



Inquiries						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
	March 3, 2015		Great! Thanks very much for the reply and information - it's much appreciated.	mneild@covantaenergy.com  or visit <a href="http://www.covanta.com/en/careers/career-search.aspx">http://www.covanta.com/en/careers/career-search.aspx</a> and select Courtice, ON, CAN location.  For employment opportunities with the Durham Region please visit <a href="http://www.durham.ca">www.durham.ca</a> and click on the careers section. You will be able to submit your resume on-line. Thanks, Project Team		
3	March 3, 2015	Project web email	Student inquiry regarding co-op placement at DYEC.	Thank you for your interest in employment at the Durham York Energy Centre. Your email has been forwarded to the Facility Manager.  Project Team	March 3, 2015	LW
4	March 3, 2015	Project web email	Inquiry regarding employment at the DYEC.	Thank you for your interest in employment at the Durham York Energy Centre.  The Region has awarded the contract to Design, Build and Operate (DBO) the EFW facility to Covanta Energy Corporation. As the Design Build Operate (DBO) contractor to the Regions, Covanta is responsible for the hiring of all admin and operations staff. Please feel free to follow up with the Facility Manager Matthew Neild at mneild@covanta.com  Project Team	March 4, 2015	LW
5	March 4, 2015		Inquiry regarding student placement at DYEC..	Good morning,  Thank you for your interest in employment at our facility.  The Region has awarded the contract to Design, Build and	March 4, 2015	LW

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				<p>Operate (DBO) the EFW facility to Covanta Energy Corporation following a public procurement process. As the Design Build Operate (DBO) contractor to the Regions, Covanta is responsible for the hiring of all admin and operations staff. Please feel free to follow up with the facility Manager, Matthew Neild on employment opportunities:</p> <p>Matthew Neild Facility Manager Covanta Durham York Renewable Energy LLP mneild@covantaenergy.com</p> <p>or visit <a href="http://www.covanta.com/en/careers/career-search.aspx">http://www.covanta.com/en/careers/career-search.aspx</a> and select Courtice, ON, CAN location.</p> <p>For employment opportunities with the Durham Region please visit <a href="http://www.durham.ca">www.durham.ca</a> and click on the careers section. You will be able to submit your resume on-line.</p> <p>Thanks, Project Team</p>		
6	March 4, 2015	Project web email	Inquiry regarding student co-op placement at DYEC.	<p>Good afternoon,</p> <p>Thank you for your interest in employment at our facility.</p> <p>The Region has awarded the contract to Design, Build and Operate (DBO) the EFW facility to Covanta Energy Corporation following a public procurement process. As the Design Build Operate (DBO) contractor to the Regions, Covanta is responsible for the hiring of all admin and operations staff. Please feel free to follow up with the facility Manager, Matthew Neild on employment opportunities:</p> <p>Matthew Neild</p>	March 4, 2015	LW

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				<p>Facility Manager Covanta Durham York Renewable Energy LLP mneild@covantaenergy.com</p> <p>or visit <a href="http://www.covanta.com/en/careers/career-search.aspx">http://www.covanta.com/en/careers/career-search.aspx</a> and select Courtice, ON, CAN location.</p> <p>For employment opportunities with the Durham Region please visit <a href="http://www.durham.ca">www.durham.ca</a> and click on the careers section. You will be able to submit your resume on-line. Thanks, Project Team</p>		
7	March 16, 2015	Project web email	Inquiry regarding employment at the DYEC.	<p>Good morning,</p> <p>Thank you for your interest in employment at our facility.</p> <p>The Region has awarded the contract to Design, Build and Operate (DBO) the EFW facility to Covanta Energy Corporation following a public procurement process. As the Design Build Operate (DBO) contractor to the Regions, Covanta is responsible for the hiring of all admin and operations staff. Please feel free to follow up with the facility Manager, Matthew Neild on employment opportunities:</p> <p>Matthew Neild Facility Manager Covanta Durham York Renewable Energy LLP mneild@covantaenergy.com</p> <p>or visit <a href="http://www.covanta.com/en/careers/career-search.aspx">http://www.covanta.com/en/careers/career-search.aspx</a> and select Courtice, ON, CAN location.</p>	March 17, 2015	LW

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				For employment opportunities with the Durham Region please visit <a href="http://www.durham.ca">www.durham.ca</a> and click on the careers section. You will be able to submit your resume on-line. Thanks, Project Team		
8	March 18, 2015	Project web email	<p>To whom this may concern,</p> <p>I am writing to you as a citizen who is concerned about the environmental hazards with your incinerator. My concern lies in the steps that your company is taking to separate potential recyclable material from waste. I am sure you are aware that some incinerators have separating facilities to make sure that their incineration process is more environmentally friendly.</p> <p>I am well aware of some incinerators in Europe being environmentally friendly by separating chemical waste from organic waste and recyclable materials. They also have dozens of filters to catch pollutants, from mercury to dioxin, that would have emerged from its smokestack only a decade ago.</p> <p>I would like you to please provide me with a list of the steps that your company is taking in order to run it, as well as future plans for turning the power plant more ecologically friendly. I am looking forward to getting this information from your company.</p>	<p>Good afternoon,</p> <p>Thank you for your interest in the Durham York Energy Centre. We received your inquiry. We will follow up with a fulsome response shortly. Thanks, Project Team</p> <p><b>Attachment 1</b> Good afternoon,</p> <p>Thanks again for your inquiry. We have drafted a detailed response about the various sorting methods and air pollution control technologies used at the Durham York Energy Centre to ensure the protection of the environment. Please see our response attached to this email. Please contact us if you have any additional questions. Regards,  Project Team</p>	<p>March 20, 2015</p> <p>March 26, 2015</p>	LW
9	March 20, 2015	Project web email	<p>Will you please advise me as to when you intend to begin publishing current data emissions online for the public to access and view?</p> <p>Thanks for any help in this regard.</p>	<p>Thank you for your interest in the Durham York Energy Centre. We will look into your inquiry and will follow up with you shortly.</p> <p>Regards,  Project Team</p> <p>Good morning,</p>	<p>March 24, 2015</p> <p>April 9, 2015</p>	LW

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				<p>Thank you for your interest in the Durham York energy Centre.</p> <p>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.</p> <p>Regards,</p> <p>Project Team</p>		
10	March 23, 2015	Project web email	Inquiry regarding employment at the DYEC.	<p>Good morning,</p> <p>Thank you for your interest in employment at our facility.</p> <p>The Region has awarded the contract to Design, Build and Operate (DBO) the EFW facility to Covanta Energy Corporation following a public procurement process. As the Design Build Operate (DBO) contractor to the Regions, Covanta is responsible for the hiring of all admin and operations staff. Please feel free to follow up with the facility Manager, Matthew Neild on employment opportunities:</p> <p>Matthew Neild Facility Manager Covanta Durham York Renewable Energy LLP mneild@covantaenergy.com</p> <p>or visit <a href="http://www.covanta.com/en/careers/career-search.aspx">http://www.covanta.com/en/careers/career-search.aspx</a> and select Courtice, ON, CAN location.</p> <p>For employment opportunities with the Durham Region please</p>	March 24, 2015	LW

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				<p>visit <a href="http://www.durham.ca">www.durham.ca</a> and click on the careers section. You will be able to submit your resume on-line.</p> <p>Thanks,</p> <p>Project Team</p>		
11	March 25, 2015	Project web email	Inquiry regarding employment at the DYEC.	<p>Good afternoon,</p> <p>Thank you for your interest in employment at our facility.</p> <p>The Region has awarded the contract to Design, Build and Operate (DBO) the EFW facility to Covanta Energy Corporation following a public procurement process. As the Design Build Operate (DBO) contractor to the Regions, Covanta is responsible for the hiring of all admin and operations staff. Please feel free to follow up with the facility Manager, Matthew Neild on employment opportunities:</p> <p>Matthew Neild Facility Manager Covanta Durham York Renewable Energy LLP <a href="mailto:mneild@covantaenergy.com">mneild@covantaenergy.com</a></p> <p>or visit <a href="http://www.covanta.com/en/careers/career-search.aspx">http://www.covanta.com/en/careers/career-search.aspx</a> and select Courtice, ON, CAN location.</p> <p>For employment opportunities with the Durham Region please visit <a href="http://www.durham.ca">www.durham.ca</a> and click on the careers section. You will be able to submit your resume on-line.</p> <p>Thanks,</p> <p>Project Team</p>	March 26, 2015	LW
12	March 25, 2015	Telephone Direct	<p>Caller left message to return call.</p> <p>Caller returned call April 1, 2015 and inquired whether ICI waste could be processed</p>	<p>Returned call and left message.</p> <p>Caller was advised that under the facility ECA only residential</p>	March 26, 2015	LW

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			at the DYEC.	municipal solid waste from Durham and York can be processed at the facility.		
13	March 27, 2015	Telephone direct	Inquiry regarding whether Durham waste and waste from Whitby is now being processed at the DYEC.	Caller was advised that waste was being processed at the DYEC.	March 27, 2015	LW
14	March 31, 2015	Project web email	Inquiry regarding employment at the DYEC.	<p>Good afternoon,</p> <p>Thank you for your interest in employment at our facility.</p> <p>The Region has awarded the contract to Design, Build and Operate (DBO) the EFW facility to Covanta Energy Corporation following a public procurement process. As the Design Build Operate (DBO) contractor to the Regions, Covanta is responsible for the hiring of all admin and operations staff. Please feel free to follow up with the facility Manager, Matthew Neild on employment opportunities:</p> <p>Matthew Neild Facility Manager Covanta Durham York Renewable Energy LLP mneild@covantaenergy.com</p> <p>or visit <a href="http://www.covanta.com/en/careers/career-search.aspx">http://www.covanta.com/en/careers/career-search.aspx</a> and select Courtice, ON, CAN location.</p> <p>For employment opportunities with the Durham Region please visit <a href="http://www.durham.ca">www.durham.ca</a> and click on the careers section. You will be able to submit your resume on-line.</p> <p>Thanks,</p> <p>Project Team</p>	March 31, 2015	LW

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<b>Total Project Team Inquiries this month (project web email/telephone):</b>				<b>14</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>21</b>		
<b>Total Inquiries in 2015:</b>				<b>35</b>		

<b>Complaints</b>						
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1	March 3, 2015	Telephone Direct	Caller left message at 3:15pm. Caller states he smells burning plastic and suspects it's from the new EFW facility. Caller also stated that he smelled the same/similar odour a year ago in Bowmanville.	<p>Call was returned at 4:20pm Told caller we would investigate and return his call upon any findings. The caller was satisfied with an investigation and was happy for the quick follow up. Region staff stated they would again follow up to advise what we did to investigate. Region staff returned call and left message advising of the investigation results on March 6, 2015.</p> <p>Covanta staff walked the immediate grounds (at 3:40pm) and Region staff drove through the area to which the call originated at 4:30 pm and no smell was evident at that time. Boiler 1 at full load, Boiler 2 at 90%, last MSW truck was before 2pm, ferrous metal truck left the facility at 3:15pm</p> <p>Meteorological data was gathered from the ambient air stations at Courtice Water Pollution Control Plant and Environment Canada, truck traffic, and process information was gathered.</p> <p>MOECC was contacted per ECA Condition 10-Odour Complaints and a report was provided on March 6, 2015.</p>	March 3, 2015	LW/AH/G B

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<b>Total Project Team Complaints this month (project web email/telephone):</b>				1		
<b>Total Covanta Complaints this month:</b>				0		
<b>Total Council/ Committee Complaints this month:</b>				0		
<b>Total Durham Call Centre Complaints this month (separate attachment):</b>				0		
<b>Total Complaints from York this month:</b>				0		
<b>Total Complaints from previous months:</b>				1		
<b>Total Complaints in 2015:</b>				2		