

Inquiries – October 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 MECP through the Record of Consultation for the Project.	-	-
1	October 7, 2021	DYEC E-mail	Why are both boilers offline today (October 7, 2021) at the Durham York Energy Centre?	Good morning, thank you for your inquiry regarding the Durham York Energy Centre (DYEC) received on October 7, 2021. The outages on both boilers were scheduled outages to permit regular maintenance. Maintenance outages are scheduled twice annually at the DYEC to permit cleaning, inspection, and regular preventative maintenance of key plant components including the internal components of the boilers and the air pollution control system.	October 13, 2021	RM/AE
2	October 15, 2021	DYEC E-mail	Good afternoon, I just wanted to let you know that your number came up on my caller ID for a call from "Canada Customs Agency" telling me that there is warrant out for my arrest. I am sure you have been notified of this already, but I just wanted to make sure that I did my due diligence to stop these scams from happening.	Hello, Thank you very much for your e-mail dated October 15. We really appreciate you letting us know.	November 2, 2021	RM/AE

Total Inquiries – October 2021

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

If you require this information in an accessible format, please contact The Regional Municipality of Durham at 1-800-372-1102 ext. 3560.

Inquiry Type	Total by Inquiry Type
Total Inquiries received from previous months in 2021 to-date:	17
Total Inquiries received in 2021 to-date:	19

Complaints – October 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 – October 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