

Inquiries - August 2019

| # | Date Received  | Method Received    | Comment Details / Description   | Response / Remedial Action  | Date Responded | Staff Initials |
|---|----------------|--------------------|---|---|----------------|----------------|
| - | -              | -                  | The Regional Municipalities of Durham and York released a Notice of Commencement on July 3, 2019 for the Environmental Screening Process to increase the waste capacity from 140,000 tonnes of waste to 160,000 tonnes of waste per year at the Durham York Energy Centre.  | Inquires received through the Environmental Screening Process will be addressed and reported to the MECF through the Record of Consultation for the Project.  | -              | -              |
| 1 | August 3, 2019 | DYEC Project Email | <p>Hello</p> <p>We are taking down old fences from the 1990. Can we take the wood directly to the incinerator?</p> <p>Or do you know anyone who takes them? Free .just.pickup</p>   | <p>Good afternoon,</p> <p>The Durham York Energy Centre is only permitted to take waste from residential collection programs within Durham and York Regions and delivered via approved waste haulers. You can take wood waste to the Regions Waste Transfer stations in Oshawa on Ritson Road, Scugog or Brock townships for disposal. A fee of \$125.00 per tonne will be applied. Alternatively, you can post through social media or other means to see if anyone would be interested in it for art/other projects.</p> <p>Best regards,</p> <p>Project Team</p> | August 6, 2019 | LW             |
| 2 | August 4, 2019 | DYEC Project Email | Last week on the 29th of July garbage was thrown out only someone how a bag containing 2 cell phones and 2 ipods were thrown out accidentally. We are in the process of packing and some things went into bags to be moved while others were simply garbage. They have important pictures of children grandkids and a parent who passed. Im hoping theres a possibility they may have set off radiation or something and werent destroyed. I wish it was sooner this was realized rather than now 5 days later. Our garbage would have been picked up the Monday or the Thursday which was 3 days ago. Taken to pickering then transferred to your facility. I dont know much about radiation is it possible they would have been spotted | <p>Good afternoon,</p> <p>We are sorry to hear about your situation. Unfortunately, there is nothing we can do to recover potentially misplaced or lost items in the garbage. No garbage shipments were rejected at the Durham York Energy Centre due to radiation detection in the past few days.</p> <p>Hopefully, this was not the case and you find them among your belongings.</p> <p>Regards,</p> <p>Project Team</p>   | August 6, 2019 | LW             |

Total Inquiries – August 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:                     | 13                    |
| Total Inquiries received in 2019 to-date:  | 15                    |

Complaints – August 2019

| # | Date Received | Method Received | Comment Details / Description  | Response / Remedial Action   | Date Responded | Staff Initials |
|---|---------------|-----------------|--|--|----------------|----------------|
| - | -             | -               | The Regional Municipalities of Durham and York released a Notice of Commencement on July 3, 2019 for the Environmental Screening Process to increase the waste capacity from 140,000 tonnes of waste to 160,000 tonnes of waste per year at the Durham York Energy Centre. | Complaints received through the Environmental Screening Process will be addressed and reported to the MECP through the Record of Consultation for the Project. | -              | -              |

Total Complaints – August 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:                     | 15                      |
| Total Complaints received in 2019 to-date:  | 15                      |