

Inquiries – December 2025

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	December 10, 2025	DYEC Project Email	<p>Hello, My group is interested in booking a tour (s). We are seniors so I was wondering how much walking is required. I see the tours are two hours long. Is there ever any benches that people could sit on if they are unable to stand for an extended period? Or would a few people be able to bring their rolling walkers so they can sit on them if need be to listen to the guide? Also, some people will likely ask me how much walking they will be doing. Also, are there certain days of the week when you give the tours? Or times of the day? I ask because when we did the Metrolinx tour we were limited to mid week/mid mornings/off season. So, we are wondering if could book tours for March /Apr/ May. Also, you said it is possible to do groups larger than 20. Not sure how many we would have, but would 40 be too large or should we try for two groups of 20? Hoping we can arrange something,</p>	<p>Hi, Thank you for your interest in touring the Durham York Energy Centre (DYEC). Our tours are typically offered on Tuesdays and Wednesdays at 10:00 a.m. or 1:00 p.m. At your earliest convenience, please provide a few preferred dates in March, April, or May, along with your preferred start time. We will confirm the most suitable option and send you a formal confirmation. The presentation and tour will take approximately 1.5 hours. Please note that the route involves light walking, some stairs, catwalks with open grating, and exposure to waste odours in the pit area. If you have any accessibility requirements, please let us know. We are happy to make accommodations to ensure all participants can fully enjoy the experience. For safety, all guests must wear Personal Protective Equipment (PPE) before entering the plant. We can provide the following items if needed:</p> <ul style="list-style-type: none"> • Long sleeves • Long pants • Safety glasses • High-visibility vests • Hard hats • Gloves • CSA-approved safety footwear (preferred) <p>If safety footwear is unavailable, guests may wear closed-toe, sturdy shoes (e.g., running shoes, hiking boots, winter/rain boots) and will be provided with a safety toe cap. Due to boardroom capacity and safety considerations, your group of approximately 40 participants will need to be divided into two sessions.</p>	December 18, 2025	PE

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				<p>While there are no benches along the route, rolling walkers are permitted, and an elevator is available for those who may find stairs challenging.</p> <p>Once we confirm your date and time, we will send a meeting invite with directions, parking details, and a PPE reminder. Please also provide an approximate number of attendees.</p> <p>If you have any questions or concerns, please let us know.</p> <p>Regards,</p>		
2	December 11, 2025	DYEC Project Email	Do you accept to disposal the commercial garbage from Quebec if is yes what is the price thank you.	<p>Hello,</p> <p>This email is in response to your inquiry sent on December 11, 2025, concerning the acceptance of commercial waste 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 only allows the facility to accept residential waste generated within Durham and York Regions. As a result, the Durham York Energy Centre cannot accept industrial, commercial, and institutional waste.</p> <p>We appreciate your interest in the facility and encourage you to explore alternative solutions for your waste.</p> <p>Please let us know if you have any additional questions.</p> <p>Thank you.</p> <p>Regards,</p>	December 12, 2025	PE

Total Inquiries – December 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:	27
Total Inquiries received in 2025 to-date:	29

Complaints – December 2025

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	December 15, 2025	Email	<p>Hi, Please see the email below. Would you be able to have someone respond to concerns over emissions from the Durham York Energy Centre? There were several posts on social media over the weekend regarding air quality being poor. Thank you,</p> <p>“Hi</p> <p>I've been concerned about the air quality in this area since the Durham York Energy Center (Garbage Incinerator) was built, which not to mention was built and is run by and American company Covanta. It is known to be a major health issue to the community with more pollution being emitted than is allowed by the WHO and is now increasing the processing of an additional 20,000 tonnes.</p> <p>This is unacceptable as there are many families in this area who deserve to live and work in safe environment.</p> <p>I am asking you to escalate this matter to put a stop to this immediately.</p> <p>Attached are some screen shots from this weekend showing the air quality.</p> <p>Best regards.”</p>	<p>Hello,</p> <p>Thank you for your inquiry regarding ambient air quality. Ensuring safe operations at the Durham York Energy Centre (DYEC) is a core aspect of the facility. This includes maintaining compliance with strict permit guidelines for the plant. In response to your concerns, we have reviewed the Continuous Emissions Monitoring (CEM) data from the DYEC and did not observe any spikes or unusual readings. The plant was operating smoothly during this period. Emissions from the Durham York Energy Centre (DYEC) are recorded by the continuous emissions monitoring system (CEMS) and displayed on DYEC website. In addition, we reviewed data from the DYEC's ambient air monitoring stations located both upwind and downwind of the facility. No alarms were triggered for any pollutants or particulate matter during this period, and the DYEC was well within the permit limits.</p> <p>Based on the information captured in the screenshot, we looked at some of the publicly available information. It appears that some of the data being used to generate the image may be from a consumer-grade air quality sensor, however we cannot confirm how the application is generating the image. Caution should be used when relying on this data as unlike those included in regulatory programs, there may not be set calibration or oversight audits to ensure the continued accuracy of the device. For contrast, the Ontario Ministry of the Environment, Conservation and Parks (MECP) regularly audits the ambient air stations operated by the Region, and the facility in stack sensors are tested regularly to ensure measurement accuracy. Additionally, the MECP has previously conducted reviews of the air quality data in the area and noted that it is comparable to similar locations within southern Ontario.</p> <p>I hope this helps to alleviate your concerns. If you are interested, the facility monitoring program information and results are posted on our website at www.durhamyorkwaste.ca. For general questions and</p>	December 18, 2025	NW

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				concerns about local air quality the MECP is likely the best overall resource. Regards,		

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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:	1
Total Complaints received in 2025 to-date:	2