

Inquiries – March 2019

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	March 6, 2019	Durham Region Works Committee Meeting	Delegation appeared before the Committee regarding Report #2019-W-25. They noted their concerns regarding the pilot study on top of the by-pass cost per tonne; the need for additional stack testing; and the environmental assessment costs for the two proposed incinerator expansions.	No additional action required by staff.	not applicable	not applicable
2	March 7, 2019	DYEC Project Email	<p>We have been asked by one of our customers about the potential of using this facility for the disposal of their material and as a result I agreed to reach out on their behalf to find out the following:</p> <ol style="list-style-type: none"> <li>1. Will you accept material direct from a customer facility in Toronto?</li> <li>2. If so, what is the rate per load / MT?</li> <li>3. Is there a material approval process required?</li> </ol> <p>I look forward to your reply</p>	<p>Good Morning,</p> <p>This email is in response to your inquiry sent on March 7, 2019 regarding the disposal of material from your customer.</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. Our Certificate of Approval does not allow us to accept waste from any additional outside sources.</p> <p>As an alternative, you may consider contacting Emerald Energy From Waste (<a href="http://www.emeraldefw.com/overview.php">http://www.emeraldefw.com/overview.php</a>) to request additional information regarding their services.</p> <p>Regards, DYEC Project Team</p>	March 20, 2019	DL
3	March 22, 2019	DYEC Project Email	<p>Boilers are off-line once again.</p> <p>Boiler #1 has been offline from March 17 through today, March 21.</p> <p>Boilers #1 and #2 have been offline from March 18 through March 21, so far.</p> <p>Why are they both down? Is this a "scheduled maintenance" shutdown?"</p> <p>Are any timely notifications given when boilers are shut down or reasons for shutdown? If so, who receives them and are they available to the public? Where can they be found?</p> <p>When will the boilers be back on-line or is that not yet known?</p> <p>Thank you for information you can provide.</p>	<p>Good Afternoon,</p> <p>Thank you for your inquiry regarding the Durham York Energy Centre (DYEC) received on March 21, 2019.</p> <p>Major and minor maintenance outages are scheduled annually at the DYEC. Covanta provides an outage schedule to the Owners at the end of each year for dates anticipated for the following year. This schedule is reviewed and approved by the Regions.</p> <p>The current outages on both boilers are due to an approved routine spring major maintenance outage. On March 17, 2019, Boiler#1 was taken off-line at 8:00</p>	March 22, 2019	DL/GA

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
				<p>am and the turbine generator was taken offline at 11:05 am. Boiler#2 was taken off-line at 7:30 am on March 18, 2019. The boilers are anticipated to commence start-up on April 1, 2019.</p> <p>Notifications regarding scheduled annual outages are not released to the public and this information is not posted on the DYEC Project website. Residents are encouraged to use the project email address (info@durhamyorkwaste.ca) if they have any questions or concerns regarding the DYEC.</p> <p>Regards, DYEC Project Team</p>		

**Total Inquiries – March 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:	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:	5
Total Inquiries received in 2019 to-date:	8

Complaints – March 2019

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	March 21, 2019	DYEC Project Email	<p>My family lives in the Bloor / Townline area in Courtice. Lately our back yard smells like burning human waste - specifically acidic baby waste. I'm told that this smell comes from the incinerator plant in Courtice. What the heck is this smell and is there anyway to neutralize this odour at the plant? We are on the cusp of bbq season and that is NOT a smell we can endure. Thank you in advance.</p> <p>Best Regards</p>	<p>Good Afternoon,</p> <p>Thank you for your email dated March 21, 2019 regarding your concerns in relation to the Durham York Energy Centre (DYEC).</p> <p>A strong odour has been noted in the area commencing Monday March 11, 2019 to date. The DYEC has been operating under normal conditions with no operational upsets and no recordable offsite odours. In addition, both boilers have been offline since March 18, 2019 due to a scheduled maintenance outage with no waste delivery or processing since this time. The Ministry of the Environment, Conservation and Parks (MECP) was notified by the DYEC on March 21, 2019 of the complaint received. The MECP visited the facility and confirmed that the odour of concern is not related to the DYEC.</p> <p>Odour is monitored closely at the DYEC. The tipping hall where municipal solid waste is received and unloaded is located indoors. The air in the tipping hall is drawn through large fans and used in the combustion process. This ensures the tipping hall remains under negative air pressure to contain any dust and odours generated during the delivery and combustion process. Daily odour inspections are completed by DYEC staff to ensure there are no offsite impacts due to odour from DYEC operations.</p> <p>We welcome you to contact Phil Dunn at the MECP to discuss your concerns further and/or schedule a visit to the DYEC for further discussion and a brief tour of the facility.</p> <p>Phil Dunn, Senior Environmental Officer                      Central Region – York Durham District Office                      905-427-5627                      Philip.dunn@ontario.ca</p> <p>Please let us know if you have any additional comments or concerns.</p> <p>Regards, DYEC Project Team</p>	March 21, 2019	DL/AH/GA

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
2	March 21, 2019	DYEC Project Email	<p>To be blunt.....you stink. I'm gagging on the fumes even inside while working at a nearby enterprise.</p> <p>Clearly your emissions systems are not working as advertised.</p> <p>I will be submitting a complaint to MOE Ontario</p>	<p>Good Afternoon,</p> <p>Thank you for your email dated March 21, 2019 regarding your concerns in relation to the Durham York Energy Centre (DYEC).</p> <p>A strong odour has been noted in the area commencing Monday March 11, 2019 to date. The DYEC has been operating under normal conditions with no operational upsets and no recordable offsite odours. In addition, both boilers have been offline since March 18, 2019 due to a scheduled maintenance outage with no waste delivery or processing since this time. The Ministry of the Environment, Conservation and Parks (MECP) was notified by the DYEC on March 21, 2019 of the complaint received. The MECP visited the facility and confirmed that the odour of concern is not related to the DYEC.</p> <p>Odour is monitored closely at the DYEC. The tipping hall where municipal solid waste is received and unloaded is located indoors. The air in the tipping hall is drawn through large fans and used in the combustion process. This ensures the tipping hall remains under negative air pressure to contain any dust and odours generated during the delivery and combustion process. Daily odour inspections are completed by DYEC staff to ensure there are no offsite impacts due to odour from DYEC operations.</p> <p>We welcome you to contact Phil Dunn at the MECP to discuss your concerns further and/or schedule a visit to the DYEC for further discussion and a brief tour of the facility.</p> <p>Phil Dunn                      Senior Environmental Officer                      Central Region – York Durham District Office                      905-427-5627                      Philip.dunn@ontario.ca</p> <p>Please let us know if you have any additional comments or concerns.</p> <p>Regards, DYEC Project Team</p>	March 21, 2019	DL/AH/GA

Total Complaints – March 2019

Complaint Type	Total by Complaint Type
Total Project Team Complaints received this month by project web email / telephone:	2
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:	5
Total Complaints received in 2019 to-date:	7