

<b>Inquiries</b>						
<b>#</b>	<b>Date Received</b>	<b>Method Received</b>	<b>Comment Details/Description:</b>	<b>Response/ Remedial Action</b>	<b>Response Date</b>	<b>Staff</b>
1	November 3, 2014	Project web email	Seeking employment	Returned email suggesting they contact Covanta facility manager and provided contact information.	November 18, 2014	LW
2	November 6, 2014	Project web email	Seeking employment	Returned email suggesting they contact Covanta facility manager and provided contact information.	November 6, 2014	LW
3	November 6, 2014	Project web email	Seeking employment	Returned email suggesting they contact Covanta facility manager and provided contact information.	November 18, 2014	LW
4	November 10, 2014	Project web email	Seeking employment	Returned email suggesting they contact Covanta facility manager and provided contact information.	November 12, 2014	LW
5	November 12, 2014	Project web email	Seeking employment	Returned email suggesting they contact Covanta facility manager and provided contact information.	November 18, 2014	LW
6	November 18, 2014	Covanta telephone	Caller wanted to know what chemicals are in the steam produced during the current steam blow. Caller was requested that he send his concerns in writing as well.	Caller was informed during initial phone conversation that the boiler treatment water consisted of ammonia, caustic and phosphate. Discussion ensued about presence of hydrazine. Caller was assured that it is not present and sounded satisfied with that and would report back to his co-workers. Email with further information was forwarded to caller. It was erroneously reported that caustic and phosphate were in the steam. This is incorrect. A copy of the MSDS's for the boiler treatment chemicals were attached to the email.	November 18, 2014	HT

<b>Total Project Team Inquiries this month (project web email/telephone):</b>	<b>6</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>34</b>
<b>Total Inquiries in 2014:</b>	<b>40</b>

### Complaints

#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	November 18, 2014	Delegation to Energy from Waste-Waste Management Advisory Committee	██████████ recommended that the Committee review the conditions of the Certificate of Approval, in particular, conditions 7 through 9. She stated she believes it would be useful to the Committee to request a formal, detailed presentation by the Durham-York Project Team staff, Covanta and the Ministry of the Environment and Climate Change (MOECC) about Durham's ash management protocols and that MOECC explain the safeguards implemented as a result of what occurred in British Columbia.	General discussion ensued regarding the current protocol in place for the disposal of bottom and fly ash at the York Durham Centre; if the protocol has been approved by the Ministry of the Environment and Climate Change; and, if a presentation on the protocol could be arranged for the next meeting of the EFW-WMAC.	November 18, 2014	N/A
2	November 7, 2014	Email to the Project Team, EFWAC members, and MOECC	Email from an advisory committee member regarding infrequency of meetings and scheduling of meetings at inconvenient times	Scheduling of meetings was added to the agenda for the next advisory committee meeting on December 18, 2014. A summary of this, and all other EFWAC business will be included in the Annual Compliance Report required under Condition 8.2 (d) of the EA Notice of Approval	December 18, 2014	
3	November 12, 2014	Email to the Project Team,	Email from an advisory committee member regarding infrequency of meetings and scheduling of meetings at inconvenient times..	Scheduling of meetings was added to the agenda for the next advisory committee meeting on December 18, 2014. A	December 18, 2014	

<b>Complaints</b>						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
		EFWAC members and MOECC		summary of this, and all other EFWAC business will be included in the Annual Compliance Report required under Condition 8.2 (d) of the EA Notice of Approval		
<b>Total Project Team Complaints this month (project web email/telephone):</b>				<b>0</b>		
<b>Total Covanta Complaints this month:</b>				<b>0</b>		
<b>Total Council/ Committee Complaints this month:</b>				<b>3</b>		
<b>Total Durham Call Centre Complaints this month (separate attachment):</b>				<b>0</b>		
<b>Total Complaints from York this month:</b>				<b>0</b>		
<b>Total Complaints from previous months:</b>				<b>8</b>		
<b>Total Complaints in 2014:</b>				<b>11</b>		