## Inquiries

#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	July 20, 2016 4:22 PM	Project web email	Good afternoon:  Report 2016 WR-7 on page 2, Sec. 3.2 states that Air Zone will provide final comments on the data and modelling results once the final source test report from Ortech has been received.  The Ortech May Source Test report dated June 13 <sup>th</sup> is posted to the project website, however, I cannot find the "final" Air Zone comments as above.  Please advise when these would be available and posted to the project website.  Thank you.	Good Afternoon,  Please be advised that your question has been received and is currently being addressed by the DYEC project team. Once prepared, we will provide you with a detailed response to your questions.  Regards,  Project Team	July 21, 2016 3:14 PM	LW
	September 01, 2016 11:38 AM	Project web email	Good Morning:  I have no record that I received a response to my inquiry (see below) from almost six weeks ago. When could I expect a response?  Thank you.	Good afternoon,  Thank you for your interest in the Durham York Energy Centre. The Air Zone report has not yet been finalized. The report will be posted to the DYEC website once it has been completed.	September 01, 2016 1:08 PM	LW
	September 01, 2016 3:27 PM	Project team direct	Thanks for replies.  Note, I got no response from anyone other than initial acknowledgement of my initial request i.e –nothing around July 28 as per that internal email you attached.  Could someone please at least advise me when the Air Zone report would be posted, so that I would know? Those DY notifications often come many days after a report posting.  Thanks.	Regards, Project Team  I will make sure that you receive email from me.	September 01, 2016 3:48 PM	MJ

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2	September 7, 2016	Delegation to Committee of the Whole	Resident requested that the Committee provide answers to the following questions: what do the terms "Acceptance Test Certificate" and final "Acceptance Certificate" mean; the status of the Works staff monitoring report for September; what is the additional monitoring referenced in section 4 of Report #2016-COW-18; and, by pass waste costs.	It was requested that a copy of the delegation questions referred to staff and that a report be presented to the Committee of the Whole with answers to these concerns.		
3	September 13, 2016 6:54 PM	Project team direct	Good afternoon:  I have noted that my inquiry below was not included on the July Complaint/Inquiry log, notification of posting received today - https://www.durhamyorkwaste.ca/Assets/Documents/FacilityManagement/Complaint Logs/2016/July_2016_Complaint_Inquiry_Logs.pdf  July inquiries shown in log are shown to have been responded to within the month. Receipt or my original and follow up inquiries was acknowledged – see below but is not included in July log.	Good morning,  Please be advised that your question has been received and is currently being addressed by the DYEC project team. Once prepared, we will provide you with a detailed response to your questions.  Regards,  Project Team	September 15, 2016 8:45 AM	LW
			Question: Is an inquiry logged in month received or logged only when responded to by the project team? I would like to understand the process and rationale for logging inquiries/responses, especially if months might elapse between inquiry and response. Who makes the decision re what logged and when?  Thank you.	Good Afternoon,  You are correct in your observation that the complaints in the Monthly log reflect only those complaints which have been finalized and sent to the respondent. The MOECC monthly log records the complaint or enquiry once a response has been finalized. In the case of your query we were unable to respond until a future month. We anticipate posting the AirZone report to the website within the next two weeks.  In summary, we do not post the complaint in the received month but in the answered month. The benefit to this method of posting on completion is anyone looking at the website can see the question and answer details along with the start and finish dates in one log. It also allows the MOECC to clearly see how long a particular complaint/inquiry was active in the system. This process was approved by the MOECC District Manager and determined to be acceptable.	September 20, 2016 12:24 PM	LW

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				We trust that the above explanation permits a better understanding of the complaint/inquiry response process and monthly reporting.				
				Regards, Project Team				
4	September 14, 2016	Project team direct telephone	Researcher from the University of Calgary inquiring about mass burn technology as a solution to manage waste in Lagos Nigeria.	General information about waste streams in Durham and York Region was given. Covanta Business Managers number was provided for inquirer as requested. Inquirer was pleased with the information provided.	September 14, 2016	LW		
5	September 14, 2016	Delegation Regional Council Meeting	Delegate enquired when diagnostic stack tests and regulatory compliance stack tests will be completed; and, whether there have been more exceedances recorded since Boiler #1 re-started on August 6 <sup>th</sup> .	No further action required.				
To	al Project T	eam Inquiries	this month (project web email/telephone):	3				
To	Total Covanta Inquiries this month:			0				
To	al Council/	Committee Inc	quiries this month:	2				
Tot	Total Durham Call Centre Inquiries this month (separate attachment):			0				
Tot	Total Inquiries from York this month:			0				
Tot	Total Inquiries from previous months:			19				
То	tal Inquirie	s in 2016:		24				

## Complaints

#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	September 14, 2016	Delegation Regional Council Meeting	Delegate advised that more oversight is needed with respect to consultant costs and inquired on the status of the abatement plan.	No staff action required.		
2	September 14, 2016	Delegation Regional Council Meeting	Delegate requested that Council request a Statement of Work if a DYEC design review, as referenced in Section 3.4 of Report #2016-COW-18, comes up. Resident has concerns with the reliability of diagnostic stack tests and asked that the letter exchange with the MOECC in this regard be included on the next COW agenda. Concerns were also raised about the amount of time before the next regulatory compliance stack test; the need for answers around the AMESA Long Term Sampling system for dioxins; and the performance of the incinerator between full stacks for dioxins.	A copy of the delegate's submission was provided to the Legislative Services Division.  No Staff action required.		
3	September 20, 2016	Internal email to Project team form direct phone call	just called trying to reach someone to complain about the odour from the Durham York Energy Centre.  He has advised that it has been 'ripe' for a couple of days now. lives on Mull Cresent in Courtice, just off of Nash. confirmed that email would be most appropriate for a reply from Regional staff and has requested an email be sent to . Thanks so much,	Your concerns regarding odour have been forwarded to the Durham York Energy Centre. In order to investigate your complaint I will need some details from you. Please respond back and indicate what day and time you smelled the odour and the location you are at where the odour was detected.  Thank you,	September 20, 2016 12:30 PM	LW
	September 20, 2016 8:26 PM	Project team web email	Hello, Today Sept 20 and yesterday Sept 19. Off and on all day. When ever there was a east to west breeze blowing. It was really bad in the a.m. on both days. Cheers  No problem, I will let you know if the odor appears again	Project Team  Good morning,  We have investigated your odour complaint the days of September 19 <sup>th</sup> and 20 <sup>th</sup> per your email inquiry below.	September 27, 2016 10:45 AM	LW/AH
	September 27, 2016	Project team web email	Cheers	The York Durham District MOECC enforcement officer was actually on-site Monday morning and did not notice any significant odour during his visit. Additionally, all facility processes were operating normally during the dates in		

	Complaints						
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	12:29 PM			question. As a result we cannot find any indication the odour was a result of operations at the Durham York Energy Centre. The MOECC enforcement officer on site that day will discuss your odour concern in your immediate area with the environmental officer for Clarington. Please feel free to contact the York Durham District MOECC office if you require further information.  Thanks,  Project Team			
Tota	Total Project Team Complaints this month (project web email/telephone):			1			
Tota	Total Covanta Complaints this month:			0			
Tota	Total Council/ Committee Complaints this month:			2			
Tota	Total Durham Call Centre Complaints this month (separate attachment):			0			
Tota	Total Complaints from York this month:			0			
Tota	Total Complaints from previous months:			22			
Tot	Total Complaints in 2016:			25			