

Inquiries – December 2018

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	December 13, 2018	DYEC Project Email	<p>Dear Durham York Waste,</p> <p>I am a PhD student at the University of Toronto performing research on state-of-the-art waste-to-energy plants. I am specifically looking for information on the total flue gas composition coming out of the incinerator unit.</p> <p>I know there are emissions data online, but I am specifically interesting in the output gas in terms of CO2, N2, and water content. Could you please provide the some information on the flue gas composition? I'm specifically interested in the purity of CO2 at the end and whether this could be used for CO2-to-value technologies.</p> <p>Thank you very much for your consideration.</p>	<p>Good Afternoon,</p> <p>Thank you for your interest in the Durham York Energy Centre. I believe the Stack Test data tables (available on the website - https://www.durhamyorkwaste.ca/Documents/MonitoringPlansReports/AirEmissions/AirEmissions2018.aspx) should provide you with the information you are requesting.</p> <p>Please let us know if you require any additional information.</p> <p>Regards, DYEC Project Team</p>	December 17, 2018	DL

Total Inquiries – December 2018

Inquiry Type	Total by Inquiry Type
Total Project Team Inquiries received this month by project web email / telephone:	1
Total Covanta 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 2018 to-date:	12
Total Inquiries received in 2018 to-date:	13

Complaints – December 2018

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	December 5, 2018	DYEC Project Email	<p>This place STINKS. Absolutely disgusting.</p> <p>My drive to and from work through this area has been turned into a game of “how long can I hold my breathe”. You absolutely tricked the residents of this community. I can’t imagine living close to this facility, it must be unbearable.</p>	<p>Good Afternoon,</p> <p>Thank you for email dated December 5, 2018 regarding your concerns in relation to the Durham York Energy Centre (DYEC).</p> <p>There has been a strong odour recorded in the area over the week commencing on Monday December 3, 2018. The DYEC is operating under normal conditions with no operational upsets and no recordable offsite odours. The Ministry of the Environment, Conservation and Parks (MECP) was notified by the DYEC on December 5, 2018. Upon review, the MECP confirmed that they are satisfied that the odour of concern is not in relation to the DYEC.</p> <p>Odour is monitored closely at the DYEC. The tipping hall where municipal solid waste is received and unloaded is located indoors. All the air in the tipping hall is drawn through large fans and used in the combustion process. This ensures the tipping hall remains under negative air pressure to contain any dust and odours generated during the delivery process. Daily odour inspections are completed by both DYEC staff to ensure there are no offsite impacts due to odour from DYEC operations.</p> <p>We welcome you call to schedule a visit to the DYEC for further discussion and brief tour of the facility.</p> <p>Regards, DYEC Project Team</p>	December 7, 2018	DL

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
2	December 7, 2018	DYEC Project Email	<p>This is a complaint for nuisance Odour.</p> <p>On Dec 5th, 2018 the odour from the Durham York Energy Centre incinerator was very strong and disgusting that I almost puked when I existed my car going to work at Energy Drive. I could not breath and had to put a cloth on my nose till I reached my workplace and was nauseated there after.</p> <p>Please ensure that you abide by MOE odour limits. The smell stemming from your facility is bad on many days but on Dec 5th, it was extremely strong and nauseating. Please consider the health and well-being of your neighbors and ensure this type of event does not occur in the future.</p> <p>Thank you</p>	<p>Good Afternoon,</p> <p>Thank you for email dated December 7, 2018 regarding your concerns in relation to the Durham York Energy Centre (DYEC).</p> <p>There has been a strong odour recorded in the area over the week commencing on Monday December 3, 2018. The DYEC is operating under normal conditions with no operational upsets and no recordable offsite odours. The Ministry of the Environment, Conservation and Parks (MECP) was notified by the DYEC on December 5, 2018. Upon review, the MECP confirmed that they are satisfied that the odour of concern is not in relation to the DYEC.</p> <p>Odour is monitored closely at the DYEC. The tipping hall where municipal solid waste is received and unloaded is located indoors. All the air in the tipping hall is drawn through large fans and used in the combustion process. This ensures the tipping hall remains under negative air pressure to contain any dust and odours generated during the delivery process. Daily odour inspections are completed by DYEC staff to ensure there are no offsite impacts due to odour from DYEC operations.</p> <p>We welcome you call to schedule a visit to the DYEC for further discussion and brief tour of the facility.</p> <p>Regards, DYEC Project Team</p>	December 7, 2018	DL

Total Complaints – December 2018

Complaint Type	Total by Complaint Type
Total Project Team Complaints received this month by project web email / telephone:	2
Total Covanta 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 2018 to-date:	3
Total Complaints received in 2018 to-date:	5