

Inquiries – October 2017

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	October 2, 2017	Project web email	<p>Hello,</p> <p>I am currently working on a project for the Québec City incinerator, more specifically, the ash and metal disposal. Part of our mandate is to investigate the working methods of other incinerators around Canada.</p> <p>As of right now, we are using a overhead crane to collect the ash and unburnt metals and transfer it into trucks. This crane is to be replaced and we would like to know what type of system your plant is using to transfer the ash and metal into trucks?</p> <p>Thank you</p>	<p>Good Morning,</p> <p>Thank you for your interest in the Durham York Energy Centre. This email is in response to your inquiry dated October 2, 2017 in relation to how we transfer ash and metal into trucks for haulage.</p> <p>The residue building loader operator loads open top trucks with ash or metals. Each truck has a fabric cover that is attached over the load prior to removing the material from the residue building.</p> <p>Regards, Project Team</p>	October 10, 2017	DL

Total Inquiries – October 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:	30
Total Inquiries received in 2017 to-date:	31

Complaints – October 2017

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

Total Complaints – October 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

If you require this information in an accessible format, please contact The Regional Municipality of Durham at 1-800-372-1102 ext. 3560.