

Inquiries – April 2025

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	April 3, 2025	DYEC email	I was thinking about our wood waste caused by the ice storm last weekend. Would the Region be interested in taking wood products at your Energy from Waste facility?	A response was provided via phone call and provided the following information: 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 the wood waste caused by the ice storm.	April 9, 2025	AE
2	April 7, 2025	DYEC phone line	Interested in disposal of organic waste the Durham York Energy Centre.	A response was provided via phone call and provided the following information: 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 accept the identified waste.	April 7, 2025	NW

Total Inquiries – April 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:	0
Total Inquiries received from York Region this month:	0
Total Inquiries received from previous months in 2025 to-date:	5
Total Inquiries received in 2025 to-date:	7

Complaints – April 2025

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

Total Complaints – April 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