

Inquiries – May 2019

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	May 28, 2019	DYEC Project Email	<p>Hi there,</p> <p>One of our student is doing some research on bio-bricks. She wants to get some ashes by burning some typical sewage sludge that she has. We were wondering if you could help us on that or suggest us where she can do that. We don't have the proper equipment in our university to do such work, so we would really appreciate your help on this.</p> <p>Thanking you in advance.</p>	<p>Good Morning,</p> <p>Thank you for contacting the Durham York Energy Centre. Unfortunately, we are not able to help with your request below as our facility processes Durham and York's residential curbside black bag garbage. You may want to try contacting our waste water and sewers department. In Durham Region, biosolids are burned or applied to farms. Durham Region applies between 1,000 and 5,000 dry tonnes of biosolids to land each year depending on weather and availability. You can check out their website through the following link: <a href="https://www.durham.ca/en/living-here/wastewater-and-sewers.aspx">https://www.durham.ca/en/living-here/wastewater-and-sewers.aspx</a></p> <p>Regards, DYEC Project Team</p>	May 29, 2019	DL

Total Inquiries – May 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:	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:	9
Total Inquiries received in 2019 to-date:	10

Complaints – May 2019

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

Total Complaints – May 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