

Inquiries – September 2025

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	September 12, 2025	DYEC project email	<p>Hi,</p> <p>I am looking to confirm if the Durham York Energy Centre is able to accept waste from private haulers, or if the regions know of any facilities that would be able to accept our waste.</p>	<p>Hello,</p> <p>This email is in response to your inquiry sent on September 12, 2025, regarding waste acceptance from private haulers 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 the facility to accept waste from any additional outside sources. Therefore, the Durham York Energy Centre does cannot accept waste from private haulers.</p> <p>You may consider contacting other EFW facilities to request information about their service.</p> <p>Please let us know if you have any additional questions.</p> <p>Thank you.</p> <p>Regards,</p>	September 12, 2025	PE

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
2	September 20, 2025	DYEC project email	<p>Dear Manager,</p> <p>I hope this message finds you well.</p> <p>We are a scrap metal company with operations in Thailand and China, currently sourcing non-ferrous heavies recovered from incinerator bottom ash and shredding plants across Europe and the United States.</p> <p>We would like to inquire whether your company has non-ferrous heavies available for sale. As the final processor, we are confident in our ability to offer competitive pricing and ensure a smooth transaction.</p> <p>We look forward to your response and the opportunity to establish a mutually beneficial business relationship.</p> <p>Thank you for your time and consideration.</p> <p>Kind regards,</p>	<p>Hello,</p> <p>Thank you for your inquiry dated September 20, 2025.</p> <p>The Durham York Energy Centre was constructed through a partnership between the Regional Municipalities of Durham and York and operates under a long-term Design, Build, Operate, and Maintenance contract with our operator, Reworld.</p> <p>As Reworld Durham York is responsible for the facility's day-to-day operations of the Durham York Energy Centre, they will be in the best position to respond to your inquiry about non-ferrous heavies recovered from bottom ash.</p> <p>Thank you.</p> <p>Regards</p>	September 25, 2025	PE

Total Inquiries – September 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:	19
Total Inquiries received in 2025 to-date:	21

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

Complaints – September 2025

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	September 8, 2025	DYEC Phone Line	The Durham York Energy Centre (DYEC) received an odour complaint via a phone call to the facility’s dedicated phone line. The caller reported detecting a burning plastic smell near the intersection of Highway 401 and Liberty Street in Bowmanville.	<p>Region staff confirmed that DYEC’s boilers were offline due to a scheduled maintenance shutdown occurring from September 1 to September 14. Additionally, meteorological data at the time of the complaint indicated a wind direction from the west-northwest (WNW), which positioned the facility downwind from the complainant’s location.</p> <p>Given the facility’s non-operational status during the reported period and the prevailing wind conditions, it was determined that the odour was unlikely to be associated with DYEC operations.</p> <p>The resident was informed that the facility has been in outage since September 1, with no waste processing activities taking place. Further, the resident was provided with information regarding DYEC’s odour control systems and reassured that current conditions did not support the likelihood of the odour originating from the facility.</p>	September 8, 2025	OW

Total Complaints – September 2025

Complaint Type	Total by Complaint Type
Total Project Team Complaints received this month by project web email / telephone:	1
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:	1

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