECA only residential	March 26, 2015	LW		

## Inquiries

#	Date Received	Method Received	Comment Details/Description:	Response/ Remed
			at the DYEC.	municipal solid waste from Durham a at the facility.
13	March 27, 2015	Telephone direct	Inquiry regarding whether Durham waste and waste from Whitby is now being processed at the DYEC.	Caller was advised that waste was be DYEC.
14	March 31, 2015	Project web email	Inquiry regarding employment at the DYEC.	<ul> <li>Good afternoon,</li> <li>Thank you for your interest in employ</li> <li>The Region has awarded the contract</li> <li>Operate (DBO) the EFW facility to Control of the former of the procurement process</li> <li>Operate (DBO) contractor to the Regioner of the hiring of all adminer of the hiring of a</li></ul>
				Project Team

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and York can be processed		
eing processed at the	March 27, 2015	LW
yment at our facility. ct to Design, Build and covanta Energy Corporation ess. As the Design Build gions, Covanta is n and operations staff. facility Manager, Matthew	March 31, 2015	LW
areers/career-search.aspx on.		
he Durham Region please e careers section. You will ne.		

	Inquiries						
#	Date Received	Method Received	Comment Details/Description:	<b>Response/ Remedial Action</b>	Response Date	Staff	
Tot	Total Project Team Inquiries this month (project web email/telephone):			14			
Tot	Total Covanta Inquiries this month:			0			
Tot	Total Council/ Committee Inquiries this month:			0			
Tot	al Durham C	Call Centre Inquiries	s this month (separate attachment):	0			
Tot	Total Inquiries from York this month:			0			
Tot	Total Inquiries from previous months:			21			
То	Total Inquiries in 2015:			35			

	Complaints							
#	Date Received	Response/ Remedial Action		Response Date	Staff			
1	March 3, 2015	Telephone Direct	Caller left message at 3:15pm. Caller states he smells burning plastic and suspects it's from the new EFW facility. Caller also stated that he smelled the same/similar odour a year ago in Bowmanville.	Call was returned at 4:20pm Told caller we would investigate and return his call upon any findings. The caller was satisfied with an investigation and was happy for the quick follow up. Region staff stated they would again follow up to advise what we did to investigate. Region staff returned call and left message advising of the investigation results on March 6, 2015. Covanta staff walked the immediate grounds (at 3:40pm) and Region staff drove through the area to which the call originated at 4:30 pm and no smell was evident at that time. Boiler 1 at full load, Boiler 2 at 90%, last MSW truck was before 2pm, ferrous metal truck left the facility at 3:15pm Meteorological data was gathered from the ambient air stations at Courtice Water Pollution Control Plant and Environment Canada, truck traffic, and process information was gathered. MOECC was contacted per ECA Condition 10-Odour Complaints and a report was provided on March 6, 2015.	March 3, 2015	LW/AH/G B		

	Complaints							
#	Date Received	Method Received	Comment Details/Description:	<b>Response/ Remedial Action</b>	Response Date	Staff		
Tot	Total Project Team Complaints this month (project web email/telephone):			1				
Tot	al Covanta (	Complaints thi	is month:	0				
Total Council/ Committee Complaints this month:				0				
Total Durham Call Centre Complaints this month (separate attachment):				0				
Tot	al Complain	ts from York t	his month:	0				
Tot	al Complain	ts from previo	ous months:	1				
Tot	al Compla	ints in 2015:		2				