

Inquiries – December 2017

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	December 19, 2017	Project web email	<p>Hello,</p> <p>I am the co-owner of a small company that will be transporting hazardous waste. We will be picking up waste from our customers and delivering the waste to an incinerator for final disposal.</p> <p>We hold a valid ECA, (# 4148-AC3NMU), authorising us for transport, and our customer is a registered generator.</p> <p>My question is, does Durham York Energy Centre offer incineration services for hazardous waste?</p> <p>Thank you for your time</p>	<p>Good Morning,</p> <p>This is in response to your email dated December 19, 2017 regarding the disposal of hazardous waste material at the Durham York Energy Centre.</p> <p>The Durham York Energy Centre is Durham Region’s primary long-term disposal option for waste and only processes the household waste remaining after Durham and York Regions’ aggressive composting, recycling and reuse programs. Unfortunately, we cannot help with the disposal of your hazardous waste as our Certificate of Approval does not allow us to accept waste from any additional outside sources or the disposal of hazardous waste.</p> <p>Regards, Project Team</p>	December 19, 2017	DL

Total Inquiries – December 2017

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	1
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:	33
Total Inquiries received in 2017 to-date:	34

Complaints – December 2017

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

Total Complaints – December 2017

Complaint Type	Total by Complaint Type
Total Project Team Complaints received this month by project web email / telephone:	0
Total Covanta Complaints received this month:	0
Total Durham Region Council / Committee Complaints received this month:	0
Total Durham Region Call Centre Complaints received this month:	0
Total Complaints received from York Region this month:	0
Total Complaints received from previous months in 2017 to-date:	6
Total Complaints received in 2017 to-date:	6