

Inquiries – March 2024

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	March 16, 2024	DYEC E-mail	<p>I know this is an unusual question, we have about ten small boxes of books that have to be burnt as they cannot be recycled due to religious reasons. We are just wondering if your facility could burn them for us.</p> <p>Thank you for your consideration.</p>	<p>Good afternoon,</p> <p>This email is in response to your inquiry sent on March 16, 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 waste disposal option. It 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 cannot take any materials from the church for disposal; we apologize for the inconvenience.</p> <p>If you would like to learn more about our facility or schedule a tour, please contact wastefacilitytours@durham.ca.</p> <p>Thank you.</p>	March 18, 2024	RM
2	March 20, 2024	DYEC E-mail	<p>Requesting to acquire a samples of DYEC Ash.</p> <p>It's going to be an alkalinity swing process. So the idea is to use X-Ray Fluorescence to estimate the metals in the ash samples. This rough sets up the value chain. The samples will then be bulk digested in nitric acid and run through an ICP-MS unit to quantify dissolution of said metals. Finally, we'll run the pH up to 10 again to see the sequential precipitation of the metal for separation. The final step would be to process the residue (typically SiO2 bearing) into zeolites. This is the full program.</p> <p>This initial work would be XRF and nitric bulk dissolution. If there's interesting results I'd ask for permission to use the data for grant applications.</p>	<p>Good Morning,</p> <p>We've sent your request over to our environmental specialist team with Covanta. Someone should be in contact with you soon to discuss the samples in greater detail.</p> <p>If you don't hear anything by the end of next week, please feel free to contact me and I will do what I can.</p> <p>Thank you</p>	April 2, 2024	RM

Total Inquiries – March 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:	3
Total Inquiries received in 2024 to-date:	5

Complaints – March 2024

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

Total Complaints – March 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