

Inquiries – February 2024

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	February 22, 2024	DYEC E-mail	<p>Hi Manager Operation</p> <p>We are planning to service the Duffin Waster Treatment plant in Pickering.</p> <p>Sometimes, we have to send the Grit and the Rags to the landfill; in this scenario, this Duffin plant is in the Durham Region and servicing the People of Durham, so will you be able to accept the waste from us? and how much is the cost per Ton?</p> <p>Thanks</p>	<p>Hello,</p> <p>This email is in response to your inquiry sent on February 22, 2024, regarding the disposal opportunity 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. As a result, we are unable to take any materials from your business for disposal at this time.</p> <p>Please let us know if you have any additional questions or would like to follow up with Dufferin Creek; please contact 311 My Durham.</p> <p>Thank you</p>	February 27, 2024	RM
2	February 22, 2024	DYEC E-mail	<p>To whom it may concern</p> <p>The 2022 Annual Waste Mgmt Report states on pg 24 that approx 14,000 tonnes of garbage were bypassed to another facility in 2022.</p> <p>Page 19 of the 2022 ECA Report states that 109.05 tonnes of "bulky unprocessable" waste removed from facility.</p> <p>How much did it cost to manage bypass waste that was surplus to Durham's allocation at DYEC for each of the years 2016 - 2022 (&amp; for 2023 when available) i.e. total annual cost, breakdown of cost per tonne, as well as hauling and to which "facilities" sent for those years?</p> <p>I request the same data for bulky/unprocessable waste i.e. total cost per year, cost per tonne, haulage and destination facilities.</p>	<p>Good afternoon,</p> <p>Thank you for your e-mail dated February 22, 2024.</p> <p>Bypass waste disposal, occurring during maintenance periods, is arranged by the contractor in accordance with the contract.</p> <p>As such, the requested detail would disclose commercially sensitive information. Any pertinent details are encompassed within the published budget and annual report.</p>	March 7, 2024	LS

**Total Inquiries – February 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:	1
Total Inquiries received in 2024 to-date:	3

Complaints – February 2024

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	February 7, 2024	My311/Call	A resident called in, noting an odour in the area along Highway 401 around 3:00 p.m.	<p>Good Afternoon,</p> <p>Thank you for your call on Wednesday, February 7, 2024, regarding your concerns about the Durham York Energy Centre (DYEC).</p> <p>You noted a strong odour in the Courtice/Bowmanville area occurring on February 6, 2024. 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 February 7, 2024, of the concerns received.</p> <p>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, identified as a potentially similar, sickly-sweet smell, seemingly to come along with the gusty wind from the northeast. 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. This does not mean that an odour is not present in your area but that the odour is not associated with our facility. As you may be aware, there are periodic reports of odours in the general area. We regularly communicate with the MECP regarding complaints when we receive them. In addition to agricultural</p>	February 8, 2024	RM

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				<p>activities, there are several local industries, some of which are known to produce odours at times. The MECP is aware of the other sources, and we have passed the information on to the local environmental officers.</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 include monitoring the immediate facility and subdivisions, community spaces and shopping centres. 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>Thank you.</p>		

**Total Complaints – February 2024**

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Total Project Team Complaints received this month by project web email / telephone:	0
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Total Durham Region Council / Committee Complaints received this month:	0
Total Durham Region Call Centre Complaints received this month:	1
Total Complaints 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.

Complaint Type	Total by Complaint Type
Total Complaints received from previous months in 2024 to-date:	0
Total Complaints received in 2024 to-date:	1