

Inquiries – February 2025

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	February 3, 2025	DYEC email	<p>I'm looking for a solution for PVC shreds. At our facility in Concord, Ontario, Canada, we remove all metals from insulated cables by cutting them up. Other plastics like PE, XLPE, and nylon might make up about 20% of the mixture. I would really appreciate it if you can let me know if this material works for your WTE purpose.</p> <p>Sincerely, in advance.</p>	<p>Hello,</p> <p>This email is in response to your inquiry sent on February 3, 2025 regarding the disposal of PVC shreds 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. The Region's Certificate of Approval does not allow us to accept waste from any additional outside sources, therefore we cannot help with the disposal of waste (including the PVC shreds you are inquiring about) from the industrial, commercial or institutions sector.</p> <p>You may consider contacting Emerald Energy From Waste (http://www.emeraldefw.com/overview.php) to request additional information regarding their service.</p> <p>Please let us know if you have any additional questions.</p>	February 4, 2025	TM
2	February 12, 2025	DYEC email	<p>I have an outgoing supply of "clean" lumber (i.e., raw wood that is untreated) which I dispose of as waste. However, it is my understanding that you are interested in obtaining such energy source(s) to assist in your operations. Would it be possible to discuss a potential to divert this material to your facility should you be interested?</p> <p>Pls advise</p>	<p>Hello,</p> <p>This email is in response to your inquiry sent on February 12, 2025, regarding the disposal of "clean" lumber 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. The Region's Certificate of Approval does not allow us to accept waste from any additional outside sources, therefore we cannot help with the disposal of waste (including the clean lumber</p>	February 12, 2025	TM

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				<p>you are inquiring about) from the industrial, commercial or institutions sector.</p> <p>Please let us know if you have any additional questions.</p>		
3	February 14 th , 2025	Durham 311	<p>"Hello,</p> <p>We are seeking disposal options for sludge generated from our wastewater treatment process.</p> <p>Could you please advise whether your incineration facility accepts industrial waste?</p> <p>Thank you for your time and consideration."</p>	<p>Hello,</p> <p>This email is in response to your inquiry sent on February 14, 2025, regarding the disposal of sludge generated from your wastewater treatment process, 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. The Region's Certificate of Approval does not allow us to accept waste from any additional outside sources, therefore we cannot help with the disposal of waste from the industrial, commercial or institutions sector.</p> <p>You may consider contacting Emerald Energy From Waste (http://www.emeraldefw.com/overview.php) to request additional information regarding their service.</p> <p>Please let us know if you have any additional questions.</p>	February 18, 2025	TM

Total Inquiries – February 2025

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	2
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:	1
Total Inquiries received from York Region this month:	0
Total Inquiries received from previous months in 2025 to-date:	0
Total Inquiries received in 2025 to-date:	3

Complaints – February 2025

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1						

Total Complaints – February 2025

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:	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 2025 to-date:	0
Total Complaints received in 2025 to-date:	0