

Ministry of the Environment
Central Region
York Durham District Office
230 Westney Rd. S., 5th Floor
Ajax, ON L1S 7J5
Tel. (905) 427-5600
Fax (905) 427-5602

Ministère de l'Environnement
Région du Centre
Bureau de district de York Durham
230 Westney Rd. S., 5th Floor
Ajax, ON L1S 7J5
Tel. (905) 427-5600
Fax (905) 427-5602



January 4, 2012

Gioseph Anello
Manager of Waste Planning & Technical Services
The Regional Municipality of Durham
605 Rossland Road E, Level 4
Whitby ON L1N 6A3

Dear Mr. Anello,

RE: Durham/York Energy from Waste Project – Complaint Response Protocol

We have reviewed the Complaint Response Protocol in order to provide clarification on the ministry's expectation of the contents of the monthly reporting requirements.

Section 1.3 (3rd item) of the Complaint Response Protocol states "During the design, construction or operation of the facility any administrative inquiries, complaints or concerns will be documented and the Manager of the York-Durham District Office will be provided a summary of complaints on a monthly basis."

It is recommended that initially all administrative inquiries, complaints or concerns be summarized and reported on a monthly basis. Over the next few months, we will review the contents of these monthly reports and determine the need for continuation of reporting administrative inquiries, complaints or concerns on a monthly basis or a reduction to only complaints.

The 1st and 2nd items of Section 1.3 of the Complaint Response Protocol remain in effect as stated.

If you have any questions, please do not hesitate to contact either Sandra Thomas at (905) 427-5623 or myself at (905) 427-5626.

Regards,

A handwritten signature in black ink that reads "Dave Fumerton".

Dave Fumerton
District Manager
York Durham District Office