

<b>Inquiries</b>						
<b>#</b>	<b>Date Received</b>	<b>Method Received</b>	<b>Comment Details/Description:</b>	<b>Response/ Remedial Action</b>	<b>Response Date</b>	<b>Staff</b>
1	April 3, 2015	Project web email	Is there going to be a visitors' centre when "normal" operations commence? If yes, approximately when would this centre open?	Good morning, Thank you for your interest in the Durham York Energy Centre. Yes, there will be a Visitors Centre. It is expected to be open late spring.  Regards,  Project Team	April 8, 2015	LW
2	April 5, 2015	Project web email	When is the official launch date?	Good morning,  Thank you for your interest in the Durham York Energy Centre. An official grand opening date has not been set. It is anticipated in the late spring.  Regards,  Project Team	April 8, 2015	LW
3	March 20, 2015  April 9, 2015	Project web email	Will you please advise me as to when you intend to begin publishing current data emissions online for the public to access and view?  Thanks for any help in this regard.  Thank you for the update!	Good morning,  Thank you for your interest in the Durham York energy Centre.  The DYEC continues to work through the start-up phase of operations as contemplated in Section 13.2 of the Notice of Approval to Proceed with the Undertaking. During start-up operations the Regions are monitoring the emissions, however, the continuous emission monitors (CEMs) need to be certified and the data verified prior to posting on the website. Following CEMs certification and data verification, the emissions data will be posted to the website. This is anticipated to occur in May of this year.  Regards,  Project Team	April 9, 2015	LW
4	April 21, 2015	Project Team telephone direct	Local resident, called at 8:15 April 21, 2015. He indicated he is a supporter of the project and wants to know if there will be an open house or tours available so that he can see what he supported.	Resident was advised to watch for an announcement on an open house/grand opening later this summer and on the website for the 'request a tour' button once we are complete	April 21, 2015	GB

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				with the commissioning process. Resident was thankful for the information.		
5	April 29, 2015	Project web email	As noted on your website, facility operators at the DYEC inspect waste visually prior to processing and will remove unacceptable items. What sort of unacceptable items have been found so far? Is every truck load inspected or just random loads are checked? Thanks for taking time to answer my questions.	Good afternoon,  Thank you for your interest in the Durham York Energy Centre. Waste is inspected and unacceptable items removed prior to coming to the DYEC by Miller Waste at a waste transfer facility as well as at the DYEC. The DYEC Environmental Compliance Approval requires that one truckload per hour be dumped and screened for unacceptable items. An example of some unacceptable items that have been removed from waste at the DYEC include propane, spray foam, and helium cylinders. I hope this helps answer your questions.  Project Team	April 30, 2015	LW
<b>Total Project Team Inquiries this month (project web email/telephone):</b>				<b>5</b>		
<b>Total Covanta Inquiries this month:</b>				<b>0</b>		
<b>Total Council/ Committee Inquiries this month:</b>				<b>0</b>		
<b>Total Durham Call Centre Inquiries this month (separate attachment):</b>				<b>0</b>		
<b>Total Inquiries from York this month:</b>				<b>0</b>		
<b>Total Inquiries from previous months:</b>				<b>35</b>		
<b>Total Inquiries in 2015:</b>				<b>40</b>		

<b>Complaints</b>						
<b>#</b>	<b>Date Received</b>	<b>Method Received</b>	<b>Comment Details/Description:</b>	<b>Response/ Remedial Action</b>	<b>Response Date</b>	<b>Staff</b>
<b>Total Project Team Complaints this month (project web email/telephone):</b>				<b>0</b>		
<b>Total Covanta Complaints this month:</b>				<b>0</b>		
<b>Total Council/ Committee Complaints this month:</b>				<b>0</b>		
<b>Total Durham Call Centre Complaints this month (separate attachment):</b>				<b>0</b>		
<b>Total Complaints from York this month:</b>				<b>0</b>		
<b>Total Complaints from previous months:</b>				<b>2</b>		
<b>Total Complaints in 2015:</b>				<b>2</b>		