

Inquiries – August 2017

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	August 2, 2017	Project web email	<p>Good Morning:</p> <p>I noticed that BOTH boilers started to go offline on July 31, around 7 pm.</p> <p>Boiler 1 appeared to restart around 11:00 a.m. on August 1.</p> <p>Boiler 2 was offline all day August 1 and restarted around 5:00 a.m. today.</p> <p>What is/are the reason(s) that the two boilers went offline?</p> <p>Thank you.</p>	<p>Good morning,</p> <p>This is in response to your email dated Wednesday, August 2, 2017, related to the Durham York Energy Centre boiler outages experienced July 31 to August 2, 2017.</p> <p>Both Boiler #1 and Boiler #2 went offline due to the severe thunderstorm that went through the area on July 31, 2017. Boiler #1 was brought back online on August 1, 2017. Boiler #2 was brought back online on August 2, 2017. The Facility is back up and operating at this time.</p> <p>Regards,</p> <p>Project Team</p>	August 10, 2017	LW
2	August 10, 2017	Project web email	<p>Hi,</p> <p>I was wondering when Durham York Energy Centre started process waste for York/Durham region?</p> <p>Please let me know</p> <p>Thanks</p>	<p>Good afternoon,</p> <p>Thanks you for your interest in the Durham York Energy Centre. The Durham York Energy Centre began processing waste on February 13, 2015.</p> <p>Please let us know if you have any other questions.</p> <p>Regards,</p> <p>Project Team</p>	August 11, 2017	LW
3	July 12, 2017	Project web email (forwarded by management staff)	<p>Good morning,</p> <p>Thank you for replying.</p> <p>I wouldn't like to take too much time from staff now during summer.</p> <p>I just have few questions on regional trail improvements. Could these be answered, please?</p> <p>It is now third Saturday that we visited this trail. It is very good trail. We collected garbage from around the trail 2x. Our Municipality picked it up.</p>	<p>Good Morning,</p> <p>We are currently reviewing your questions regarding the Clarington Waterfront Trail for response but noticed you had an additional concern regarding your leaf and yard waste collection. I wanted to address this additional concern in case it has not been resolved to date.</p> <p>Leaf and yard waste is collected seasonally on a biweekly basis, which coincides with your garbage</p>	August 16, 2017	DL

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	August 17, 2017	Project web email (forwarded by management staff)	<p>Questions (please, see the attachment for explanation of my questions):</p> <ol style="list-style-type: none"> Could the Region put several garbage, recycling and the green bin somewhere, please? As you can see from the amount of garbage people leave on and around this trail in one week, this would help our Municipality with collection and also, it would keep the trail clean (as it should be). Could some divider (red star) be put at the start of the trail, so that people do not park at this spot blocking people to enter the trail, please? Wheelchairs, children carriages, etc. cannot pass through. I don't know why the whole site around the incinerator was mowed, but this is the grassland habitat and many birds, especially swallows were practically guarding people walking this trail by collecting insect like mosquitoes. Also, there were many nests of endangered and threatened bird species at the incinerator site. These helpful birds disappeared from site along the trail. Could the grassland be left along in the future? Could the Region cooperate with our Municipality in the improvement of this and future extension of this trail, please? There is a need for parking. Right now, people are parking on site of Algoma Orchard site. <p>Thank you,</p> <p>PS: General question: Was the collecting paper bags cancelled by the Region? According to the calendar, these should be collected. Three houses on Hancock Rd. North and south of Nash Rd. Our house has now 6 paper bags of yard waste. We had to use new bags to transfer branches, etc. from the older ones that were destroyed by the rain in 4 weeks. Could they be collected tomorrow, Thursday the 13 during our regular garbage days, please?</p> <p>Thank you for reply.</p> <p>Q 1: Next time we will be contacting call center in respect of paper bags collection.</p>	<p>collection schedule. Your next scheduled leaf and yard waste collection is on August 25, 2017. Please let me know if you are still having issues with the collection of this material in your area and we will work towards having this resolved.</p> <p>Please note that in the future, all general waste collection inquiries should be directed to the waste management call centre either by calling 905-579-5264 (1-800-667-5671) or through email (waste@durham.ca). The call centre hours are Monday to Friday, 8 a.m. to 5 p.m. This will help ensure your waste collection concerns are being received and addressed by the appropriate staff in a timely manner.</p> <p>Regards, Project Team</p> <p>Good Afternoon,</p> <p>This email is in response to your email dated July 12, 2017, regarding the waterfront trail in Courtice as it relates to the Durham York Energy Centre. Please see</p>	August 23, 2017	DL

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			<p>Reply to remaining questions are important to us. Especially one that would provide bins for collecting garbage, recycling because garbage is accumulating there all over, again. Why should our group collect garbage there and use their own expenses for bags, etc.?</p> <p>OPG has not only signs on collecting garbage, restraining pets around their trails and many bins for collection. Also, they are trying to protect wildlife with help of CLOCA. Please, follow their example and help us.</p> <p>Thank you</p> <p>Note: This resident requested follow-up through an in-person visit with Durham Region staff on August 31, 2017.</p>	<p>below for the response to your questions.</p> <ol style="list-style-type: none"> 1. Could the Region put several garbage, recycling and the green bin somewhere, please? As you can see from the amount of garbage people leave on and around this trail in one week, this would help our Municipality with collection and also, it would keep the trail clean (as it should be). <p>A property maintenance agreement is being developed with Clarington and Durham Region which includes waste bins and grass cutting. Once this agreement is finalized, Clarington will be responsible for maintenance of the trail, consistent with the other trails in Clarington. Residents should be encouraged to take their trash home.</p> <ol style="list-style-type: none"> 2. Could some divider (red star) be put at the start of the trail, so that people do not park at this spot blocking people to enter the trail, please? Wheelchairs, children carriages, etc. cannot pass through. <p>Trail signage, including trail access information will also be the responsibility of Clarington, once a maintenance agreement is in place. This could be brought to Clarington's attention.</p> <ol style="list-style-type: none"> 3. I don't know why the whole site around the incinerator was mowed, but this is the grassland habitat and many birds, especially swallows were practically guarding people walking this trail by collecting insect like mosquitoes. Also, there were many nests of endangered and threatened bird species at the incinerator site. These helpful birds disappeared from site along the trail. Could the grassland be left along in the future? 		

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				<p>Property maintenance around the incinerator must meet Clarington Property Standards By-Law 2007-070, Section 2.02 All yards and vacant lots shall be kept clean and free from:</p> <p>5) long grass, brush, undergrowth and overgrown trees, which may cause a hazard;</p> <p>11) any unsightly condition out of character with the surrounding environment</p> <p>Long grass is an obstruction to drivers at corners. As there are sidewalks along either side of Energy Drive that are frequently walked, and grass is maintained in front of the OPG building directly East of DYEC, long grass and weeds present an unsightly condition.</p> <p>4. Could the Region cooperate with our Municipality in the improvement of this and future extension of this trail, please? There is a need for parking. Right now, people are parking on site of Algoma Orchard site.</p> <p>Trail improvement and maintenance are cooperated with the Region and the Municipality. Parking can only be established if there is property for which to construct a parking lot. There is no property available to construct a parking lot at the end of Courtice Road, which is the entrance to the portion of trail that was constructed by the Regions per the Host Community Agreement with Clarington. Parking is available at the Darlington soccer fields nearby.</p> <p>Follow-up response - A property maintenance agreement is being developed with Clarington and Durham Region which includes waste bins and grass cutting. Further details regarding the specifics the property maintenance agreement, including waste collection bins that will be made available to the public, are not yet available as discussions are ongoing.</p>		

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				<p>Regards, Project Team</p>		
5	August 16, 2017	Project web email (forwarded by management staff)	<p>Good afternoon:</p> <p>Two weeks ago, I noted that both boilers were down for periods between July 31 to August 2 - see my question to your staff pasted in below, sent on August 2 and see their response dated August 10. Though staff did not mention it in their response, Boiler 1 was also down for part of August , all day August 4, started to come back online late August 5, was on and off August 6 and 7.</p> <p>According to staff, the boilers were shut down between July 31 – August 2 due to severe thunderstorms. So what was it about the thunderstorms on July 31st resulting in the shutdowns from July 31- August 2?</p> <p>Why was Boiler 1 shutdown at various times between August 3 – 7?</p> <p>Why is Boiler 1 again offline since August 13 – it went offline, came back on for a short period later on 13 and it's down since.</p> <p>As the owners you should be able to get a better explanation from your staff than members of the public do when submitting questions. Note these emails from your “project team” are not signed so I can't identify the author(s). I copy 3 of the Works Waste staff who should know what went on and why Boiler 1 is down again.</p> <p>On July 12 in response to my question to staff at our first meeting in 16 months, I learned that the roof repairs had not yet been done at that date. Recall this roof damage was caused during the events around the December 2016 fire. Could someone ask for an update around the roof repairs and the long promised reports regarding investigation of that December fire causing the roof damage?</p> <p>Perhaps you could also ask staff to provide to you and to post the results of the May 2017 stack tests.</p> <p>At the July 12 EFW Advisory group meeting, staff told us the test results were “good” but no details were provided nor have results been posted almost three months after the testing. We also still don't have the third party review report for the October 2016 stack tests and can</p>	<p>Good Morning,</p> <p>This email is in response to your questions received on August 16 regarding the Durham York Energy Centre (DYEC).</p> <p>Please find the response to your questions below.</p> <p>What was it about the thunderstorms on July 31 resulting in the shutdowns from July 31 - August 2, 2017?</p> <p>The severity and close proximity of the July 31 thunderstorm resulted in an electrical surge to the DYEC which initiated the July 31 – August 2 outage. The initial power surge tripped the safety mechanisms that forced the plant into island mode. Additional internal safety mechanisms were then triggered while in island mode that required a plant shutdown to protect the equipment. Boiler #1 was brought back online on August 1, 2017. Boiler #2 was brought back online on August 2, 2017. Until a full root cause analysis is completed, Covanta is taking precautions to avoid future surging by going to island mode when calling for severe weather in the area. As such, the Facility was taken to island mode on August 4 due to severe storm activity.</p> <p>Why was Boiler 1 shutdown at various times between August 3 – 7?</p> <p>Once back up and operating, the storm related plant outage and related cooling/heating of the boilers caused built up ash to shed and plug equipment resulting in the need to blast on August 3. Due to this blasting and additional pluggage issues, Boiler #1 had to be taken offline a number of times throughout August 3 - 7. Boiler #1 was back on line on August 7</p>	August 21, 2017	-

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			<p>have no confidence in those results until we see that report.</p> <p>Thank you for your attention.</p> <p>P.S. Severe thunderstorms are forecasted for Courtice for August 22 AccuWeather</p>	<p>and both boilers were then processing at full load.</p> <p>Why is Boiler 1 again offline since August 13 – it went offline, came back on for a short period later on 13 and it's down since.</p> <p>Boiler #1 is now back online. It was offline due to routine scheduled maintenance.</p> <p>Could someone ask for an update around the roof repairs and the long promised reports regarding investigation of that December fire causing the roof damage?</p> <p>In accordance with the update from the Plant Manager, the temporary roof repair is in place and there are no issues with the roof integrity and the cause of the fire was addressed. The roof repair design has been completed and was reviewed by HDR. The repair work is currently in the procurement stage and a contractor has not yet been selected.</p> <p>Perhaps you could also ask staff to provide to you and to post the results of the May 2017 stack tests.</p> <p>The May 2017 Source Test Report is anticipated to be posted the week of August 28, 2017.</p> <p>We also still don't have the third party review report for the October 2016 stack tests and can have no confidence in those results until we see that report.</p> <p>AirZone is awaiting Ministry of the Environment and Climate Change guidance on the modelling recommendations that go beyond the requirements of the Environmental Compliance Approval (ECA) prior to finalizing their report. The October 2016 source testing results indicate that the DYEC is operating within the regulatory limits set in the ECA and legislation.</p> <p>Regards, Project Team</p>		

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6	August 21, 2017	Project web email (forwarded by management staff)	<p>Good evening:</p> <p>You should have been provided with your project team’s response today to my email of August 16 – pasted in below in this email string for those who have not seen it.</p> <p>Seems lightning strikes are not a new problem for incinerators and Covanta. Immediately below is summary of articles from a 1995 incident resulting in worker deaths. Ogden Martin is the predecessor company of Covanta. Recall Covanta only emerged from bankruptcy around 2004.</p> <p>At that time, whistleblowers stepped forward.</p> <p>Note also that startups and shutdowns are periods of higher emissions, which Covanta doesn’t report publicly. So the more frequent the malfunctions, startups and shutdowns, the more contaminants you load to an already stressed air shed.</p> <p>You cannot leave this to Covanta to maybe figure things out. Your staff have admitted in the past that they rely on consultants’ expertise.</p> <p>Durham and York should engage qualified independent experts to assess the extent of the problems.</p> <p>Strong thunderstorms are forecasted for tomorrow. Will Boiler 1 be shut down again as a precaution?</p> <p>Boiler 2 has been shut down since yesterday. What is wrong this time?</p> <p>As owners you have an obligation to protect citizens and all employees at YOUR incinerator.</p> <p>American Health Studies</p> <p>A publication of <i>Work On Waste USA, Inc.</i>, 82 Judson, Canton, NY 13617 315-379-9200 AUGUST 1995</p> <p>Two workers die from a July 28 boiler explosion at the Ogden Martin built & operated mass-burn incinerator in Lancaster County, Pennsylvania.</p> <p>On-Line: 1991. Tons per day: 1,200. Boiler maker: Zurn Industries.</p>	<p>Good Morning,</p> <p>This email is in response to your questions received on August 21, 2017, regarding the Durham York Energy Centre. Please find a response to your questions below.</p> <ol style="list-style-type: none"> 1. Strong thunderstorms are forecasted for tomorrow. Will Boiler 1 be shut down again as a precaution? <p>Please note, the boilers are not shut down in the event of a thunderstorm. Each storm will be evaluated on a case-by-case basis. As such, it is not predetermined when Covanta will be going to island mode.</p> <ol style="list-style-type: none"> 2. Boiler 2 has been shut down since yesterday. What is wrong this time? <p>Boiler #2 is currently offline due to scheduled routine maintenance.</p> <p>Regards, Project Team</p>	-	-

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			<p>Owner: Lancaster County Solid Waste Management Authority Location: Route 441, Conoy Township, near Bainbridge and Marietta, on the Susquehanna River.</p> <p>Note: the cause of the explosion is under investigation.</p> <p>“An initial lightning strike knocked out two of the plant’s three boilers - the large structures containing tubes of water that are converted to steam as trash burns up to 1,800 degrees. A second lightning strike was heard within minutes. Operators encountered pressure problems but had them stabilized and were bringing the two boilers back on line. Wiley was instructed to release a pressure valve on the functioning boiler, and then the first of two explosions occurred in rapid succession...The initial blast apparently occurred after the second lightning strike...The blasts put a hole in the 50-foot-by 20-foot boiler and blew off some of the plant’s external sheet-metal wall...Moore, who had severe burns all over his body, was at the main entrance. Wiley was missing at first, but incinerator employees found him near the boiler. He was declared dead at the scene...” (Glenn W. Wiley, 33, had worked at the incinerator for about a year, as a crane operator.)</p> <p><u>Lancaster New Era</u> (Lancaster, PA), July 29, 1995,</p> <p>“Wrightsville man dies in boiler explosion at county incinerator,” by Ad Crable and Cindy Stauffer.</p> <p>“Conoy Township police confirmed that Aaron J. Moore, 23, of Steelton, an auxiliary engineer, died of his injuries at Johns Hopkins Bayview Medical Center in Baltimore. Moore, who was severely burned by hot gases that rushed from the damaged boiler, had initially been taken to Hershey Medical Center on Friday before he was airlifted to the burn unit at Bayview.”</p> <p><u>Sunday News</u>, (Lancaster, PA), July 30, 1995</p> <p>“‘An act of God’: 2nd man dies in explosion,” by Stephen Kopfinger</p> <p>“3 workers allege that incinerator operators ignored plant dangers,” by Ad Crable, <u>Lancaster New Era</u>, August 1, 1995, front page:</p> <p>“A few weeks ago, a former management-level worker at the Lancaster County incinerator told his wife someone was going to die if long-standing problems at the plant weren’t fixed...Angered by what they</p>			

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			<p>consider the needless deaths of two co-workers in last week’s explosions, three current or former Ogden-Martin Systems technical workers at the plant have come forward with allegations. They claim the plant has been the site of long-known safety problems, illegal repairs and procedural violations that they say still continue....The workers, one a mechanic, one an instrumentation technician and one involved with safety, will speak soon with state and federal investigators...All three spoke under the condition that they not be identified. They allege:</p> <ul style="list-style-type: none"> * Lightning-strike problems have plagued the incinerator almost every summer since its debut, shutting down the plant for up to five days at a time and sometimes knocking out key safety equipment. Ogden Martin, which built and operates the plant, called in experts to look at the problem, but no changes have been made, the workers say. * Electrostatic Relief Valves, among the several safety switches designed to vent steam from a boiler in an emergency, were overly sensitive and often were turned off at the control panel. ‘They didn’t work - it was common knowledge among everybody there,’ said one of the workers, a former Ogden-Martin technician at the plant. ‘A lot of times when I worked they didn’t work. They (Ogden Martin) just didn’t want to spend the money.’ * Illegal steam welds were made occasionally. Though probably done properly, the in-house welds were sometimes done without testing and documentation required by the state. * Unplanned shutdowns from lightning strikes and ruptured steam tubes that carry highly-pressurized steam have made the Lancaster County plant the poorest performing of 26 Ogden-Martin incinerators in the United States. [sic - Ed.] * State Department of Environmental Protection records show that since Feb. 27, the plant has experienced 19 unscheduled shutdowns of one or more of the three boilers. Boiler No. 2 had experienced an unscheduled shutdown as recently as July 23, five days before it exploded. <p>...Lightning strikes can occur at almost any power plant because of the height of the structures, said one Ogden-Martin employee who was at</p>			

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			<p>components of the incinerator were checked, thinning areas were found in tubes, 'but repairs weren't made because they wanted to get back on line,' he noted..."</p> <p>August 2, 1995: "Two more former workers at the Lancaster County incinerator have come forward with allegations of broken equipment, improperly trained personnel and other concerns...Four of the workers are or were employees of Ogden-Martin...One was a construction worker when the \$105 million facility was built..." <u>Lancaster New Era</u>, "Incinerator criticized by 2 more ex-workers." Note: In a press conference on Aug. 3, Ogden Martin president Scott Mackin denied most of the allegations but did admit that welds were made on the boiler system by an uncertified worker.</p> <p>July 30, 1995: According to Herb Flosdorf, the executive director of the Lancaster County Solid Waste Authority: "With one boiler out of commission, the plant will be able to burn only about 800 tons of waste a day when the other two units are put back in service, which is expected to be sometime this week"....In the meantime, excess trash will be taken to the Creswell landfill in Manor Township. It may be several months until all three boilers are working, Flosdorf said. When the plant is fully operational, waste will be reclaimed from the landfill for burning, he noted. Until last year, the plant had been running above capacity, because 20 percent of the trash burned there - about 70,000 tons a year, Flosdorf said - was being 'harvested' from Creswell..." <u>Sunday News</u> (Lancaster, PA), "An Act of God: 2nd man dies in explosion," by Stephen Kopfinger.</p>			

Total Inquiries – August 2017

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	0
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 2017 to-date:	23
Total Inquiries received in 2017 to-date:	28

Complaints – July 2017

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	-	-	-	-	-	-
2	-	-	-	-	-	-
3	-	-	-	-	-	-
4	-	-	-	-	-	-
5	-	-	-	-	-	-
6	-	-	-	-	-	-

Total Complaints – July 2017

Complaint Type	Total by Complaint Type
Total Project Team Inquiries received this month by project web email / telephone:	0
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 2017 to-date:	6
Total Inquiries received in 2017 to-date:	6