

Inquiries – May 2022

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
-	-	-	-	-	-	-

Total Inquiries – May 2022

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	0
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 2022 to-date:	4
Total Inquiries received in 2022 to-date:	4

Complaints – May 2022

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	May 11, 2022	DYEC E-mail	<p>Hello, Would like to inquire if all of facility is operating normally. There has been a significant smell of garbage in courtice this afternoon 11MAY22. The smell in my area NW of the facility has come on since the breeze shifted out of the SE. Thank you</p> <p>Noticeable odour. Approx Noon through rest of day in nash and centerfield area. Odour again this morning 830 am to 1030 am at which time I left the area</p>	<p>Hello, This is to confirm receipt of your e-mail received by our project team on Wednesday May 11, 2022 regarding the Durham York Energy Centre. Please note that in consultation with the Ministry of Environment, Conservation and Parks, we are completing our investigation into the May 11 odour event you noted in your correspondence and our project team is preparing a response which you should receive before the end of the week. If you could provide more information regarding the location and time, it would help with our investigation. Please let us know if you have any additional questions or concerns.</p> <p>Hello, Thank you for your email dated Wednesday, May 11, 2022, regarding your concerns about the Durham York Energy Centre (DYEC). Your email noted a strong odour in the area of Nash Rd and Centerfield Dr in Courtice occurring during the afternoon of May 11, 2022, and again in the morning of May 12, 2022. The DYEC has been operating under normal conditions with no operational upsets and no recordable offsite odours. The DYEC notified the Ministry of the Environment, Conservation and Parks (MECP) on May 12, 2022, of the concerns received. When an odour complaint is received at the DYEC, it is reported to the MECP as per the facility's 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, which is completed to determine conditions at the time of the reported incident. Yesterday, you provided us with a time and location; we sent a technician to monitor the area. Staff noted an odour in the area, which was identified as a sickly sweet smell in the area of Courtice Road, between Baseline and Bloor and as far west as Prestonvale and continued into the</p>	May 13, 2022	RM/LK

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
				<p>subdivision. After reviewing the meteorological data and notes collected in the area, the MECP confirmed that the odour of concern is not related to the DYEC.</p> <p>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. It is our standard protocol, and has been the case for all odour complaints received to date by the DYEC, including the investigation completed yesterday regarding your email on Wednesday. This does not mean that an odour is not present in your area, but that the odour is not associated with our facility.</p> <p>If you or any other residents experience an offensive odour in their community that is causing them concern, we encourage them to contact the local district office of the MECP.</p> <p>As part of the DYEC’s environmental monitoring program, the odour is monitored closely at the DYEC. Daily odour inspections are conducted to ensure no offsite impacts from DYEC operations. The daily odour inspections do include monitoring around the immediate facility and subdivisions, community spaces and shopping centres within the area. On-site, the tipping hall where municipal household solid waste is received, unloaded, and stored is 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 odour generated during delivery and combustion.</p> <p>We appreciate your patience with the DYEC as we worked to complete our investigation.</p> <p>As Region continues to open up, we welcome your call to schedule a visit to the DYEC for further discussion.</p>		

Total Complaints – May 2022

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 2022 to-date:	0
Total Complaints received in 2022 to-date:	1