

Inquiries – May 2024

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	May 5, 2024	DYEC Project E-mail	<p>I am enquiring about use of the incinerator. I have uniforms that I need to be incinerated and am looking for use of the incinerator to do so.</p> <p>Thank you so much for getting back to me.</p> <p>It is because they officer uniforms that cannot be discarded in regular garbage waste. They need to be destroyed. Other wise if the wrong person got them, it would pose a threat to public safety.</p> <p>I did not want to write over the form online they were officer uniforms.</p> <p>Is there anyway we can bring them to be incinerated?</p> <p>Thank you.</p>	<p>Thank you for reaching out with your inquiry about the use of the incinerator. I would like to inform you that if the uniforms you wish to dispose of do not contain any hazardous waste, they can be safely discarded in the regular household garbage. However, should they contain hazardous materials, it would be necessary for you to travel to a designated depot for proper disposal</p> <p>The DYEC only accepts municipal waste. Regarding uniforms, it is advisable to consult with the established policy within your organization. This ensures adherence to the proper protocols per your organizational standard operating procedures</p>	May 14, 2024	NW/EH
2	May 28, 2024	DYEC Project E-mail	<p>I am a final year student in conestoga college Doon . As a part of the Capstone project we are proposing a waste tp energy plant for waterloo region . I would like to know about how to calculate the plant capacity based on the tonnes of waste combusted . It would be great to get any help .</p>	<p>Thank you for inquiring about the Durham York Energy Centre (DYEC).</p> <p>The DYEC is Durham Region’s primary long-term disposal option for household residential garbage that remains after maximizing Durham Region and York</p>	May 30, 2024	RM

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				<p>Regions' aggressive diversion programs – rethink, reduce, reuse, recycle and compost.</p> <p>When planning the DYEC, processing capacity was sized and permitted for the quantity of residential garbage generated by 100% of Durham residents and a portion of York residents. This was determined by assessing the annual waste generation rates and available waste diversion programs. Once the assessment was complete, then staff then took into account forecasting for waste generation, population growth, and other waste diversion opportunities. All of these factors influenced the recommendation on the permits for the facilities processing capacity. Ultimately, the decision of processing capacity and approval came from the Ministry of Environment, Conservation and Parks.</p> <p>Currently, the facility processes 140,000 tonnes per year: 110,000 tonnes of Durham waste and 30,000 tonnes of York waste per year. If the demand for additional waste capacity increases for residential waste within the Regions, in that case, considerations have been made, in terms of siting when building the DYEC, for future expansion in order to increase processing capacity.</p> <p>Please let us know if you have any additional questions or concerns.</p> <p>Thank you</p>		

Total Inquiries – May 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:	7
Total Inquiries received in 2024 to-date:	9

Complaints – May 2024

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	May 8, 2024	Durham Works Committee	Delegation to Durham Council re: the Durham York Energy Centre (DYEC) Throughput Increase Proposed by Durham and York Regions. Delegation raised concerns regarding the authorization and process, rationale and messaging to the public.	No further action required by DYEC staff.	May 8, 2024	N/A
2	May 8, 2024	Durham Works Committee	Delegation to Durham Council re: 2024-WR-5 Durham York Energy Centre – Analysis of Ambient Air and Emissions Monitoring to Identify Local Airshed Impacts. Delegation raised concerns regarding the authorization and process, rationale and messaging to the public.	No further action required by DYEC staff.	May 8, 2024	N/A
3	May 8, 2024	Durham Works Committee	Delegation to Durham Council re: AMESA Monitoring/Reporting at the Durham York Energy (DYEC). Delegation raised concerns regarding the authorization and process, rationale and messaging to the public.	No further action required by DYEC staff.	May 8, 2024	N/A

Total Complaints – May 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:	3
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:	4

If you require this information in an accessible format, please contact The Regional Municipality of Durham at 1-800-372-1102 ext. 3560.