

Inquiries – April 2019

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	April 3, 2019	DYEC Project Email	I am looking for options to dispose some of our plastic waste product. Please contact me to discuss any options available. Thank you	Good Morning, This email is in response to your inquiry sent on April 3, 2019 regarding the disposal of plastic waste materials. 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. Our Certificate of Approval does not allow us to accept waste from any additional outside sources. As an alternative, you may consider contacting Emerald Energy From Waste (http://www.emeraldefw.com/overview.php) to request additional information regarding their services. Regards, DYEC Project Team	April 4, 2019	DL

Total Inquiries – April 2019

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:	1
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 2019 to-date:	8
Total Inquiries received in 2019 to-date:	9

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

Complaints – April 2019

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
-	-	-	-	-	-	-

Total Complaints – April 2019

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 2019 to-date:	7
Total Complaints received in 2019 to-date:	7