

Inquiries – February 2020

#	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 MECP through the Record of Consultation for the Project.	-	-
1	February 4, 2020	DYEC Project Email	I have lived in Durham Region(Whitby/Oshawa) since 1998. At question is why, since the incinerator has been built, there is a noticeable pungent smell in the air which affects what used to be a fresher smell in the neighborhood. I have found quite often, that I can clearly smell this terrible scent as far as Simcoe Av., in Oshawa. How is this acceptable, and with all the issues around the lack of passing the required testing since it was built, how safe is this to breath in. I believe we have over spent on a faulty design.As I see it, we are paying to basically poison ourselves through the air we breath. Please supply air samples air point of exhaust as well as surrounding are radius, proving that this is safe because as far as I'm concerned, if we are breathing in something that smelles toxic then it probably is.	<p>Good Morning,</p> <p>This email is in response to your emailed dated Tuesday February 4, 2020 in regards to odour concerns and air monitoring in relation to the Durham York Energy Centre (DYEC).</p> <p>The protection of the environment is a key aspect of the DYEC operations. The DYEC uses pollution control systems and proven, reliable Energy from Waste technology. As part of the facilities development, air modelling identifying the intensity, and expected distribution of emissions was required to demonstrate the potential impacts of the facility. Furthermore, as part of the permitting process, the Ministry of the Environment, Conservation and Parks (MECP) has imposed strict limits on the air emissions for the DYEC. Emissions at the stack are monitored continuously through a real time emissions monitoring system and periodically through annual spring and fall stack testing. Local air quality is also monitoring via two ambient air sampling stations located in the vicinity of the facility. The results of these monitoring programs are posted as reports that are available on the DYEC website (www.durhamyorkwaste.ca), where hourly stack conditions are also posted.</p> <p>You reference a concern regarding odour. The potential for odours is closely monitored at the Durham York Energy Centre (DYEC). Regular odour inspections are completed by both Regional and Operator staff to ensure there are no offsite impacts occurring due to odour from DYEC operations. All trucks delivering waste to the DYCE are covered. The</p>	February 5, 2020	D/L

				<p>facility was designed to prevent the release of odours into the community. 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 storage process. Additionally, the odour causing compounds are destroyed through the combustion process prior to reaching the stack. All odour complaints received by the DYEC are reported to the Ministry of the Environment, Conservation and Parks (MECP) as per the facilities Environmental Compliance Approval. Once a concern has been reported, an investigation of the available data, including wind direction from meteorological data, conditions of operations, and a review of our odour inspections, is completed to determine conditions at the time of the reported incident. If there is a specific day and time when you are experiencing a garbage odour, you are encouraged to notify us so we can further investigate your concern. Please note that I have copied Phil Dunn (the provincial environmental officer for the DYEC) on this email.</p> <p>The DYEC has experienced three CO exceedances and one Dioxin/Furan exceedance at the facility since operations commenced. CO is monitored as an operational parameter indicating combustion performance and is not expected to adversely impact health or environment. Dioxins and furans are tested during stack tests, and the exceedance resulted in the Regions and Covanta worked diligently with the MECP on an abatement plan to investigate and remediate any problems. All exceedances at the facility are reported to both the MECP and to the public. Following these events a review of the conditions leading to the exceedance is undertaken, and measures are put in place to reduce the risk of reoccurrence. Six additional stack tests have been completed since the dioxin/furan exceedance in 2016, all demonstrating the facilities compliance with permit limits.</p>		
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#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
				Should you have any further questions regarding the facility, please don't hesitate to contact us. Regards, DYEC Project Team		
2	February 7, 2020	DYEC Project Email	I am wondering if you accept food waste from restaurant grease traps at your facility? If not, do you know of a local facility in Durham region that does? Thanks in advance for your help.	Good Morning, This email is in response to your inquiry sent on February 7, 2020 regarding disposal of food waste from restaurant grease traps at the Durham York Energy Centre (DYEC). The DYEC 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 only permits us to take waste from residential collection programs within Durham and York Regions and delivered via approved waste haulers. We do not accept commercial, industrial or institutional waste at the facility; therefore, we do not accept any waste from commercial restaurants. There are several grease trap cleaning service companies within the Region of Durham that may be able to provide some disposal options of your waste material. Regards, DYEC Project Team	February 10, 2020	DL
3	February 9, 2020	DYEC Project Email	I'd like to know the minimum MSW tonnage per year that would be required for a WTE company, such as Covanta to consider to build a new facility. Do you think that Covanta has any plans to build more WTE plants in Ontario? How could I learn if the population of the region of Waterloo would qualify as a region of interest to build a WTE plant there? The population of the region of Waterloo for 2018 is estimated to be 601,000.	This email is in response to your inquiry dated February 9, 2020 regarding additional energy from waste questions. The minimum MSW tonnage per year required for a WTE facility is specific to design requirements and the energy content of the waste stream. Whether or not a facility is feasible depends on many factors including the quantity of waste generated per capita, what's in	February 11, 2020	DL/AE

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				<p>the waste stream in terms of energy content, as well as future growth rates or new programs.</p> <p>The DYEC is owned by the Regions of Durham and York and operated under a long term (20 year) Design, Build, Operate and Maintenance Contract between the Regions and our operator, Covanta. The DYEC, with two 70,000 tonne per year boilers, is currently the smallest facility which Covanta operates.</p> <p>Unfortunately we are not able to speak on Covanta's behalf regarding plans to build more WTE plants in Ontario, however, as landfill capacity within Ontario is decreasing, and new landfills are becoming more difficult to site, there may be an increased demand for alternative disposal options. Many municipalities have assessed EFW as part of long-term waste management master plans and you may want to speak to your local/regional staff to determine if they have considered it in the past, and the outcome of any assessment.</p> <p>Regards, DYEC Project Team</p>		
4	February 20, 2020	DYEC Project Website	<p>Has consideration been given to build a biogas plant adjacent to the present energy centre. The biogas plant could then dispose of extraneous materials in the organic wastes (ie plastic bags) in the energy plant. Perhaps the residuals from the two plants could be combined to give planting medium that could be used in specific applications ie planting trees and golf courses.</p>	<p>Thank you for your email dated February 20, 2020 regarding the potential to build a biogas plant adjacent to the Durham York Energy Centre.</p> <p>The Region has approved the implementation of a project for a mixed waste transfer/pre-sort with Anaerobic Digestion (AD) facilities which will divert up to 30,000 tonnes per year of organics material from the Durham York Energy Centre. The Waste Pre-Sort facility will sort out recyclables from multi-residential garbage as well as organics that the Green Bin did not capture. The organics will then be sent to the AD facility for processing into energy and natural fertilizer products.</p> <p>A Public Information Centre regarding the siting of the project is being held on Thursday, February 27, from 5 to 8 p.m. at Durham Regional Headquarters, 605 Rossland Road East, Whitby – Room LL-C (located on</p>	February 21, 2020	DL

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				<p>the lower level). The Works Department is inviting residents to learn about six potential site locations for the new AD and waste pre-sorting facility in Durham Region.</p> <p>The potential site locations are listed below:</p> <ul style="list-style-type: none"> • West Scugog – #10 Regional Road No. 21, Scugog • East Scugog – 1623 Reach Street, Port Perry • North Clarington – 9293 Woodley Road, Clarington • South Clarington – 339 Courtice Road, Clarington • Oshawa – 1640 Ritson Road • Whitby – 4600 Garrard Road <p>At the open house, representatives from the project team will provide information and answer questions. If you are unable to attend, all information including the six potential locations will be available online at durham.ca/ADproject and questions can be submitted to ADproject@durham.ca.</p> <p>Residents are encouraged to subscribe to be notified when the project page (durham.ca/ADproject) is updated with new information.</p> <p>Regards, DYEC Project Team</p>		
5	February 25, 2020	DYEC Project Website	<p>We were wondering what is currently happening to the ash/residual waste that is left after processing. The website says it is encapsulated in cement, but does not say if it stays on site or is landfilled somewhere else?</p> <p>(February 25, 2020) Where is it currently landfilled? What municipality? Please be specific because I want to know where our garbage goes.</p>	<p>Thank you for your emailed dated February 25, 2020 regarding ash/residual waste that remains after processing.</p> <p>After combustion, metal and a non-hazardous ash residue remain. The residue is about 10 per cent of the original volume of the garbage delivered to the facility. Bottom ash and metal is conveyed to a building where large pieces of metal are first removed. The remaining material is then conveyed to a large rotating drum magnet where ferrous metals (magnetic iron-based metals) are separated and collected. Next, an eddy current separator works to propel and collect non-ferrous metals (such as aluminum and copper).</p>	February 25, 2020	DL/AH

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				<p>Remaining ash is collected, fly-ash is encapsulated in cement, and safely landfilled as non-hazardous waste - or in the future, may be beneficially reused.</p> <p>If you would like to learn more about how residential garbage is processed the Durham York Energy Centre, we invite you to view our process overview video and virtual tour which can be accessed through the DYEC homepage (www.durhamyorkwaste.ca).</p> <p>Please let us know if you have any additional questions.</p> <p>Regards,</p> <p>DYEC Project Team</p> <p>(February 25, 2020) Bottom and fly ash from the Durham York Energy Centre (DYEC) is currently being sent to Walker Environmental in Thorold, Ontario for use as daily cover. Ferrous and non-ferrous metals are currently being sent to Triple M Metals in Hamilton, Ontario for recycling, and DYEC bypass waste is currently being sent to Twin Creeks Landfill in Watford, Ontario for final disposal.</p> <p>Regards,</p> <p>DYEC Project Team</p>		

Total Inquiries – February 2020

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	5
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 2020 to-date:	2
Total Inquiries received in 2020 to-date:	7

Complaints – February 2020

#	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.	-	-
1	February 4, 2020	DYEC Project Email	I have lived in Durham Region (Whitby/Oshawa) since 1998. At question is why, since the incinerator has been built, there is a noticeable pungent smell in the air which affects what used to be a fresher smell in the neighborhood. I have found quite often, that I can clearly smell this terrible scent as far as Simcoe Av., in Oshawa. How is this acceptable, and with all the issues around the lack of passing the required testing since it was built, how safe is this to breath in. I believe we have over spent on a faulty design. As I see it, we are paying to basically poison ourselves through the air we breath. Please supply air samples air point of exhaust as well as surrounding are radius, proving that this is safe because as far as I'm concerned, if we are breathing in something that smelles toxic then it probably is.	<p>Good Morning,</p> <p>This email is in response to your emailed dated Tuesday February 4, 2020 in regards to odour concerns and air monitoring in relation to the Durham York Energy Centre (DYEC).</p> <p>The protection of the environment is a key aspect of the DYEC operations. The DYEC uses pollution control systems and proven, reliable Energy from Waste technology. As part of the facilities development, air modelling identifying the intensity, and expected distribution of emissions was required to demonstrate the potential impacts of the facility. Furthermore, as part of the permitting process, the Ministry of the Environment, Conservation and Parks (MECP) has imposed strict limits on the air emissions for the DYEC. Emissions at the stack are monitored continuously through a real time emissions monitoring system and periodically through annual spring and fall stack testing. Local air quality is also monitoring via two ambient air sampling stations located in the vicinity of the facility. The results of these monitoring programs are posted as reports that are available on the DYEC website (www.durhamyorkwaste.ca), where hourly stack conditions are also posted.</p> <p>You reference a concern regarding odour. The potential for odours is closely monitored at the Durham York Energy Centre (DYEC). Regular odour inspections are completed by both Regional and Operator staff to ensure there are no offsite impacts occurring due to odour from DYEC operations. All trucks delivering waste to the DYCE are covered. The facility was designed to prevent the release of odours into the community. The tipping hall, where municipal solid waste is received and unloaded is located indoors. The air in the tipping hall is drawn through large</p>	February 5, 2020	DL/AE/GA

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				<p>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 storage process. Additionally, the odour causing compounds are destroyed through the combustion process prior to reaching the stack. All odour complaints received by the DYEC are reported to the Ministry of the Environment, Conservation and Parks (MECP) as per the facilities Environmental Compliance Approval. Once a concern has been reported, an investigation of the available data, including wind direction from meteorological data, conditions of operations, and a review of our odour inspections, is completed to determine conditions at the time of the reported incident. If there is a specific day and time when you are experiencing a garbage odour, you are encouraged to notify us so we can further investigate your concern. Please note that I have copied Phil Dunn (the provincial environmental officer for the DYEC) on this email.</p> <p>The DYEC has experienced three CO exceedances and one Dioxin/Furan exceedance at the facility since operations commenced. CO is monitored as an operational parameter indicating combustion performance and is not expected to adversely impact health or environment. Dioxins and furans are tested during stack tests, and the exceedance resulted in the Regions and Covanta worked diligently with the MECP on an abatement plan to investigate and remediate any problems. All exceedances at the facility are reported to both the MECP and to the public. Following these events, a review of the conditions leading to the exceedance is undertaken, and measures are put in place to reduce the risk of reoccurrence. Six additional stack tests have been completed since the dioxin/furan exceedance in 2016, all demonstrating the facilities compliance with permit limits.</p> <p>Should you have any further questions regarding the facility, please don't hesitate to contact us.</p> <p>Regards, DYEC Project Team</p>		
2	February 21, 2020	DYEC telephone	Staff have received an odour complaint to the facility through a phone call. The resident called at approx. 1:45 pm. and noted that there is an	Staff completed a full odour investigation in conjunction with the MECP. It was concluded that the odour was not related	February 21 & 24, 2019	LW/DL

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			ongoing conversation Original Bowmanville Community Group Facebook page (which is a private page) which is speaking to odours they are claiming to be from our facility and speak to today's date (February 21, 2020).	to the DYEC. Staff called the resident back to discuss further. The resident noted that they also did their own investigation and that they were able to locate the local odour source. The resident was satisfied that the odour was not related to the DYEC.		
3	February 23, 2020	DYEC Project Website	Greetings, I am uncertain as to whether I am contacting the correct department (if not, please let me know who I might try), however, I am writing to express a serious concern about public health. Specifically, the incineration plant, south of the 401 in between Bowmanville and Courtice, has been emitting constantly a very noxious odor for several months. This smell not only makes it intolerable to be outside or open a window, but I'm guessing is poisonous to humans and animals. Can you please help me understand how the Region can allow this to continue? Is there nothing that can be done to protect the public and our environment? I look forward to any support you can provide.	<p>Thank you for your emailed dated February 23, 2020 in regard to public health and odour concerns in relation to the Durham York Energy Centre (DYEC).</p> <p>Human health and the environment are primary concerns for both Durham and York Regions. As such, the Regions have undertaken a series of detailed studies on air emissions, health, traffic, noise, ground and surface water to assess any potential effects from the DYEC to ensure that residents and the environment are protected. Results of the Human Health and Ecological Risk Assessment studies in the Environmental Assessment concluded that the DYEC would not lead to any adverse health risks to the public or environment.</p> <p>The protection of human health and the environment is a key aspect of the DYEC operations. The DYEC uses pollution control systems and proven, reliable Energy from Waste technology. As part of the facilities development, air modelling identifying the intensity and expected distribution of emissions was required to demonstrate the potential impacts of the facility. As part of the permitting process, the Ministry of the Environment, Conservation and Parks (MECP) has imposed strict limits on the air emissions for the DYEC. Emissions at the stack are monitored continuously through a real time emissions monitoring system and periodically through annual spring and fall stack testing. Local air quality is also monitoring via two ambient air sampling stations located in the vicinity of the facility. The results of these monitoring programs are posted as reports that are available on the DYEC website (www.durhamyorkwaste.ca), where hourly stack conditions are also posted.</p> <p>You reference a concern regarding odour. The potential for odours is closely monitored at the Durham York Energy</p>	February 24, 2020	DL/AE/GA

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				<p>Centre (DYEC). Regular odour inspections are completed by both Regional and Operator staff to ensure there are no offsite impacts occurring due to odour from DYEC operations. All trucks delivering waste to the DYCE are covered. The facility was designed to prevent the release of odours into the community. 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 storage process. Additionally, the odour causing compounds are destroyed through the combustion process prior to reaching the stack. All odour complaints received by the DYEC are reported to the Ministry of the Environment, Conservation and Parks (MECP) as per the facilities Environmental Compliance Approval. Once a concern has been reported, an investigation of the available data, including wind direction from meteorological data, conditions of operations, and a review of our odour inspections, is completed to determine conditions at the time of the reported incident. Since DYEC operations commenced in 2016, all of the odour investigations completed by the DYEC, in conjunction with the MECP, have concluded that the reported odour events have not been as a result of operations at the facility. If there is a specific day and time when you are experiencing a garbage odour, you are encouraged to notify us so we can further investigate your concern. Please note that I have copied Phil Dunn (the provincial environmental officer for the DYEC) on this email.</p> <p>Please let us know if you have any additional questions or concerns regarding the facility, or if you would like to schedule a tour of the DYEC.</p> <p>Regards, DYEC Project Team</p>		

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4	February 24, 2020	DYEC Project Website	<p>I have noticed a very strong odour in the air coming from the incinerator today and has been very noticeable for the past few days now. The smell of whatever you are burning stinks. It's making me sick and dizzy and has gave me headaches when I am outside. Right now I'm at the Home Depot and everyone outside are complaining of the very strong smell. Two days ago I was near the Ontario Power and it was just as strong. This can't be good to breathe in and would like to know why you are burning and allowing the public to breath in your waste production. Please get back to me ASAP.</p> <p>(February 24, 2020) Thank you for your prompt response. What investigations have ocured in the past do not curb my concerns about the continual and ongoing stentch that my community has been experiencing. The sickening odour is typically present day and night every day. Perhaps they have found a way around the monitoring system?? What ever the case, a lengthy email is not what is needed....I encourage you or a representative to visit Bowmanville to experience this smell personally. You would be hard pressed to find a day or time that it isn't present.</p> <p>I look forward to the MECP putting a stop to this. Please contact me when you plan to visit.</p>	<p>Thank you for your email dated February 24, 2020 in regards to odour concerns in relation to the Durham York Energy Centre (DYEC).</p> <p>I understand that residents have been experiencing odours in the Clarington community as we have received a number of concerns from area residents. The potential for odours is closely monitored at the Durham York Energy Centre (DYEC). Regular odour inspections are completed by both Regional and Operator staff to ensure there are no offsite impacts occurring due to odour from DYEC operations. All trucks delivering waste to the DYCE are covered.</p> <p>The facility was designed to prevent the release of odours into the community. 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 storage process. Additionally, the odour causing compounds are destroyed through the combustion process prior to reaching the stack.</p> <p>When an odour complaint is received at the DYEC, it is reported to the Ministry of the Environment, Conservation and Parks (MECP) as per the facilities Environmental Compliance Approval. This triggers an investigation of the available data, including wind direction from meteorological data, conditions of operations, and a review of our odour inspections, is completed to determine conditions at the time of the reported incident. Once the investigation is complete, and the Provincial environmental officer for the DYEC is satisfied that we are not the source of the odour in question, the complaint is then provided to the local Clarington Provincial environmental officer. This has been the case for all odour complaints received to date by the DYEC, including the investigation completed yesterday in regards to your email. This does not mean that an odour is not present</p>	February 24 & 26, 2020	DL/AE/GA

				<p>within the community, but that the odour is not associated with our facility.</p> <p>If residents experience an offensive odour in their community that is causing them concern, we encourage them to contact their local district office of the Ministry of the Environment and Climate Change. Please note that I have copied Phil Dunn (the provincial environmental officer for the DYEC) on this email.</p> <p>Please let us know if you have any additional questions or concerns regarding the facility, or if you would like to schedule a tour of the DYEC.</p> <p>Regards, DYEC Project Team</p> <p>(February 26, 2020) I understand that residents have been experiencing odours in the Clarington community as we have received several concerns from area residents. Once a complaint is received, our staff go out into community as part of the investigation to determine if the odour, in question, is as a result of operations at the Durham York Energy Centre (DYEC).</p> <p>We investigate the operating conditions at the DYEC, the meteorological data including wind direction and review the data from our regular inspections and odour monitoring. The results of our investigations to date indicate that the DYEC is not the source of the odours.</p> <p>Once our investigation is complete, and the Provincial environmental officer for the DYEC is satisfied that we are not the source of the odour in question, the complaint is then passed to the local Clarington Provincial environmental officer. This has been the case for all odour complaints received to date by the DYEC, including complaints received within last week. This does not mean that an odour is not present within the community, but that the odour is not associated with our facility.</p> <p>If residents experience an offensive odour in their community that is causing them concern, we encourage them to contact their local district office of the Ministry of the Environment and Climate Change.</p> <p>Please do not hesitate to call me directly if you would like to discuss your odour concerns further.</p>		
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Total Complaints – February 2020

Complaint Type	Total by Complaint Type
Total Project Team Complaints received this month by project web email / telephone:	4
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 2020 to-date:	1
Total Complaints received in 2020 to-date:	5