

Inquiries						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	June 2, 2014	Telephone and email follow-up	Caller requesting information on the upcoming EFW-WMAC meetings.	<p>Good afternoon,</p> <p>Further to our telephone conversation this morning with regard to your inquiries about the upcoming Energy from Waste-Waste Management Advisory Committee (EFW-WMAC) on June 17 at 7 PM at Regional Headquarters, please find below the links to the meetings' minutes, as well as additional information regarding the Durham York Energy Centre (DYEC) on both the Regional website (www.durham.ca) and the DYEC Project Website (www.durhamyorkwaste.ca).</p> <p>DYEC Project Website http://www.durhamyorkwaste.ca/project/liaison-committee.htm - this link will provide you with the link to the EFW-WMAC Terms of Reference, EFW-WMAC Meeting Dates for 2014 and the link to past meeting materials http://www.durhamyorkwaste.ca/project/efwwmac-committeemeetings.htm - this link is provided at the above link and provides the past meeting materials including agenda, minutes and presentations held to date http://www.durhamyorkwaste.ca/project_index.htm - current information following the Environmental Assessment Phase after November 19, 2010 http://www.durhamyorkwaste.ca/study_index.htm - archived information from the Environmental Assessment Phase up to November 19, 2010</p> <p>Region of Durham Website: http://www.durham.ca/apps/clerks/masearch/Search.aspx - at this link, please search: Energy from Waste-Waste Management Advisory Committee (EFW-WMAC) http://www.durham.ca/extcontent.asp?nr=div&axion=newcalendar&setFooter=/includes/councilFooter.inc – this link is the Region of Durham calendar where the EFW-WMAC meetings are also posted, along with the</p>	June 2, 3, 4	MS/GA

				<p>As also discussed, Mr. Gioseph Anello, Manager, Waste Planning and Technical Services, Works Department, will be calling you to discuss the technical questions you posed with regard to waste diversion requirements of the EA, receipt of waste as advised by Miller, etc. Mr. Anello's contact information is Gioseph.Anello@durham.ca and 905-668-7711 ext. 3445, if required.</p> <p>Should you require anything further at this time, please advise.</p> <p>Thank you, Melodee</p> <p>Melodee Smart, Administrative Assistant Commissioner's Office, Works Department The Regional Municipality of Durham 605 Rossland Road East, PO Box 623 Whitby, ON L1N 6A3 1-800-372-1102 Melodee.Smart@durham.ca</p> <p>905-668-7711 ext. 3560 1-800-372-1102 Melodee.Smart@durham.ca</p> <p>The information was to include the additional text below in bold:</p> <p>http://www.durham.ca/extcontent.asp?nr=div&axion=newcalendar&setFooter=/includes/councilFooter.inc – this link is the Region of Durham calendar where the EFW-WMAC meetings are also posted, along with the agenda once issued.</p> <p>Thank you, Melodee</p> <p>Melodee Smart, Administrative Assistant Commissioner's Office, Works Department The Regional Municipality of Durham 905-668-7711 ext. 3560</p>		
2	May 27, June 2, 2014	Project Web email	<p>Hello,</p> <p>We have been retained to assist the Southern Alberta Energy from Waste Association in developing a comprehensive Governance Policy. If you are not</p>	<p>Good afternoon,</p> <p>I have attached several recent presentations given by our Director late last year which should be helpful in answering</p>	June 2, 5, 2014	LW

			<p>aware, SAEWA is in the planning stages to develop an energy from waste facility that will handle conversion of municipal and other sources of solid waste into Energy.</p> <p>We are currently collecting information from other waste-to-energy facilities in both Canada and the States to better understand how other facilities have set up their governance, and I am wondering if you would be willing to share this information with our firm. If this email should be forwarded on to someone else, please do so.</p> <p>It would greatly appreciated if you could provide any information that might assist. If you would like to discuss this over the phone, please do not hesitate to contact me.</p> <p>Thank-you so much,</p> <p>Generally we are gathering information on the following:</p> <ul style="list-style-type: none"> • When and why your system was established; • Your System infrastructure (facility types – i.e. public vs. private ownership); • How your governance system is structured and organized; and • What legislation you operate under. <p>Any information on the above would be greatly appreciated. Thanks again so much!</p>	<p>your questions. Should you still have questions after reviewing the presentations, please feel free to email us back.</p> <p>Some quick points to assist:</p> <ul style="list-style-type: none"> • Energy from Waste has been part of a long term waste management strategy plan since early 2000's, where many other components of our integrated waste management system have been put in place over the years to assist in diversion and complement an energy from waste facility. • Covanta Energy was selected by competitive RFP process to design, build, operate and maintain that facility and the Regions of Durham and York are the owners. • Our regulatory requirements fall under the Ontario Ministry of Environment. <p>Thanks, Project Team</p>		
3	June 11, 2014	Telephone	<p>Caller wanted information about the location of the EFW facility as they would like to take a drive and have a look.</p>	<p>Returned call no answer.</p>	June 11, 2014	LW
4	June 20, 2014	Project web email	<p>Please add me to your contact list for direct email updates on the Durham York Energy Centre.</p>	<p>Thank-you for your interest in the Durham York Energy Centre. We are currently undergoing an update to our website and a subscribe feature is an option we are exploring. Please continue to look for updates on our current website at your leisure.</p> <p>Regards, Project Team</p>	July 11, 2014	LW

5					
6					
7					
Total Project Team Inquiries this month (project web email/telephone):				4	
Total Council/ Committee Inquiries this month:				0	
Total Durham Call Centre Inquiries this month (separate attachment):				0	
Total Inquiries from York this month:				0	
Total Inquiries from previous months:				20	
Total Inquiries in 2014:				24	

Complaints						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1						

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#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
2						
3						
4						
5						
Total Project Team Complaints this month (project web email/telephone):				0		
Total Council/ Committee Complaints this month:				0		
Total Durham Call Centre Complaints this month (separate attachment):				0		
Total Complaints from York this month:				0		
Total Complaints from previous months:				8		
Total Complaints in 2014:				8		