

Inquiries – March 2018

#	Date Received	Method Received	Comment Details / Description	Response / Remedial Action	Date Responded	Staff Initials
1	March 1, 2018	Visit to the DYEC Visitors Centre	A local resident came to the DYEC Visitors Centre to ask some questions about the facility and how it operates. Staff took some time to discuss the project, how the plant operates and Durham Region’s integrated waste management system.	<p>Thanks for popping in today with your questions about the Durham York Energy Centre.</p> <p>Just as a follow-up to our conversation, please feel free to visit <a href="http://www.durhamyorkwaste.ca">our website</a> (www.durhamyorkwaste.ca) to learn more about the facility and operations. At the bottom of the home screen there are two links which you may find interesting including the Detailed Virtual Tour and a Process Overview.</p> <p>I have also copied Christian Shelepuk, Supervisor, Waste Services, as you had requested his name for reference.</p> <p>Please let me know if you have any additional questions or concerns.</p>	March 1, 2018	DL
2	March 8, 2018	Project web email	<p>Hello,</p> <p>Would you have any reports or data you could share detailing the annual amount of waste accepted at your EFW facility, and/or the annual energy produced?</p> <p>Thank you</p>	<p>Thank you for your interest in the Durham York Energy Centre (DYEC). This email is in response to your request for reports or data detailing the annual amount of waste accepted at the DYEC and annual energy production.</p> <p>You can find this information on <a href="http://www.durhamyorkwaste.ca">our project website</a> www.durhamyorkwaste.ca under <b>Documents &amp; Publications</b> in the <b>Facility Operations Reports</b> section. The 2017 Annual Report will be available at the beginning of April. The estimated quantity of waste thermally treated in the Boilers in 2017 was 140,000 tonnes. The turbine generated 114,412 MWh of electricity, of which 98,577 MWh were exported to the grid.</p> <p>Please let us know if you have any additional questions.</p> <p>Regards, DYEC Project Team</p>	March 9, 2018	DL

**Total Inquiries – March 2018**

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



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			<p>letter to you all was on the list.</p> <p>Just wanted to let you know that I am concerned about the performance of the new waste incinerator.</p> <p>Attached is the notice the Region sent our nine days ago about the exceedance of CO back in early March.</p> <p>How many more exceedances must we breathe in?</p> <p>You know I have a heart for the area and it's people.</p> <p>Please do what you can to make sure we are getting the 'best of the best' from the Region.</p> <p>I'm disappointed in the incinerator's performance so far....but slightly not surprised since Covanta doesn't have the best track record.</p> <p>SO much that was speculated and feared to happen is happening.....remember all those delegations back in 2007-2009.</p> <p>Thanks for taking time to read my email message.</p> <p>God bless</p>	<p>On March 2, 2018, a CO spike led to the four hour rolling average exceedance of 48 mg/Rm3 (milligrams per reference cubic metre) in Boiler #2. This was an exceedance of an in-stack emission limit of 40 mg/Rm3, which is a Performance Requirement under Schedule C of the Environmental Compliance Approval (ECA). CO is monitored as an operational parameter indicating combustion performance. The DYEC Boiler #2 was back online within three hours of the event and is performing within the requirements of the ECA.</p> <p>Please note that we are committed to meeting the strict in-stack emissions limits imposed by the MOECC. The minor carbon monoxide (CO) exceedance that occurred on Friday, March 2, 2018 is being fully investigated and learnings will be incorporated into the Facility's standard operating procedures.</p> <p>We appreciate you taking time to note your concerns.</p> <p>Regards,</p> <p>DYEC Project Team</p>		

Total Complaints – March 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:	0
Total Complaints received in 2018 to-date:	2