

Inquiries – April 2024

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	April 3, 2024	DYEC E-mail	I would like to know details of ash generation from your facility please, including: tonnage and mass of waste ash created, treatment, uses and disposal methods.	<p>Good morning,</p> <p>Thank you for your email dated April 3, 2024, regarding ash generation that remains after processing.</p> <p>After combustion, metal and a non-hazardous ash residue remain. The residue is about 10 % of the original volume of the garbage delivered to the facility. Bottom ash and metal are 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). 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>The annual reports include information on incoming waste and outgoing residual material such as ash and metals, conclusions from environmental monitoring programs, electricity production, equipment malfunctions and corrective actions. We are working on posting our 2023 report. However, you can look at the 2022 Annual report in the meantime.</p> <p>If you would like to learn more about how residential garbage is processed at the Durham York Energy Centre, we'd like you to view our process overview video and virtual tour, which you can access through the DYEC homepage.</p> <p>Thank you.</p>	April 11, 2024	RM

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
2	April 30, 2024	DYEC E-mail	<p>I just heard from the Miller disposal site in Pickering that they take their recycling to your facility to have it burned along with your garbage. Is that true? Is that also what happens to everything I put in a blue box?</p>	<p>Good afternoon,</p> <p>We appreciate your interest and would like to address your inquiry regarding the Durham York Energy Centre (DYEC) dated April 30, 2024.</p> <p>The DYEC is Durham Region’s primary long-term waste disposal option. After Durham and York Regions’ aggressive composting, recycling, and reuse programs, it only processes household waste. Our Certificate of Approval only permits us to take waste from residential garbage collection programs within the Durham and York Regions and deliver it via approved waste haulers.</p> <p>All residential waste coming into the DYEC is materials that do not have a diversion program; no loads of divertible materials/recyclables are accepted for processing at the DYEC. All materials in the Blue Box go to our Material Recovery Facility, where materials are separated, and recyclable materials are prepared for marketing to end-user manufacturers.</p> <p>Additional information regarding our facility can be found on our project website (www.durhamyorkwaste.ca), which includes a detailed virtual tour of the DYEC. Alternatively, you can sign up to participate in our Open House on June 15, 2024, in which we would welcome everyone to come and have a tour.</p>	May 1, 2024	RM

Total Inquiries – April 2024

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 2024 to-date:	5
Total Inquiries received in 2024 to-date:	7

Complaints – April 2024

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

Total Complaints – April 2024

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 2024 to-date:	1
Total Complaints received in 2024 to-date:	1