#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	March 1, 2018	Visit to the DYEC Visitors Centre	A local resident came to the DYEC Visitors Centre to ask some questions about the facility and how it operates. Staff took some time to discuss the project, how the plant operates and Durham Region's integrated waste management system.	 Thanks for popping in today with your questions about the Durham York Energy Centre. Just as a follow-up to our conversation, please feel free to visit <u>our website</u> (www.durhamyorkwaste.ca) to learn more about the facility and operations. At the bottom of the home screen there are two links which you may find interesting including the Detailed Virtual Tour and a Process Overview. I have also copied Christian Shelepuk, Supervisor, Waste Services, as you had requested his name for reference. Please let me know if you have any additional questions or concerns. 	March 1, 2018	DL
2	March 8, 2018	Project web email	Hello, Would you have any reports or data you could share detailing the annual amount of waste accepted at your EFW facility, and/or the annual energy produced? Thank you	 Thank you for your interest in the Durham York Energy Centre (DYEC). This email is in response to your request for reports or data detailing the annual amount of waste accepted at the DYEC and annual energy production. You can find this information on <u>our project website</u> www.durhamyorkwaste.ca under Documents & Publications in the Facility Operations Reports section. The 2017 Annual Report will be available at the beginning of April. The estimated quantity of waste thermally treated in the Boilers in 2017 was 140,000 tonnes. The turbine generated 114,412 MWh of electricity, of which 98,577 MWh were exported to the grid. Please let us know if you have any additional questions. Regards, DYEC Project Team 	March 9, 2018	DL

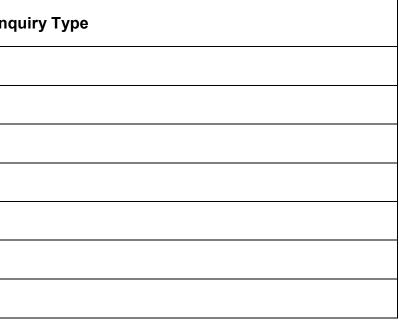
If you require this information in an accessible format, please contact The Regional Municipality of Durham at 1-800-372-1102 ext. 3560.

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Total Inquiries – March 2018

Inquiry Type	Total by Inq
Total Project Team Inquiries received this month by project web email / telephone:	2
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:	3
Total Inquiries received in 2018 to-date:	5

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Complaints – March 2018

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	March 8, 2018	Project web email	Good morning, I received a call from a resident in Wilmot Creek. She stated there is ash covering everything this morning, which she feels is from the incinerator. She's unhappy with this situation and would like to speak to someone. Please forward her contact information to the appropriate staff to ask them to call Mrs. Grosvenor. Her phone number is 905-419-1967. Would you please also let me know the outcome?	Good Afternoon Please note that your email has been received and is currently being addressed by the DYEC Project Team. I will ensure that you receive a direct response this inquiry via email; in addition, non-administrative inquiries will be posted to the project website <u>Complaint</u> and Inquiry Logs section. Regards, DYEC Project Team	March 8, 2018	DL
				Good Afternoon This email is in response to the complaint received at the Clarington Mayor's Office on Thursday March 8, 2018. DYEC project staff contacted the resident to gather further information regarding her concern and operations of the plant were reviewed. Please note that the Durham York Energy Centre was operating under normal conditions with no operational upsets. As a result, we do not believe this complaint is a result of activities related to the Durham York Energy Centre. The complaint was forwarded to the Ministry of the Environment and Climate Change for their review. Regards, DYEC Project Team	March 12, 2018	
2	March 15, 2018	Project web email via Clarington Municipal Staff	Good morning All, Hope you have been well. I am sure some of you enjoying March Break festivities around the Region this week. I finally have a few days off work so catching up on tasks I've been meaning to dowriting a	This email is in response to your comments received on March 15, 2018 regarding the March 2, 2018 exceedance of the carbon monoxide (CO) at the Durham York Energy Centre (DYEC).	March 21, 2018	DL

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#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
			 letter to you all was on the list. Just wanted to let you know that I am concerned about the performance of the new waste incinerator. Attached is the notice the Region sent our nine days ago about the exceedance of CO back in early March. How many more exceedances must we breathe in? You know I have a heart for the area and it's people. Please do what you can to make sure we are getting the 'best of the best' from the Region. I'm disappointed in the incinerator's performance so farbut slightly not surprised since Covanta doesn't have the best track record. SO much that was speculated and feared to happen is happeningremember all those delegations back in 2007-2009. Thanks for taking time to read my email message. God bless 	On March 2, 2018, a CO spike led to the four hour rolling average exceedance of 48 mg/Rm3 (milligrams per reference cubic metre) in Boiler #2. This was an exceedance of an in-stack emission limit of 40 mg/Rm3, which is a Performance Requirement under Schedule C of the Environmental Compliance Approval (ECA). CO is monitored as an operational parameter indicating combustion performance. The DYEC Boiler #2 was back online within three hours of the event and is performing within the requirements of the ECA. Please note that we are committed to meeting the strict in-stack emissions limits imposed by the MOECC. The minor carbon monoxide (CO) exceedance that occurred on Friday, March 2, 2018 is being fully investigated and learnings will be incorporated into the Facility's standard operating procedures. We appreciate you taking time to note your concerns. Regards, DYEC Project Team		

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Total Complaints – March 2018

Total by Com
2
0
0
0
0
0
2

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