



September 25, 2012

Mr. Dave Fumerton, District Manager  
York Durham District Office  
Ministry of the Environment  
230 Westney Road South, 5<sup>th</sup> Floor  
Ajax, ON L1S 7J5

Dear Mr. Fumerton:

**RE: Durham/York Energy from Waste Project  
Submission of the July 2012 and August 2012 Complaint and Inquiry Log  
MOE File No.: EA-08-02**

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As a follow up to your letter dated January 4, 2012, in regards to monthly reporting requirements for all inquiries, concerns or complaints, on behalf of The Regional Municipality of Durham and The Regional Municipality of York, please find attached a copy of the Call Centre Log, the Internet Traffic Report and the Project Team Direct Contact Log for the months of July and August 2012.

Please note that some adjustments have been made to the Call Centre Log and Reporting System over the past few months. We have been in the process of creating standardized reporting templates and the Call Centre Log has undergone several changes in appearance, in addition to providing more details.

We trust that this meets the Ministry of the Environment's expectation as clarified in your letter. If you require additional information, please contact the undersigned.

Sincerely,

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Mirka Januszkiewicz, P.Eng.  
Director, Waste Management  
The Regional Municipality of Durham

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Laura McDowell, P.Eng.  
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LW/ms

- c. G. Battarino, Project Officer, Ministry of the Environment
- S. Thomas, District Supervisor, Ministry of the Environment
- Energy from Waste Advisory Committee (EFWAC)
- D. Kelly, Regional Clerk, The Regional Municipality of York
- P. Madill, Regional Clerk, The Regional Municipality of Durham

Encl.