

Inquiries – January 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	January 9, 2020	DYEC Project Email	I have boxes of old paperwork that needs to be disposed of - will you burn it?	<p>Good Afternoon,</p> <p>This email is in response to your inquiry sent on January 9, 2019 regarding the disposal of old paperwork at the Durham York Energy Centre.</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>Please let us know if you have any additional questions.</p> <p>Regards,</p> <p>DYEC Project Team</p>	January 13, 2020	D/L
2	January 21, 2020	DYEC Project Email	<p>Hello there,</p> <p>I was curious as to what chemical agents are used in the aerosol that is sprayed to mask the garbage smell. I live in Bowmanville and have noticed a strange perfume smell, I was told that it was coming from the incinerator station. That said, I have been very curious as to what the smell is coming from. Any information about this would be fantastic. I'm just a curious person and I couldn't find anything despite my internet searching efforts. Thanks again.</p>	<p>This email is in response to your emailed dated Tuesday January 21, 2020 in regards to odour management procedures at the Durham York Energy Centre.</p> <p>Under normal operations, no chemicals are applied to the waste for odour control. However, the facility does have a micro-nutrient odour control spray that can be applied to manage odours from the waste in the pit under abnormal conditions. The spray itself has a lemongrass smell. In 2019, the odour control spray was only applied as a precautionary measure during plant</p>	January 24, 2020	D/L

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				<p>maintenance outages (Mar 27-29 and Sept 23-30), and no usage has occurred in 2020.</p> <p>Waste at the facility is unloaded and stored indoors. Air in the tipping hall is drawn through large fans and used in the combustion process during normal operations. This ensures the tipping hall remains under negative air pressure to contain any dust and odours generated during the delivery and storage process. By using the air from the tipping floor during combustion, the odour causing compounds are destroyed through the combustion process prior to reaching the stack. In addition, regular odour inspections are completed by both Regional and Operator staff to ensure there are no offsite impacts due to odour from operations as part of the facilities environmental monitoring program.</p> <p>Please note that 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. 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. Given the perfume like odour identified – it is not something that would be associated with the DYEC. However, I have copied Phil Dunn the provincial environmental officer for the DYEC on this email – should you have concerns regarding odours within the area, he can direct you to the appropriate point of contact within the Ministry.</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>		

Total Inquiries – January 2020

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 2020 to-date:	0
Total Inquiries received in 2020 to-date:	2

Complaints – January 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	January 31, 2020	DYEC telephone	Staff received an odour complaint from a resident at around 11:25 AM. He said the odour is strong and smells like garbage and he can smell it from his home on Huntington Crescent and north to Highway 2.	Staff completed a full odour investigation in conjunction with the MECP. It was concluded that the odour was not related to the DYEC. Staff called the resident back to discuss further. The resident was satisfied that the odour was not related to the DYEC.	January 31, 2020	O/W, A/H

Total Complaints – January 2020

Complaint Type	Total by Complaint Type
Total Project Team Complaints received this month by project web email / telephone:	1
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:	0
Total Complaints received in 2020 to-date:	1