

Inquiries						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	May 6, 2015	Project web email	Curious why the incinerator is not been operating lately. Haven't seen any smoke from the stack for a few days or more. Is there a serious problem? I am concerned about the increase in emissions due to shut down and start up cycles occurring frequently lately. Thanks for the info and passing on my concerns. I live in Bowmanville.	<p>Thank you for your interest in the Durham York Energy Centre.</p> <p>The lack of visible 'smoke' from the Durham York Energy Centre is not an indication that the facility is not operating or in shut down. A visible plume is noticeable when ambient temperatures are much cooler than the flue gas exiting the stack. This is the same phenomenon that occurs when a person exhales on a cold day – you can see your breath. On a warm day this is not noticeable. The 'smoke' from a complete combustion process, which occurs at the Durham York Energy Centre, is primarily composed of carbon dioxide, nitrogen and water vapour. A plume is visible when the warm water vapour exiting the stack meets colder ambient air.</p> <p>The DYEC continues to work through the start-up/commissioning phase of operations as contemplated in Section 13.2 of the Notice of Approval to Proceed with the Undertaking. Since February 13th the plant has been continuously combusting waste with the exception of a 3 day period where the plant was shut down for maintenance.</p> <p>Thank you for your interest.</p> <p>Project Team</p>	May 8, 2015	LW
2	May 6, 2015	Project web email	If any recyclable material is mistakenly placed in with the garbage shipped to the incinerator site, is it separated and sent to it's proper destination before incineration? Thank you.	<p>Thank you for your interest in the Durham York Energy Centre.</p> <p>There are many "hands" that pre-sort residential waste as it travels from homes and ends up as garbage at the DYEC:</p> <p>1. At the curb:</p> <ul style="list-style-type: none"> ◦Residents are provided with convenient waste diversion programs like the Blue Box and Green Bin programs to reduce, reuse, recycle and compost as much waste as possible. ◦Collection contractors "tag" and leave behind improperly sorted items or unacceptable materials. 	May 8, 2015 May 11, 2015	LW

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				<p>2.At Durham and York Regions' Public Waste Depots: ◦Residents are directed to sort their waste properly, for example, household hazardous waste is taken to the depot for free and safe disposal. ◦Staff direct residents to appropriate stations for depositing waste and inspect containers and bunkers for improperly sorted items or unacceptable materials.</p> <p>3.At the Waste Transfer Station: ◦Staff monitor trucks for radiation using detectors at the weigh scales. ◦Staff inspect garbage as it is dumped by collection trucks and repacked into tractor trailers for delivery to the DYEC. ◦Staff will remove unacceptable or hazardous items.</p> <p>4.At the DYEC: ◦Staff monitor trucks at the weigh scales and confirm that only approved vehicles enter the site. ◦Radiation detection devices monitor inbound trucks as they approach the weigh scales. Garbage loads that do not pass the radiation screening will be rejected and sent away without dumping their load. ◦Facility operators inspect waste visually prior to processing and will remove unacceptable items.</p> <p>Durham and York Regions give residents the tools, such as blue boxes and green bins, to do their part in being environmentally responsible. It's a lot easier to sort before it goes in the black garbage bag. There may still be some recyclables, that residents have not sorted, present in the waste stream as it comes to the DYEC, such as bottles and pop cans, and they will not be removed. Any metals, such as from metal cans, will be recovered for reuse after the waste is processed.</p>		

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				I hope this helps answer your question. Regards, Project Team		
3	May 8, 2015	Project web email	: I have a small farm and after recycling, I'd say 99% of my garbage is plastic bags which I'd really like to send for energy recovery. Between Household and barn garbage don't produce enough to warrant recycling the plastic ... how do I indicate/label/bin all this plastic for energy recovery???	Thank you for your interest in the Durham York Energy Centre. In the Region of Durham and some areas of York Region anything that is set out at your curb in the black or clear bags that is not recycling or compost will be destined for the Durham York Energy Centre for energy and metal recovery. It does not need to be marked or labelled. I hope this helps. Please feel free to email back if you have more questions. Regards, Project Team	May 11, 2015	LW
4	May 10, 2015		Is the Durham-York Energy Centre feeding electricity into the Ontario Grid? I ask because the Internet site states that this facility is still in the commissioning stage.	Thank you for your interest in the Durham York Energy Centre. You are correct that the facility is still in the commissioning phase. Currently instrumentation related to electricity generation is going through the processes which will permit us to feed electricity produced into the Ontario grid. This process is not yet complete so we are not yet providing electricity. Regards, Project Team	May 11, 2015	LW
5	May 11, 2015		I am a realtor with ReMax Jazz in Oshawa. This brokerage is the top brokerage in both Oshawa and Clarington in terms of homes closed on. If possible, I would like to arrange a tour of the facility, but with some planning, I can arrange for others to join me in this event. My cell is [REDACTED]. Thx.	Thank you for your interest in the Durham York Energy Centre. The facility is currently in the commissioning phase and will not be providing tours until that phase is completed. We will be holding a Grand Opening in late summer/fall timeframe so please listen for advertisements for that event. After the Grand Opening we will accept tour requests. If there are any questions/concerns you may have in terms of real estate and perceived impacts to property please feel free to let us know. Regards, Project Team	May 11, 2015	LW

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6	May 8, 2015	Received through the Health Department	<p>Hello,</p> <p>With the new incinerator coming online, will the Durham region health be doing more frequent air quality testing, specifically for contaminates that are known to come out of these plants? and publishing the results and if need be take action to control the contaminates if the test prove there is a risk to public health?</p> <p>I'm concerned for my children's health.</p> <p>Thanks</p>	<p>Thank you for your interest in the Durham York Energy Centre(DYEC).</p> <p>Human health and the environment are primary concerns for both Durham and York Regions. As such, the Regions have undertaken a series of detailed studies on air emissions, health, traffic, noise, ground and surface water to assess any potential effects from the DYEC to ensure that residents and the environment are protected. Results of the Human Health and Ecological Risk Assessment studies in the Environmental Assessment concluded that the DYEC would not lead to any adverse health risks to the public or environment.</p> <p>The gases generated in the EFW process are sampled continuously using state-of-the-art technology; this is referred to as continuous emissions monitoring system or CEMS. Monitoring emissions ensures that the DYEC continues to comply with stringent environmental monitoring and mitigation plans, standards and guidelines set out by the facility's Environmental Compliance Approval (ECA) granted by the Ontario Ministry of the Environment.</p> <p>Monitoring at the Facility:</p> <ul style="list-style-type: none"> • CEMS monitoring includes: • Carbon Monoxide • Nitrogen Oxide • Sulfur Dioxide • Hydrochloric Acid • Opacity • Furnace Temperature • Hydrogen Fluoride • Ammonia • Moisture • Total Hydrocarbons 	May 15, 2015	LW

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				<ul style="list-style-type: none"> • To supplement continuous CEMS monitoring of emissions, stack testing to determine the rate of emission of contaminants will be done twice per year. Results of the Stack testing will be compared against the dispersion models used during the health risk assessment to validate the predictive air emissions assessments. • dioxins and furans are sampled monthly <p>Monitoring off site from the facility:</p> <ul style="list-style-type: none"> • Ambient air, or surrounding air quality, at three different locations is also being tested for key contaminant such as: • Sulphur Dioxide (SO₂) • Nitrogen Oxides (NO_X) • Particulate Matter smaller than 2.5 microns (PM_{2.5}) • Metals in total suspended particulate matter (TSP) • Polycyclic Aromatic Hydrocarbons (PAHs) • Dioxins and Furans <p>The DYEC operates under the strict conditions granted by the Ontario Ministry of Environment and Climate Change(MOECC). In the event of an exceedance of the local air quality regulation (O. Reg 419/05) or other applicable health-based standards, corrective action will be taken immediately and the MOECC will be notified. An investigation into the cause will be undertaken in consultation with the Regions (Durham and York), MOECC, and the Medical Officer of Health (MOH). The magnitude of the exceedance will be evaluated against any potential for health effects. If the MOECC deems that the immediate corrective actions undertaken are unsuitable then the MOECC will direct the Owner to take further measures, such as a facility shut down.</p> <p>In accordance with our operating conditions, all documents required to be submitted to the MOECC are available on the</p>		

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				<p>facility website. Please visit www.durhamyorkwaste.ca for more information and to review reports at your leisure. The Region's Health Department will receive copies of all monitoring results and are members of the EFW Advisory Committee (EFWAC) so they are kept current with the facility operation and emissions.</p> <p>Questions are welcomed, so please feel free to let us know if you have further questions.</p> <p>Regards,</p> <p>Project Team</p>		
7	May 15, 2015	Project web email	<p>Hello,</p> <p>What about Smell? Is this tested?</p> <p>Thanks</p>	<p>Good morning,</p> <p>Thank you for your interest in the Durham York Energy Centre. Yes, monitoring for odour is an Environmental Compliance Approval Condition. An odour report is prepared and submitted to the Ministry of Environment and Climate Change on an annual basis.</p> <p>Please let us know if you have further questions.</p> <p>Project Team</p>	May 19, 2015	LW
8	May 27, 2015	Project web email	<p>Hi,</p> <p>Quebec City operates an incinerator for the burning of 300 000 t waste/year. Some 7 000 t of fly ashes and 4 000 t of used lime are produced. These by-product are up to now stabilised and landfilled in an appropriate site.</p> <p>We are looking for solutions for the recycling of fly ashes, such as in concrete production, and we would like to know if you have already explored potential solutions and if you are interested in exchanging information with us.</p> <p>Thank you for your time,</p>	<p>Good afternoon,</p> <p>Thank you for your interest on the Durham York Energy Centre.</p> <p>Covanta operates and maintains the 140,000 tonnes per year facility. Currently Covanta is evaluating reuse applications for bottom ash and combined ash but all are still in the early stages of development. Covanta also continues to evaluate alternative technologies to stabilize fly ash for landfilling, and while there may be some future potential for fly ash reuse, it is much more challenging given the nature of energy from waste fly ash.</p> <p>Please feel free to follow up with Covanta's business manager:</p>	<p>May 29, 2015</p> <p>June 2, 2015</p>	LW

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				Jennifer Baron, M.Sc., EP Business Manager Covanta Durham York Renewable Energy L.P. 1835 Energy Drive, Courtice, ON L1E 2R2 Tel: 905-404-4031 Cell: 289-685-4509 Email: jbaron@covanta.com http://covanta.com Regards, Project Team		
Total Project Team Inquiries this month (project web email/telephone):				8		
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:				40		
Total Inquiries in 2015:				48		

Complaints						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
Total Project Team Complaints this month (project web email/telephone):				0		
Total Covanta Complaints this month:				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:				2		
Total Complaints in 2015:				2		