

Inquiries – November 2024

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	November 11, 2024	DYEC Project E-mail	<p>Hello, We are in early stages of trying to achieve zero waste to landfill, and we would like to know if you are able to provide services for picking up our waste and bringing it to your facility. If so, what would the ballpark cost be? Thank you for your help!</p>	<p>Hello, This email is in response to your inquiry regarding the disposal opportunity at the Durham York Energy Centre, which was sent on November 11, 2024. 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 company for disposal at this time. If you would like to learn more about our facility or schedule a tour, please contact wastefacilitytours@durham.ca. Please let us know if you have any additional questions. Thank you, DYEC Project Team</p>	November 13, 2024	RM

Total Inquiries – November 2024

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	1
Total Reworld 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:	12
Total Inquiries received in 2024 to-date:	13

Complaints – November 2024

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	November 6, 2024	Durham Works Committee	Delegation to Durham Council Re: Response to Questions Raised by Municipality of Clarington Council in Correspondence Received at the June 5, 2024 Works Committee Meeting (2024-WR-7). Delegation raised concerns regarding the authorization and process, rationale and messaging to the public.	No further action required by DYEC staff.	November 6, 2024	N/A
2	November 6, 2024	Durham Works Committee	Delegation to Durham Council Re: Response to Questions Raised by Municipality of Clarington Council in Correspondence Received at the June 5, 2024 Works Committee Meeting (2024-WR-7). Delegation raised concerns regarding the authorization and process, rationale and messaging to the public.	No further action required by DYEC staff.	November 6, 2024	N/A

Total Complaints – November 2024

Complaint Type	Total by Complaint Type
Total Project Team Complaints received this month by project web email / telephone:	0
Total Reworld Complaints received this month:	0
Total Durham Region Council / Committee Complaints received this month:	2
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:	8
Total Complaints received in 2024 to-date:	10