

Inquiries – August 2025

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	August 19, 2025	DYEC project email	<p>I am reaching out on behalf of a small environmental services company based in Nova Scotia. We are exploring Mass-Burn Waste-to-Energy (WtE) facilities, as we believe this approach provides a strong waste management solution by combining significant waste volume reduction with energy recovery.</p> <p>In this regard, I would like to clarify the following points with respect to the Durham York Energy Centre (DYEC):</p> <p>Can businesses from outside Ontario (such as from another province) open an account at your facility?</p> <p>Does DYEC accept unused needles (new, unused medical sharps) for safe disposal?</p> <p>What is the process and requirements for opening an account with your facility?</p> <p>May I kindly request the appropriate contact details to discuss this matter further?</p> <p>We are very interested in understanding how DYEC’s process works and whether collaboration would be possible.</p> <p>Thank you in advance for your time and guidance. I look forward to your response.</p>	<p>Hello,</p> <p>Thank you for your inquiry dated Tuesday, August 19, 2025, regarding operations at the Durham York Energy Centre (DYEC). Please find the responses to your questions below:</p> <ol style="list-style-type: none"> 1. Can businesses from outside Ontario (such as from another province) open an account at your facility? <p>The DYEC is Durham Region’s primary long-term waste management facility and is permitted to process only post-diversion residential waste from Durham and York Regions. Per our Certificate of Approval, we are not authorized to accept waste from sources other than the Regional Municipalities of Durham and York.</p> <ol style="list-style-type: none"> 2. Does DYEC accept unused needles (new, unused medical sharps) for safe disposal? <p>The DYEC is licensed to accept only municipal non-hazardous solid waste. Medical sharps, including unused needles are hazardous, and therefore cannot be accepted at our facility.</p> <ol style="list-style-type: none"> 3. What is the process and requirements for opening an account with your facility? <p>As noted above, the DYEC only accepts post-diversion residential waste from Durham and York Regions.</p> <ol style="list-style-type: none"> 4. May I kindly request the appropriate contact details to discuss this matter further? <p>You may contact the DYEC team at Info@durhamyorkwaste.ca or by phone at 905-404-0888 ext. 4130 for further assistance.</p>	August 20, 2025.	PE

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
				<p>5. We are very interested in understanding how DYEC's process works and whether collaboration would be possible.</p> <p>Kindly clarify the specific aspects of the DYEC's process you are looking to understand and provide some details on the type and scope of collaboration you are considering. This will help us better address your inquiry and determine the appropriate next steps.</p> <p>Regards,</p>		

Total Inquiries – August 2025

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 2025 to-date:	18
Total Inquiries received in 2025 to-date:	19

Complaints – August 2025

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

Total Complaints – August 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