

Inquiries						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	June 7, 2016	Project web email	<p>Hello,</p> <p>I work with a company that is looking to dispose of some garbage, and they would like to dispose of it using the waste-to-energy plant in order to make it more environmentally friendly. Is there someone I could talk to regarding this?</p>	<p>Good morning,</p> <p>We would be happy to speak with you about your inquiry. Please call 905-404-0888 X 4107.</p> <p>Regards,</p> <p>Project Team</p>	June 14, 2016	LW
2	June 24, 2016	Project web email	<p>I have been receiving notifications of new documents on the durhamyorkwaste.ca website for quite some time. However, the last one I received was this one, on May 28, 2016. I know more documents have been uploaded since that date, but have not received any further notifications.</p> <p>The notifications are helpful because many documents are uploaded nowhere near the dates on them, and they can be difficult to find on the site at times.</p> <p>Will you be continuing the service of sending out email notifications and will you be providing a "catch-up" on all documents uploaded since this last notification?</p>	<p>Good afternoon [REDACTED]</p> <p>Thank you for contacting us. I have sent a request to our IT department to follow up on this concern. I will forward you details of their investigation shortly.</p> <p>Project Team</p> <p>Good morning [REDACTED]</p> <p>Thank you for bringing this issue to our attention. Our IT department has now resolved the issue. You should have received an email with all the postings added to the website since May 28th, 2016.</p> <p>Regards,</p> <p>Project Team</p>	<p>June 24, 2016</p> <p>June 28, 2016</p>	LW

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Total Project Team Inquiries this month (project web email/telephone):				2		
Total Covanta Inquiries this month:				0		
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:				7		
Total Inquiries in 2016:				9		

Complaints						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	June 8, 2016	Delegation to Regional Council through Legislative Services	Delegate concerned with dioxin and furans. States that press release regarding dioxin and furan exceedance of Boiler 1 and a recent report :2016-J-21, did not include the actual stack concentration for public to gauge the magnitude of the exceedance. Delegate states long term sampling for dioxin and furan not installed and ambient air sampling not being done during commissioning period.	Concerns discussed in Council. No action required.	June 8, 2016	N/A
2	June 8, 2016	Delegation to Regional Council through Legislative Services	Delegate concerned with dioxin and furan exceedance.	Concerns discussed in Council. No action required.	June 8, 2016	N/A
3	June 13, 2016	Email forwarded by Access York (General Mailbox))	<p>Ladies and Gentlemen,</p> <p>As we are painfully aware, the DEFW Incinerator is spewing pollutants - especially dioxins in excess of the regulatory limit - across our region, including into Lake Ontario.</p> <p>The reports on the recent testing were just released to the public this morning. The controversy over the test results is a delay tactic.</p> <p>I have included several studies and reports regarding the dangers of dioxons and furans. I encourage you to read them. Several are Canadian, one is from WHO.</p> <p>Even Dr. Robert Kyle, Commissioner and Medial Health Office for Durham Region, in his emails to Staff in May 2016 expressed serious concern regarding these pollutants and the harm they could do to the residents of Durham. Dioxon and Furan are 2 of the deadliest chemicals known to humanity. Please see this link:</p> <p>https://en.wikipedia.org/wiki/Dioxins_and_dioxin-like_compounds</p> <p>To continue with using the incinerator, in my opinion, is criminal. Knowingly polluting water, land, air and people with extremely dangerous chemicals is in contravention of at least the following pieces of legislation:</p>	<p>Dea [REDACTED]</p> <p>Your email was forwarded to the Durham York Energy Centre project team for a response. The Regional Municipality of Durham and the Regional Municipality of York take our responsibility to protect the public and the environment very seriously. Please be assured that we are taking all measures required to ensure that the facility is operated in accordance with the requirements of provincial regulator - the Ministry of Environment and Climate Change (MOECC).</p> <p>The Durham York Energy Centre consists of two separate combustion units referred to Boiler #1 and Boiler #2. Separate stack tests were completed for each boiler unit between May 2 and May 11, and the samples were sent to an accredited independent laboratory for analysis. Stack test results for Boiler #2 were compliant with all regulatory limits. Stack test results for Boiler #1 were compliant with all regulatory standards except for the in-stack limit for dioxins and furans.</p> <p>On May 26, the Regions and Covanta voluntarily shut down Boiler #1 to conduct a complete investigation into the causes of the failed test. This step was taken as soon as the draft lab report was received. Boiler #1 remains offline as of the date of</p>	June 15, 2016	SD

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			<p><i>Fisheries Act (R.S.C., 1985, c. F-14)</i></p> <p><i>Canadian Environmental Protection Act, 1999 (S.C. 1999, c. 33)</i></p> <p><i>International Boundary Waters Treaty Act, (R.S. 1985, c. I-17)</i></p> <p><i>Criminal Code of Canada, (R.S.C. 1985, c. C-46)</i></p> <p>Given the above, I ask that Durham Regional Council cease and desist all incinerator activity until such time as both the Federal and Provincial Ministries can do independent testing without input or interference from Covanta or Durham Region Staff.</p> <p>There are provisions within the <i>Canadian Environmental Protection Act</i> for individuals to compel the Minister to investigate and lay charges.</p> <p>This is action that can be taken.</p> <p>I urge you to take action immediately to stop the spread of these poisons.</p> <p>Sincerely,</p>	<p>this response. The results of the investigation have been summarized in an Abatement Plan, which has been submitted to the MOECC for their review and approval prior to restarting Boiler #1. Upon restart, a series of diagnostic tests will be performed as outlined in the Abatement Plan followed by a complete retest to demonstrate compliance with all permit requirements.</p> <p>The MOECC sets emissions limits conservatively to ensure that ground-level concentrations remain at safe levels during an exceedance of the in-stack limits. According to an MOECC-approved dispersion model, the maximum ground level concentration of dioxins and furans during the May 2016 stack test was less than 2% of the limit prescribed by Ontario Regulation 419/05, Schedule 6. In addition, the Regions measure actual ground-level dioxin and furan concentrations at three ambient air monitoring stations located in the vicinity of the plant. Results from the ambient air monitoring stations have shown no elevated concentrations of dioxins and furans. While the Regions and Covanta are committed to returning the Durham York Energy Centre to compliance with the in-stack limits with all due care and speed, the modeling and ambient air monitoring results give confidence that public health has been protected throughout the process.</p> <p>I hope that this response helps to address some of the concerns raised in your email. Additional project information is available at www.durhamyorkwaste.ca. If you have further questions or concerns I respectfully request that these be addressed to the project team at info@durhamyorkwaste.ca.</p> <p>Sincerely,</p>		
4	June 29, 2016	Correspondence through	Municipality of Clarington to Ministry of Environment and Climate Change (MOECC) Minister, asked to not permit the restart of Boiler 1 until it is proven that it can	Correspondence received for information. Response not required as the correspondence was addressed to the	June 8, 2016	N/A

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		Legislative Services	operate within the ECA limits for all source tests, as demonstrated by stack tests and AMESA sampling, and mandate that an additional independent stack test be done each year for the next five years.	MOECC.		
5	June 29, 2016	Correspondence through Legislative Services	Resident asks why the Region has made no attempt at zero waste.	Correspondence received for information. No follow up required.	June 8, 2016	N/A
6		Delegation to Regional Council through Legislative Services	Delegate concerned with dioxins and furans. Concerned that the generic Health Risk Assessment did not identify risk to agriculture producers. Delegate is now concerned due to Dr. Kyle, Durham Medical Officer of Health comments on dioxins and furans entering the food chain. Delegate wants approved continuous monitoring for particulate matter and mercury, more stack tests, and to be more transparent by ensuring all documents are available to the public.	Concerns discussed in Council. No action required.	June 8, 2016	N/A
7	June 29, 2016	Delegation to Regional Council through Legislative Services	Delegate appeared to discuss report 2016-WR-6. Concerned with current air monitoring standards and guidelines with respect to human health. Ask why the monitoring plan discontinued with non-continuous monitoring during commissioning.	Concerns discussed in Council. No action required.	June 8, 2016	N/A
8	June 29, 2016	Delegation to Regional Council through Legislative Services	Delegate appeared to discuss report 2016-WR-7. Concerned the Abatement Plan does not identify a new set of more stringent operating limits that would ensure emissions limits are not exceeded. States that monitoring systems cannot detect emission exceedances, risk to human health is unknown, therefore the incinerator should be shut down and incineration banned.	Concerns discussed in Council. No action required.	June 8, 2016	N/A
9	June 29, 2016	Delegation to Regional Council through Legislative Services	Delegate appeared to discuss report 2016-WR-8. Delegate questions credentials of consultant overseeing the stack test in May 2016. Concerned that AMESA data does not reconcile with the stack test results. Concerned that health risks are not being told to the public.	Concerns discussed in Council. No action required.	June 8, 2016	N/A
10	June 29, 2016	Delegation to Regional Council through Legislative Services	Delegation questions decisions made by the Ministry of Environment and Climate Change (MOECC) with respect to the initial stack test. Concerned about notification to the public of exceedances, Councils direction to grant the acceptance test certificate, the delay and process in shutting down boiler 1, when the MOECC was notified of the exceedance and the need for a notification protocol and follow up communication plan.	Concerns discussed in Council. Council directive to ask staff to develop and implement communications protocol.	June 8, 2016	N/A

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11	June 29, 2016	Delegation to Regional Council through Legislative Services	Delegate appeared to discuss report 2016-WR-7. Suggests a summer Council meeting be scheduled if information related to the Durham York Energy Centre is available and that the public be notified in advance of Boiler 1 restart.	Concerns discussed in Council. Council directive to ask staff to develop and implement communications protocol.	June 8, 2016	N/A
12	June 29, 2016	Delegation to Regional Council through Legislative Services	Delegate concerned that trees and wetlands have been removed along Courtice Road due to Highway 407 construction, which in her opinion, expose residents to pollution from industry from the south. Delegate states that there have been higher concentrations of chemicals in surface water and groundwater and that groundwater flows to Lake Ontario, our drinking water supply. Delegate would like soil testing done on her property.	Concerns discussed in Council. No action required.	June 8, 2016	N/A
13	June 29, 2016	Delegation to Regional Council through Legislative Services	Delegate appeared to discuss report 2016-WR-7. Delegate feels Council has ignored suggestions brought forward by citizens. States that Council follows lead of staff and Covanta and Ministry of Environment and Climate Change are supportive. To shut down the incinerator now would result in huge legal cost and issues. Delegate states that zero waste strategy is cheaper, creates more jobs, etc..	Concerns discussed in Council. No action required.	June 8, 2016	N/A
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Total Covanta Complaints this month:				0		
Total Council/ Committee Complaints this month:				12		
Total Durham Call Centre Complaints this month (separate attachment):				0		
Total Complaints from York this month:				1		
Total Complaints from previous months:				8		
Total Complaints in 2016:				21		