

Inquiries – June 2024

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	June 4, 2024	DYEC Project E-mail	When you sort the garbage do you ever come across items that you don't know if they weren't meant to be thrown out and do you keep a sort of lost and found of those items?	<p>The Region requires residents to source separate their waste materials before setting them out at the curb. Black bag garbage does not currently go through an additional sorting process once received at the DYEC. However, through the DYEC process, ferrous and non-ferrous metals are separated and recycled. To better understand how residential garbage is processed at the DYEC, we invite you to view our process overview video and complete our virtual tour online (www.durhamyorkwaste.ca).</p> <p>Unfortunately, there is nothing we can do to recover potentially misplaced or lost items in the garbage.</p> <p>We hope this information helps, and if you have any questions, please feel free to reach out.</p> <p>Thank you</p>	June 4, 2024	RM
2	June 13, 2024	DYEC Visitor	An individual stopped by the DYEC visitor centre.	The individual was brought into the DYEC boardroom and given a high-level overview of how the plant works and given a tour of the control room.	June 13, 2024	RM

Total Inquiries – June 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:	9
Total Inquiries received in 2024 to-date:	11

Complaints – June 2024

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

Total Complaints – June 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:	4
Total Complaints received in 2024 to-date:	4