

DURHAM YORK ENERGY CENTRE COMPLAINT PROTOCOL LOG MAY 2012

May 2012											
Date Received	Method Received	Full Name	Comment Details/Description:	Positive (P) Negative (Neg) Neutral (N)	Response/ Remedial Action	Date Sent	Staff	Comment Details/Description 2:	Date Received	Response 2	Date Sent
May 8, 2012	email	[REDACTED]	<p>Dear sir I know the EFW plant currently accept and recycle Plastic#1,2, I want to explore partnership opportunity with you, actually we are a plastic recycling trading company in Toronto, we can buy large quantity of Plastic scrap and we have very strong ability to distribute all the material to the our stable customer in China. Especially we are interested in buying #1Plastic: PET bottle/sheet grind flakes and fine, PET lumps from production line ,but not only for these material. Let me know if there is any chance for partnership. It's not far away between us, we can go to see and talk the detail.</p> <p>Regards</p>	N	<p>[REDACTED]</p> <p>I think there may be some confusion regarding what facility manages what material. Once the EFW facility is operational it will manage only waste which has already had recyclables and compostables removed. The Region of Durham manages recyclables and other plastics through our MRF (materials recycling facility). I have forwarded your email to our facility operations manager to follow-up with you.</p> <p>Regards, EFW Project Team</p>	May 8, 2012	LW				
May 10, 2012	Telephone followed by email	[REDACTED]	<p>Hi, Lyndsay.</p> <p>It was a pleasure to speak to you regarding the upcoming new waste facility project for Courtice, Ontario (Durham York).</p> <p>We are [REDACTED] and would like to request to be on the bidders list for the project.</p> <p>[REDACTED] represents the following companies, below which design and manufacture equipments.</p> <ul style="list-style-type: none"> <li>* MixPro Inc.- Top and Side Entry Mixers.</li> <li>* Bachmann Dampjoint Inc.- Dampers and Expansions Joints.</li> <li>* S.Howes Inc.- Paddle and Ribbon Blenders, Screw Conveyors and Pressure Leaf Filters.</li> <li>* Lisega Inc.- Pipe Hangers, Constant Hangers and Shock Absorbers.</li> <li>* Ertel Alsop- Filter Presses.</li> </ul> <p>Please visit our sebsite at [REDACTED]</p> <p>Please note, that we would be pleased to meet you and discuss in greater</p>	P	<p>Hi [REDACTED]</p> <p>Thank you for your email. 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 DBO contractor to the Regions, Covanta is responsible for hiring and employing all staff involved in delivering the project. There is currently no planned hiring by either the Region of Durham or York, however, I have forwarded your information on to the individuals listed below. Please feel free to contact them directly to follow up.</p> <p>Joey Neuhoff, Vice President 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</p>	May 10, 2012	LW				

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			<p>detail regarding our products. Should you require we would gladly provide a lunch and learn seminar for any of the specific requirements.</p> <p>Thank-you for this opportunity and we look forward to working with you on this project. Thanks.</p> <p>Regards, [REDACTED]</p>		<p>07960, USA wfisher@covantaenergy.com</p> <p>Regards,</p>						
May 10, 2012	email	[REDACTED]	<p>Dear Sir / Madam,</p> <p>My name is [REDACTED] from National Research Council Canada, in Ottawa, in the field of construction, specialized in concrete infrastructure.</p> <p>I understand that the Regions of Durham and York have a new EFW facility with Covanta Energy Corporation and that the EFW facility results in some bottom ash as a by-product. I am writing to you because I was wondering if we could use your bottom ash for a special application in concrete infrastructure. This application is an emerging technology to enhance the strength and durability of concrete while preventing undesired cracks in concrete by using a pre-treated bottom ash.</p> <p>If it is possible, we would like to have a sample of your bottom ash (about 10 kg) to run some preliminary tests on it. If the preliminary results seem promising, we would like to work with you using your bottom ash by-product for this special application in concrete which would potentially have a wide market in construction.</p> <p>Please do not hesitate to contact me for a discussion. I look forward to communicating with you.</p> <p>(This email has been cc-ed to the project manager, [REDACTED] Senior Research Officer at the National Research Council Canada.)</p>	P	<p>Good afternoon,</p> <p>Thank you for your email. 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 DBO contractor to the Regions, Covanta will be responsible for the management, testing and proper disposal of the bottom ash and fly ash.</p> <p>To enquire directly to Covanta regarding your proposal, I will direct you to:</p> <p>Joey Neuhoff, Vice President 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,</p>	May 15, 2012	LW	Thank you for your information. I'll contact them directly.	May 15, 2012		

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			Best regards,		Project Team						
May 18, 2012	email	[REDACTED]	Good afternoon,  We are a manufacturer of industrial products that are used in waste and energy facilities (during construction and maintenance) and we are located in Ontario. Who is the general contractor on this project so we might see what some of our products might be used.	P	Thank-you for your interest in our project. I have forwarded your information on to Covanta Energy. Covanta has been awarded the Design, Build and Operate Contract and will be responsible for procuring all equipment.  Regards,  Project Team	May 22, 2012	GB				
May 23, 2012	Delegation to Durham Works Committee	[REDACTED]	Declining waste volumes and their financial implications.	Neg	There were no directives by the committee based on this delegation.	N/A					
May 24, 2012	Delegation to Finance, Works and Administration Comm.	[REDACTED]	EFW project needs to be re-evaluated in terms of sustainability	Neg	Committee Directive - Semi-annual updates will be provided to the Committee on the projected operating costs.	N/A					
May 24, 2012	Delegation to Finance, Works and Administration Comm.	[REDACTED]	Asks the committee to ask for an updated business case and an independent review of the project agreement by a contract specialist.	Neg	Committee Directive - Semi-annual updates will be provided to the Committee on the projected operating costs.	N/A					
May 29, 2012	Delegation to Durham Finance and Administration Comm	[REDACTED]	Request staff to provide costs comparison EFW to landfill scenario.	Neg	There were no directives by the committee based on this delegation.	N/A					

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May 29, 2012	Delegation to Durham Finance and Administration Comm	[REDACTED]	Request independent legal opinion to determine actual cost to terminate Project Agreement with Covanta to design, build and operate facility.	Neg	There were no directives by the committee based on this delegation.	N/A					
May 29, 2012	Delegation to Durham Finance and Administration Comm	[REDACTED]	Request clarity around costs of construction and operations and if 2008 business case is valid.	Neg	There were no directives by the committee based on this delegation.	N/A					
May 31, 2012	email	[REDACTED]	<p>Greetings,</p> <p>I would like to take this opportunity to introduce our company and highlight some of our capabilities.</p> <p>[REDACTED] is a full service stud welding, wear protecting, and specialty coatings company. Our Stud Welding division specializes in servicing both cyclone boilers and waste to energy furnaces. Our specialty coatings division offers a host of wear protection products including Thermal Metal Spray, Polyplastic Powder Spray, UHMW sheeting, and Tuffstuds. For surface preparation we offer our 100% recycled expendable abrasive, New Age Blast Media <a href="http://www.newageblastmedia.com">www.newageblastmedia.com</a> which is Safer, Cleaner and in most cases Faster than alternative products derived from slags and much more economical than products such as garnet and aluminum oxide.</p> <p>We have done extensive work in the Waste to Energy industry with Covanta and have developed products and strategies to improve the efficiency of the furnace and longevity of the watertwall tubes. One of our most notable achievements working with Covanta over the years is the development of a highly successful refractory anchoring system for various areas inside the furnace. Stud design, pattern</p>	P	<p>Good afternoon,</p> <p>Thank you for your email. 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 DBO contractor to the Regions, Covanta is responsible for hiring and employing all staff involved in delivering the project.</p> <p>I will direct you to:                      Joey Neuhoff, Director of Business Development                      Covanta Energy Corporation                      445 South Street                      Morristown, New Jersey                      07960, USA                      E-mail: <a href="mailto:jneuhoff@covantaenergy.com">jneuhoff@covantaenergy.com</a>                      862-345-5104</p> <p>or Warren Fisher, Project Manager                      Covanta Energy Corporation                      445 South Street Morristown, New Jersey                      07960, USA  <a href="mailto:wfisher@covantaenergy.com">wfisher@covantaenergy.com</a></p> <p>Regards,</p>	Jun 5, 2012	LW	Thank you for your prompt response and contact information regarding this project. Please keep us in mind for future maintenance projects involving stud welding, coatings, and wear protection.	June 6, 2012		

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			<p>density, and choice of material are all utilized based on specific criteria to solve the problems of heat transfer, sulphidation, and refractory deterioration.</p> <p>The attached file contains pictures of the header application we installed at Covanta Montgomery in Dickerson MD. The refractory on this header had been prone to rapid deterioration due in part to an ineffective anchoring system. The previously hand welded "V" anchors were removed and replaced with a stud welded, stainless steel, headed anchor. Several Covanta plants have already benefited from this system; achieving up to 24 months of protection with no required maintenance. The remaining pictures show the type of system we incorporate on the chill tube areas and specific lower furnace waterwall sections. The addition of the headed anchor provides supplementary support for the refractory, while the upgrade from 430 stainless steel to 310 stainless steel ensures greater resistance to the effects of chloridation and sulphidation.</p> <p>We are the only stud welding company that continually strives to improve our application techniques and elevate our commitment to service and quality.</p> <p>An excellent working relationship with Covanta and the willingness to continue to find new methods for improving furnace life and efficiency set us apart from other applicators.</p> <p>Please feel free to browse our Web site for a better look at all of our offerings and I invite your inquiries regarding your specific application needs. We are presently working on updating our website, as well as our marketing literature which will be available soon. I look forward to meeting with you in person at some point in the near future to discuss our capabilities and services.</p> <p>Thank you for your time and consideration</p>		Project Team						

## DYEC Call Centre Report May 2012

Date	Name	Municipality	Comments	Follow up	Response Date	Contractor	Escalate To	Category	Status

Please Note: There were no incoming calls to the Call Centre in the month of May



# Monthly Statistical Report

Report run: **Monthly Statistical Report**

Site: <http://www.durhamyorkwaste.ca/>

The report includes: **1 period**

Report period : **01-May-2012 — 31-May-2012**

Period filterdefinition

Name: **Exclude Own Traffic**

IP filter: **Exclude Own Traffic**

Reporting date and time: **01-Jun-2012 03:44**

## Basic traffic statistics

**Basic statistics included:** Page views, New unique users, Returning users, Unique users

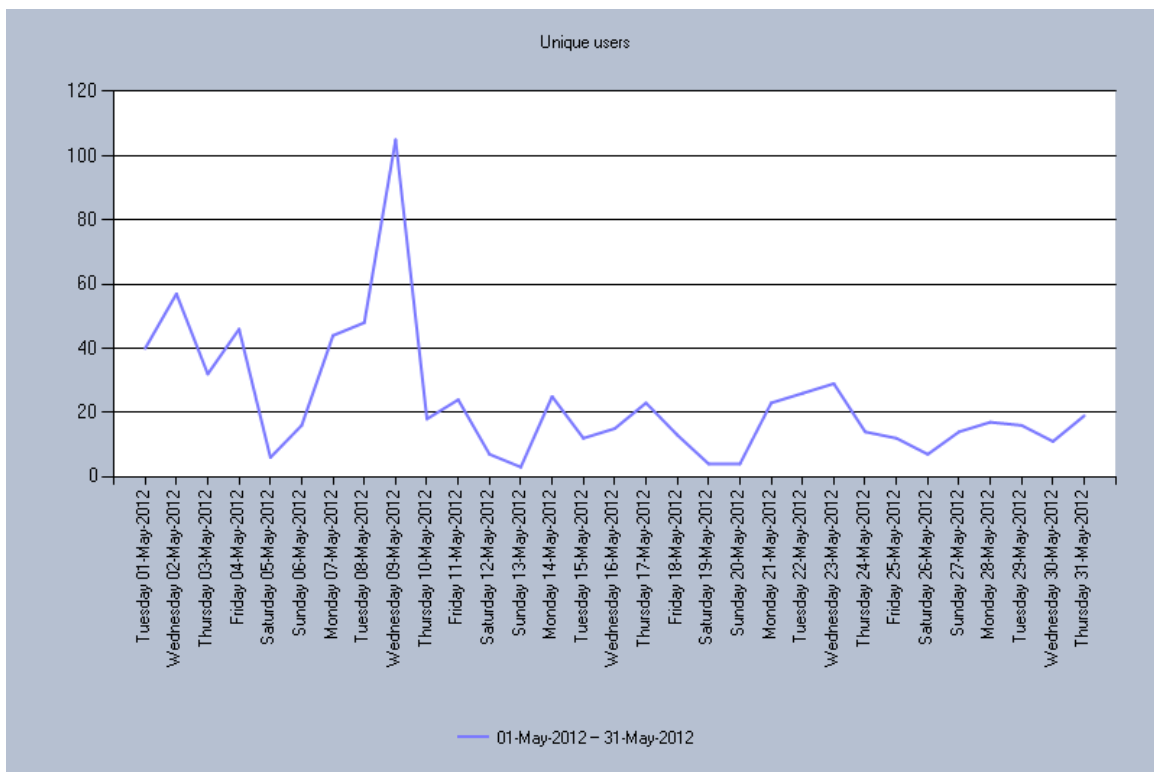
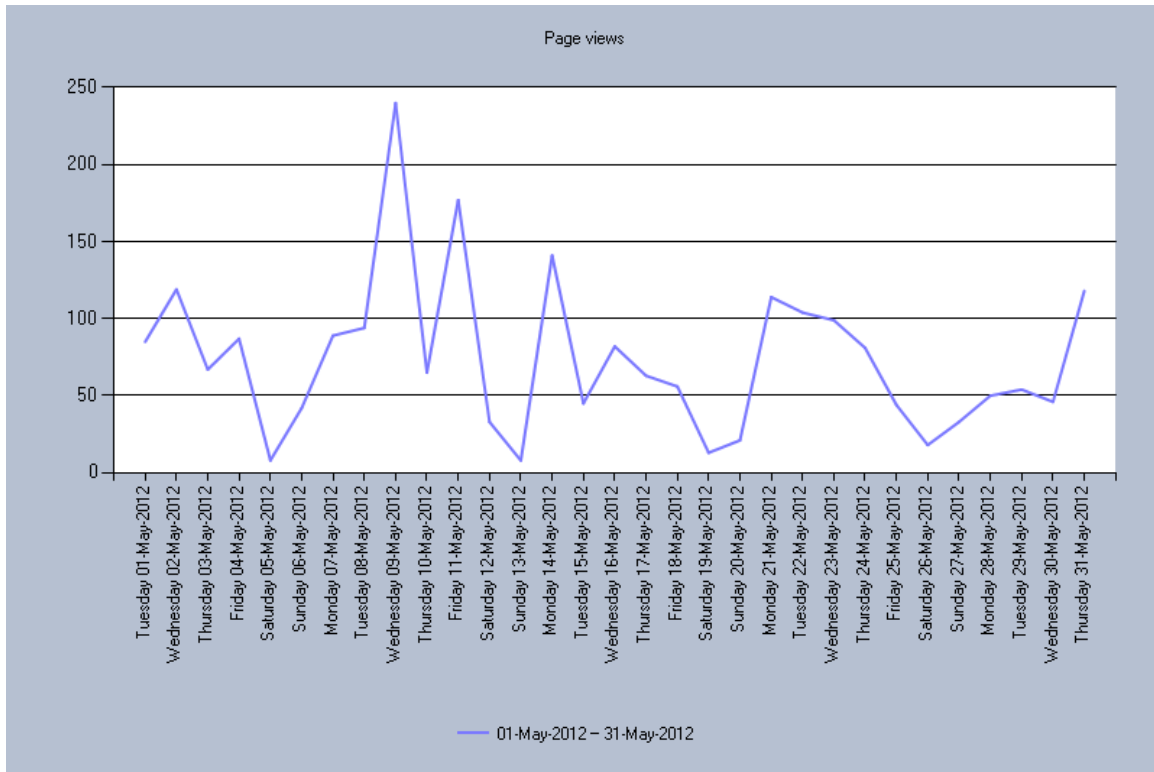
**Graphs included:** Page views, Unique users, New unique users, Returning users

**Additional statistics included:** None.

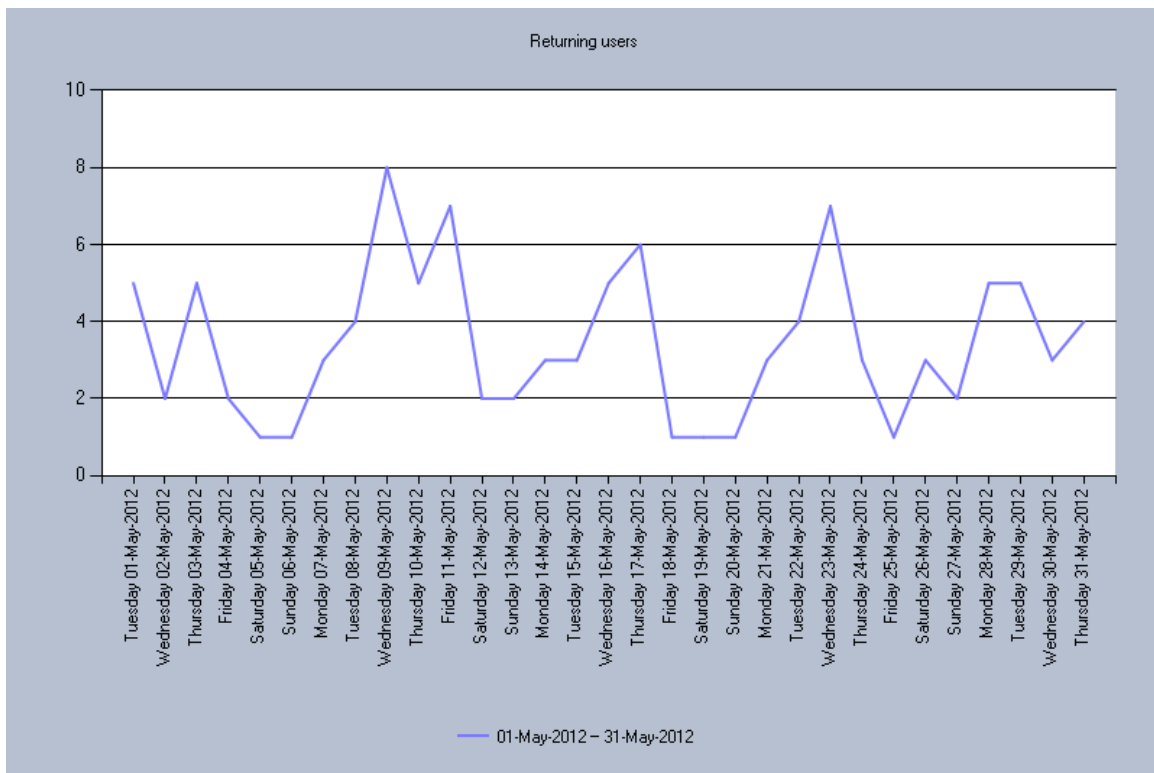
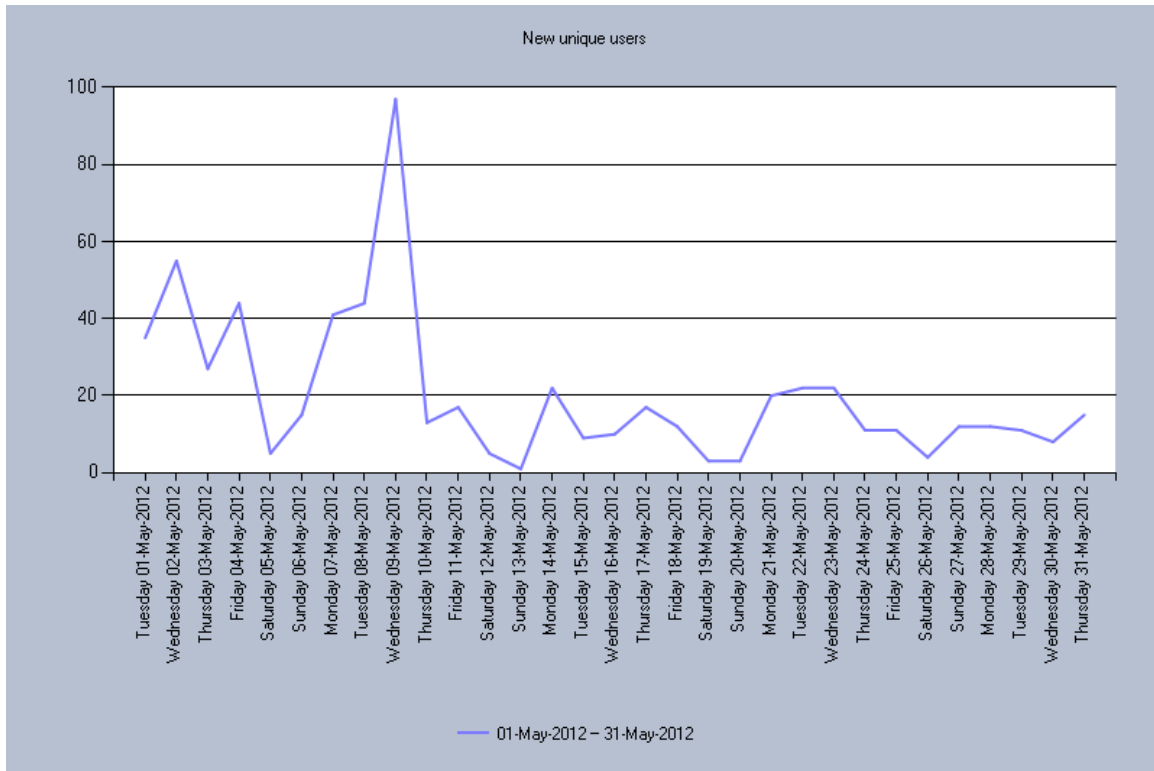
### Statistics for page views, unique users, new unique users, returning users

Date/Time	Page views	Unique users	New unique users	Returning users
Tuesday 01-May-2012	85	40	35	5
Wednesday 02-May-2012	119	57	55	2
Thursday 03-May-2012	67	32	27	5
Friday 04-May-2012	87	46	44	2
Saturday 05-May-2012	8	6	5	1
Sunday 06-May-2012	42	16	15	1
Monday 07-May-2012	89	44	41	3
Tuesday 08-May-2012	94	48	44	4
Wednesday 09-May-2012	240	105	97	8
Thursday 10-May-2012	65	18	13	5
Friday 11-May-2012	177	24	17	7
Saturday 12-May-2012	33	7	5	2
Sunday 13-May-2012	8	3	1	2
Monday 14-May-2012	141	25	22	3
Tuesday 15-May-2012	45	12	9	3
Wednesday 16-May-2012	82	15	10	5
Thursday 17-May-2012	63	23	17	6
Friday 18-May-2012	56	13	12	1
Saturday 19-May-2012	13	4	3	1
Sunday 20-May-2012	21	4	3	1
Monday 21-May-2012	114	23	20	3
Tuesday 22-May-2012	104	26	22	4
Wednesday 23-May-2012	99	29	22	7
Thursday 24-May-2012	81	14	11	3
Friday 25-May-2012	44	12	11	1
Saturday 26-May-2012	18	7	4	3
Sunday 27-May-2012	33	14	12	2
Monday 28-May-2012	50	17	12	5

Tuesday 29-May-2012	54	16	11	5
Wednesday 30-May-2012	46	11	8	3
Thursday 31-May-2012	118	19	15	4
Total	2,296	672	623	49







## Statistics for referring sites

Maximum number of items displayed: 25

Filtering out "no referrer".

Top referring sites		
#	Referring site	Number of referrals
1	<a href="http://www.durhamyorkwaste.ca">www.durhamyorkwaste.ca</a>	1,637
2	<a href="http://www.google.ca">www.google.ca</a>	178
3	<a href="http://www.covantaenergy.com">www.covantaenergy.com</a>	89
4	<a href="http://www.york.ca">www.york.ca</a>	57
5	<a href="http://www.durham.ca">www.durham.ca</a>	41
6	<a href="http://www.google.com">www.google.com</a>	37
7	<a href="http://www.bing.com">www.bing.com</a>	29
8	<a href="http://www.oshawa.ca">www.oshawa.ca</a>	8
9	<a href="http://myportal.york.ca">myportal.york.ca</a>	7
10	<a href="http://www.ebr.gov.on.ca">www.ebr.gov.on.ca</a>	4
11	<a href="http://www.ask.com">www.ask.com</a>	3
12	<a href="mailto:36ohk6dgmcd1n-c.c.yom.mail.yahoo.net">36ohk6dgmcd1n-c.c.yom.mail.yahoo.net</a>	3
13	<a href="http://www.google.co.uk">www.google.co.uk</a>	3
14	<a href="http://ca.search.yahoo.com">ca.search.yahoo.com</a>	3
15	<a href="http://www.eastwillimbury.ca">www.eastwillimbury.ca</a>	2
16	<a href="http://www.google.de">www.google.de</a>	2
17	<a href="http://www.ebmag.com">www.ebmag.com</a>	2
18	<a href="http://www.solidwastemag.com">www.solidwastemag.com</a>	2
19	<a href="http://www.durhamenvironmentwatch.org">www.durhamenvironmentwatch.org</a>	2
20	<a href="http://search.yahoo.com">search.yahoo.com</a>	2
21	<a href="http://www.oshawachamber.com">www.oshawachamber.com</a>	1
22	<a href="http://www.google.com.vn">www.google.com.vn</a>	1
23	<a href="http://www.soso.com">www.soso.com</a>	1
24	<a href="http://yrea.org">yrea.org</a>	1
25	<a href="http://www.linkedin.com">www.linkedin.com</a>	1

## Most popular pages

Maximum number of items displayed: 25

Most popular pages ordered by unique users					
#	Page title	Page URL	Page views	Number of user sessions	Unique users
1	<a href="http://www.durhamyorkwaste.ca">Durham York Energy Centre</a>	<a href="http://www.durhamyorkwaste.ca">http://www.durhamyorkwaste.ca</a>	361	260	224
2	<a href="http://www.durhamyorkwaste.ca/project_index.htm">Durham York Energy Centre - Home</a>	<a href="http://www.durhamyorkwaste.ca/project_index.htm">http://www.durhamyorkwaste.ca/project_index.htm</a>	336	239	216
3	<a href="http://www.durhamyorkwaste.ca/project/whats_new.htm">Durham/York Residual Waste Project - Documents and Publications</a>	<a href="http://www.durhamyorkwaste.ca/project/whats_new.htm">http://www.durhamyorkwaste.ca/project/whats_new.htm</a>	122	95	91
4	<a href="http://www.durhamyorkwaste.ca/project/project_overview.htm">Durham/York Residual Waste Project - Project Information</a>	<a href="http://www.durhamyorkwaste.ca/project/project_overview.htm">http://www.durhamyorkwaste.ca/project/project_overview.htm</a>	120	93	87
5	<a href="http://www.durhamyorkwaste.ca/project/faq.htm">Durham/York Residual Waste Project - Facts and Info</a>	<a href="http://www.durhamyorkwaste.ca/project/faq.htm">http://www.durhamyorkwaste.ca/project/faq.htm</a>	129	99	84
6	<a href="http://www.durhamyorkwaste.ca/project/study_schedule.htm">Durham/York Residual Waste Study - Facts and Info</a>	<a href="http://www.durhamyorkwaste.ca/project/study_schedule.htm">http://www.durhamyorkwaste.ca/project/study_schedule.htm</a>	124	72	70
7	<a href="http://www.durhamyorkwaste.ca/project/contact.htm">Durham/York Residual Waste Project - Contact Us</a>	<a href="http://www.durhamyorkwaste.ca/project/contact.htm">http://www.durhamyorkwaste.ca/project/contact.htm</a>	72	58	56

8	<a href="http://www.durhamyorkwaste.ca/study_index.htm">Durham/York Residual Waste Study</a>	<a href="http://www.durhamyorkwaste.ca/study_index.htm">http://www.durhamyorkwaste.ca/study_index.htm</a>	74	57	50
9	<a href="http://www.durhamyorkwaste.ca/pdfs/project/EFWTimeline.pdf">EFWTimeline</a>	<a href="http://www.durhamyorkwaste.ca/pdfs/project/EFWTimeline.pdf">http://www.durhamyorkwaste.ca/pdfs/project/EFWTimeline.pdf</a>	48	47	47
10	<a href="http://www.durhamyorkwaste.ca/project/project_doc.htm">Durham/York Residual Waste Project - Documents and Publications</a>	<a href="http://www.durhamyorkwaste.ca/project/project_doc.htm">http://www.durhamyorkwaste.ca/project/project_doc.htm</a>	92	51	44
11	<a href="http://www.durhamyorkwaste.ca/project/media.htm">Durham/York Residual Waste Project - Media Releases</a>	<a href="http://www.durhamyorkwaste.ca/project/media.htm">http://www.durhamyorkwaste.ca/project/media.htm</a>	63	47	44
12	<a href="http://www.durhamyorkwaste.ca/project/links.htm">Durham/York Residual Waste Project - Links</a>	<a href="http://www.durhamyorkwaste.ca/project/links.htm">http://www.durhamyorkwaste.ca/project/links.htm</a>	46	39	38
13	<a href="http://www.durhamyorkwaste.ca/project/project_wasteprograms.htm">Durham/York Residual Waste Project - Project Information</a>	<a href="http://www.durhamyorkwaste.ca/project/project_wasteprograms.htm">http://www.durhamyorkwaste.ca/project/project_wasteprograms.htm</a>	40	33	33
14	<a href="http://www.durhamyorkwaste.ca/project/cert_doc.htm">Durham/York Residual Waste Project - Documents and Publications</a>	<a href="http://www.durhamyorkwaste.ca/project/cert_doc.htm">http://www.durhamyorkwaste.ca/project/cert_doc.htm</a>	37	28	27
15	<a href="http://www.durhamyorkwaste.ca/project/reference_material.htm">Durham/York Residual Waste Project - Facts and Info</a>	<a href="http://www.durhamyorkwaste.ca/project/reference_material.htm">http://www.durhamyorkwaste.ca/project/reference_material.htm</a>	34	26	26
16	<a href="http://www.durhamyorkwaste.ca/project/efw-facility.htm">Durham/York Residual Waste Project - Documents and Publications</a>	<a href="http://www.durhamyorkwaste.ca/project/efw-facility.htm">http://www.durhamyorkwaste.ca/project/efw-facility.htm</a>	42	24	24
17	<a href="http://www.durhamyorkwaste.ca/project/project_assessment.htm">Durham/York Residual Waste Project - Project Information</a>	<a href="http://www.durhamyorkwaste.ca/project/project_assessment.htm">http://www.durhamyorkwaste.ca/project/project_assessment.htm</a>	41	25	23
18	<a href="http://www.durhamyorkwaste.ca/ea_study_doc.htm">Durham/York Residual Waste Study - Documents and Publications</a>	<a href="http://www.durhamyorkwaste.ca/ea_study_doc.htm">http://www.durhamyorkwaste.ca/ea_study_doc.htm</a>	32	21	19
19	<a href="http://www.durhamyorkwaste.ca/pdfs/project/certApproval/CofA.pdf">CofA</a>	<a href="http://www.durhamyorkwaste.ca/pdfs/project/certApproval/CofA.pdf">http://www.durhamyorkwaste.ca/pdfs/project/certApproval/CofA.pdf</a>	19	19	19
20	<a href="http://www.durhamyorkwaste.ca/project/council_reports_dur.htm">Durham/York Residual Waste Project - Committee and Council Reports</a>	<a href="http://www.durhamyorkwaste.ca/project/council_reports_dur.htm">http://www.durhamyorkwaste.ca/project/council_reports_dur.htm</a>	29	19	19
21	<a href="http://www.durhamyorkwaste.ca/pdfs/media/20110817-DurhamYorkRegionsbreakgroundonEFWfacility">20110817-DurhamYorkRegionsbreakgroundonEFWfacility</a>	<a href="http://www.durhamyorkwaste.ca/pdfs/media/20110817-DurhamYorkRegionsbre-DurhamYorkRegionsbre">http://www.durhamyorkwaste.ca/pdfs/media/20110817-DurhamYorkRegionsbre-DurhamYorkRegionsbre</a>	20	19	18
22	<a href="http://www.durhamyorkwaste.ca/project/efw-committee.htm">Durham/York Residual Waste Project - Getting Involved</a>	<a href="http://www.durhamyorkwaste.ca/project/efw-committee.htm">http://www.durhamyorkwaste.ca/project/efw-committee.htm</a>	20	16	16
23	<a href="http://www.durhamyorkwaste.ca/amended_ea_study_doc.htm">Durham/York Residual Waste Study - Documents and Publications</a>	<a href="http://www.durhamyorkwaste.ca/amended_ea_study_doc.htm">http://www.durhamyorkwaste.ca/amended_ea_study_doc.htm</a>	25	15	13
24	<a href="http://www.durhamyorkwaste.ca/pdfs/project/EFW_Feb15_2011.pdf">EFW Feb15 2011</a>	<a href="http://www.durhamyorkwaste.ca/pdfs/project/EFW_Feb15_2011.pdf">http://www.durhamyorkwaste.ca/pdfs/project/EFW_Feb15_2011.pdf</a>	13	12	12
25	<a href="http://www.durhamyorkwaste.ca/pdfs/project/EFWprocess.pdf">EFWprocess</a>	<a href="http://www.durhamyorkwaste.ca/pdfs/project/EFWprocess.pdf">http://www.durhamyorkwaste.ca/pdfs/project/EFWprocess.pdf</a>	16	12	12

## Search statistics

### For searches without results:

Minimum number of searches: 1

Maximum number of items displayed: 10

### For searches with results:

Minimum number of searches: 1

Maximum number of items displayed: 10

### External searches

Minimum number of searches: 1

Maximum number of items displayed: 10

### Searches without results

#	Search phrase	Number of searches
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### Searches with results

#	Search phrase	Number of searches
---	---------------	--------------------

### External searches (e.g. on Google)

#	Search phrase	Number of searches
1	durham york energy centre	22
2	york durham energy from waste	5
3	durham garbage disposal project	4
4	durham york energy from waste project	4
5	energy from waste	4
6	durham energy from waste	3
7	durham york energy center	3
8	durham york waste	3
9	energy from waste durham	3
10	york durham energy centre	3

### Browser statistics: Type

#### Browser types

Browser	Page views		Unique users	
	Count	Percentage	Count	Percentage
IE	1,448	63.56%	526	73.57%
Firefox	421	18.48%	85	11.89%
Chrome	186	8.17%	51	7.13%
Safari	151	6.63%	25	3.50%
Others	32	1.40%	14	1.96%
Mobile Safari	26	1.14%	10	1.40%
Android Webkit	14	0.61%	4	0.56%











### Browser types and version




#### Browser types and version

Browser version	Page views		Unique users	
	Count	Percentage	Count	Percentage
IE 8.0	570	25.02%	225	31.42%
IE 9.0	447	19.62%	137	19.13%
IE 7.0	321	14.09%	132	18.44%
Firefox 12.0	363	15.94%	62	8.66%
Chrome 18.0.1025.168	82	3.60%	22	3.07%
IE 6.0	71	3.12%	21	2.93%
Chrome 19.0.1084.52	63	2.77%	15	2.09%
Others	32	1.40%	14	1.96%

IE 8.0 (Compatibility View)	38	1.67%	10	1.40%
Mobile Safari 5.1	18	0.79%	8	1.12%
Firefox 11.0	17	0.75%	8	1.12%
Chrome 19.0.1084.46	22	0.97%	7	0.98%
Safari 5.0.6	25	1.10%	5	0.70%
Firefox 9.0.1	7	0.31%	5	0.70%
Firefox 3.6.28	19	0.83%	4	0.56%
Android Webkit 4.0	14	0.61%	4	0.56%
Chrome 18.0.1025.162	4	0.18%	3	0.42%
Safari 5.0.5	7	0.31%	3	0.42%
Safari 5.1.7	36	1.58%	3	0.42%
Safari 5.1.5	13	0.57%	3	0.42%
Safari 5.1.3	15	0.66%	3	0.42%
Safari 5.1.2	46	2.02%	3	0.42%
Safari 5.0.2	5	0.22%	2	0.28%
Firefox 7.0.1	2	0.09%	2	0.28%
Firefox 10.0.2	11	0.48%	2	0.28%
Chrome 18.0.1025.165	8	0.35%	2	0.28%
Firefox 3.6.3	1	0.04%	1	0.14%
Chrome 17.0.963.65	1	0.04%	1	0.14%
Firefox 3.6.13	1	0.04%	1	0.14%
IE 9.0 (Compatibility View)	1	0.04%	1	0.14%
Chrome 12.0.742	1	0.04%	1	0.14%
Safari 3.1.2	1	0.04%	1	0.14%
Chrome 20.0.1132.17	5	0.22%	1	0.14%
Safari unknown	2	0.09%	1	0.14%
Safari 5.0.3	1	0.04%	1	0.14%
Mobile Safari 5.0.2	2	0.09%	1	0.14%
Mobile Safari 7.0.0.261	6	0.26%	1	0.14%

## Country statistics

Country statistics				
Country	Page views		Unique users	
 Canada	1,548	67.42%	467	64.59%
 United States	560	24.39%	192	26.56%
 Germany	74	3.22%	28	3.87%
Unknown	79	3.44%	19	2.63%
 United Kingdom	16	0.70%	4	0.55%
 Spain	6	0.26%	4	0.55%
 India	3	0.13%	2	0.28%
 Saudi Arabia	2	0.09%	1	0.14%
 Latvia	1	0.04%	1	0.14%
 China	1	0.04%	1	0.14%
 Lithuania	1	0.04%	1	0.14%

 Chile	1	0.04%	1	0.14%
 Viet Nam	2	0.09%	1	0.14%
 Kenya	2	0.09%	1	0.14%

## Resolution statistics

Resolution statistics				
Resolution	Page views		Unique users	
1280x800	259	14.15%	53	12.33%
1280x1024	217	11.86%	52	12.09%
1024x768	132	7.21%	46	10.70%
1366x768	237	12.95%	41	9.53%
1680x1050	228	12.46%	40	9.30%
1920x1080	116	6.34%	26	6.05%
1440x900	142	7.76%	22	5.12%
1024x1024	25	1.37%	11	2.56%
1600x900	35	1.91%	11	2.56%
1920x1200	58	3.17%	8	1.86%
1280x960	21	1.15%	7	1.63%
320x480	9	0.49%	6	1.40%
1344x840	29	1.58%	6	1.40%
1120x700	11	0.60%	5	1.16%
1280x768	3	0.16%	4	0.93%
1280x720	15	0.82%	4	0.93%
800x600	4	0.22%	4	0.93%
768x1024	12	0.66%	4	0.93%
1024x600	4	0.22%	3	0.70%
1360x768	18	0.98%	3	0.70%
1152x864	11	0.60%	3	0.70%
2560x1440	14	0.77%	3	0.70%
1058x595	12	0.66%	3	0.70%
1080x810	3	0.16%	3	0.70%
1024x819	6	0.33%	3	0.70%
1249x702	7	0.38%	3	0.70%
1214x910	2	0.11%	2	0.47%
1229x768	16	0.87%	2	0.47%
1257x785	2	0.11%	2	0.47%
1463x823	5	0.27%	2	0.47%
1525x857	6	0.33%	2	0.47%
1536x864	14	0.77%	2	0.47%
1843x1152	7	0.38%	2	0.47%
1024x640	6	0.33%	2	0.47%
1400x1050	6	0.33%	2	0.47%
1311x737	9	0.49%	2	0.47%
800x1125	8	0.44%	2	0.47%
1229x983	5	0.27%	2	0.47%

960x600	1	0.05%	1	0.23%
480x640	1	0.05%	1	0.23%
1170x731	1	0.05%	1	0.23%
1205x753	4	0.22%	1	0.23%
240x320	2	0.11%	1	0.23%
991x793	7	0.38%	1	0.23%
800x1130	5	0.27%	1	0.23%
1517x1214	1	0.05%	1	0.23%
819x614	8	0.44%	1	0.23%
1250x781	6	0.33%	1	0.23%
1429x1143	1	0.05%	1	0.23%
640x480	5	0.27%	1	0.23%
Other resolutions	74	4.04%	20	4.65%

## Operating systems

Operating systems				
Operating system	Page views		Unique users	
Windows XP	981	42.73%	336	46.60%
Windows 7	934	40.68%	269	37.31%
Windows Vista	79	3.44%	33	4.58%
Mac OS X 10.6 Snow Leopard	80	3.48%	15	2.08%
Mac OS X 10.5 Leopard	33	1.44%	11	1.53%
unknown	29	1.26%	11	1.53%
Mac OS X 10.7 Lion	65	2.83%	10	1.39%
Windows 2003 Server	19	0.83%	10	1.39%
iPhone OS	20	0.87%	9	1.25%
Mac	16	0.70%	4	0.55%
Linux	3	0.13%	3	0.42%
Mac OS X	15	0.65%	3	0.42%
Android	13	0.57%	3	0.42%
Mac OS X 10.4 Tiger	2	0.09%	2	0.28%
Android 4 Ice Cream Sandwich	1	0.04%	1	0.14%
RIM OS	6	0.26%	1	0.14%

## External links

External links		
Title	User sessions	% of total
<a href="#">Energy-from-Waste EFW Waste-to-Ener-Ener</a>	10	21.74%

<a href="#">An overview of the global waste-to-energy industry - full text article</a> <a href="#">- full text article</a>	6	13.04%
<a href="#">Welcome to the SITA Isle of Man web</a> <a href="#">Welcome to the SITA Isle of Man web</a>	5	10.87%
<a href="#">WasteEnergyFactsheet</a>	5	10.87%
<a href="#">DurhamYorkCovantaProjectAgt</a>	4	8.70%
<a href="#">Facilities: Algonquin Power Energy</a> <a href="#">Facilities: Algonquin Power Energy</a>	3	6.52%
<a href="#">Energy Recovery Council</a>	2	4.35%
<a href="#">Hume Turning+waste+into+energy+beat</a> <a href="#">Hume Turning+waste+into+energy+beat</a>	2	4.35%
<a href="#">Waste not ... - thestar.com</a>	2	4.35%
<a href="#">Region of Durham - Works</a> <a href="#">- Waste Management</a>	2	4.35%
Other external links	5	10.87%

## External domains

External domains			
Title	Links	User sessions	% of total
<a href="#">www.covantaenergy.com</a>	1	10	22.73%
<a href="#">www.durham.ca</a>	2	6	13.64%
<a href="#">www.seas.columbia.edu</a>	2	6	13.64%
<a href="#">www.sita.co.im</a>	1	5	11.36%
<a href="#">www.metrovancouver.org</a>	1	5	11.36%
<a href="#">www.region.peel.on.ca</a>	1	3	6.82%
<a href="#">www.thestar.com</a>	1	2	4.55%
<a href="#">www.wte.org</a>	1	2	4.55%
<a href="#">www.plascoenergygroup.com</a>	1	2	4.55%
<a href="#">www.news.ontario.ca</a>	1	1	2.27%
	2	2	4.55%

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