

Inquiries – February 2021

#	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	February 9, 2021	DYEC E-mail	Hi, We were recently in discussion with CRA regarding our damaged goods and CRA suggested that instead of sending the goods back to the manufacturer in China we would incinerate it locally. After some research I came across the Durham York Energy Centre and was wondering if the service can be offered here? Please let me know, have a nice day.	Good Morning, This email is in response to your inquiry sent February 9, 2021 regarding the opportunity of disposal at the Durham York Energy Centre. 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. As a result, we are unable to take any materials from your business for disposal at this time. Please let us know if you have any additional questions. Thank you, DYEC Project Team	February 11, 2021	RM/AE
2	February 24, 2021	DYEC E-mail	Dear Sir, I hope this email finds you well and safe. Thank you very much for sending back a message following my message left in your voicemail. In reference to what I briefly mentioned as the motivation for reaching out to your good office, allow me to share more details. Our group is currently working on a start-up venture with the guidance of Empowered Startup Ltd. The aim of this venture is to create a more robust and sustainable Waste Management and Waste-to-Energy ecosystem that will continually educate, inform, and engage the various stakeholders who share the same concern about the environment. The intention is to find synergies	Staff followed up with the contact. No additional actions required.	February 25, 2021	AE

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			<p>between the community members and the municipal authorities related to more effective waste management.</p> <p>We would like to ask if we can request for a few minutes of your time for us to share and discuss this with you. This interview phase is an important activity in our validation process as your candid feedback will provide us valuable information towards building and refining the right solution. Our goal for this interview and discussion is to find out if the problems we are attempting to solve resonate with you, and if it is something you experience or can relate to.</p> <p>That said, we would like to ask for your availability for this interview/discussion. If we may, we would like to propose the following schedule options to you:</p> <ul style="list-style-type: none"> a. Mornings (anytime from 8am to 10am) of Thursday (Feb. 25) or Friday (Feb. 26) Toronto Time b. Afternoons (anytime from 4pm or 5pm) of Thursday (Feb. 25) or Friday (Feb. 26) Toronto Time <p>Please let us know which of these work for you, if any. In case none of them can be accommodated, please let us know your preferred alternative schedule. The interview will only take approximately 30-40 minutes.</p> <p>Again, thank you in advance for your time and we look forward to speaking with you.</p>			
3	February 26, 2021	DYEC E-mail	<p>How is fiberglass waste such as unusable fiberglass insulation and old fiberglass boats managed in your system?</p>	<p>Good Afternoon,</p> <p>This email is in response to your question sent on February 26, 2021 regarding fiberglass disposal at the Durham York Energy Centre (DYEC).</p> <p>Fiberglass insulation and fiberglass boats that are no greater than 20 feet are accepted as garbage at the Region's Waste Management Facilities (WMFs). All boats brought to the WMF must be drained of any fluids prior to arriving on site. Loader operators at the WMFs crush the material as best as possible, which is standard for all garbage materials, prior to being transferred to the DYEC for processing.</p> <p>Please let us know if you have any additional questions.</p> <p>Regards, DYEC Project Team</p>	March 5, 2021	DL/RM

Total Inquiries – February 2021

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	3
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 2021 to-date:	1
Total Inquiries received in 2021 to-date:	4

Complaints – February 2021

#	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 – February 2021

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 2021 to-date:	0
Total Complaints received in 2021 to-date:	0