

Inquiries - June 2019

| # | Date Received | Method Received | Comment Details / Description | Response / Remedial Action | Date Responded | Staff Initials |
|---|---------------|--------------------|---|--|----------------|----------------|
| 1 | June 6, 2019 | DYEC Project Email | <p>Hello, can you tell me the rates for disposal please?</p> <p>We would be bringing loads of various sizes a couple times a month.</p> <p>Thanks</p> | <p>Good Morning,</p> <p>Thank you for your interest in the Durham York Energy Centre (DYEC). The approved Environmental Assessment (EA) and Environmental Compliance Approval (ECA) for the DYEC specifically directs that only residential garbage from Durham and York Regions, collected by our contracted vendors, can be received and processed at this facility. Therefore, the DYEC is not able to accept garbage from other municipalities, private sectors or private haulers.</p> <p>Please let us know if you have any additional questions.</p> <p>Regards,</p> <p>DYEC Project Team</p> | June 6, 2019 | DL |
| 2 | June 24, 2019 | DYEC Project Email | <p>Greetings</p> <p>I have a few (3 or 4) clear garbage bags full of paper only that is semi-sensitive. From a Catholic parish in Oshawa.</p> <p>That being old religious calendars and old donation envelopes and related materials. There are no personal security sensitive materials just materials that we do not want available to the public.</p> <p>I have recently take a tour of the facility and am impressed with the operation.</p> <p>Would I be able to drop off this material for incineration?</p> <p>Thanks</p> | <p>Good Morning,</p> <p>Thank you for your interest in the Durham York Energy Centre (DYEC). The approved Environmental Assessment (EA) and Environmental Compliance Approval (ECA) for the DYEC specifically directs that only residential garbage (post-diversion) from Durham and York Regions, collected by our contracted vendors, can be received and processed at this facility. Therefore, the DYEC is not able to accept individual drop-off material from area residents or businesses.</p> <p>Please let us know if you have any additional questions.</p> <p>Regards,</p> <p>DYEC Project Team</p> | June 24, 2019 | DL |

Total Inquiries – June 2019

| Inquiry Type | Total by Inquiry Type |
|--|-----------------------|
| Total Project Team Inquiries received this month by project web email / telephone: | 2 |
| 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 2019 to-date: | 10 |
| Total Inquiries received in 2019 to-date: | 12 |

Complaints – June 2019

| # | Date Received | Method Received | Comment Details / Description | Response / Remedial Action | Date Responded | Staff Initials |
|---|---------------|------------------------|---|--|----------------|----------------|
| 1 | June 5, 2019 | Durham Works Committee | Delegation re: Energy From Waste – Waste Management Advisory Committee Resolution regarding Deferral of Recommendation C) of Report #2019-COW-3 (Item 8.A). | No additional action required by staff at this time. | June 5, 2019 | DL |
| 2 | June 5, 2019 | Durham Works Committee | Delegation re: Energy From Waste – Waste Management Advisory Committee Resolution regarding Deferral of Recommendation C) of Report #2019-COW-3 (Item 8.A). | No additional action required by staff at this time. | June 5, 2019 | DL |

Total Complaints – June 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: | 2 |
| 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: | 9 |