

Inquiries						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	Tue 01/11/2016	Project team web mail	Hello, I am a McMaster University student studying Chemical Engineering and I am very interested in your waste-to-energy incinerator. I am currently researching various methods of waste disposal and I would really like to understand your incineration process and how it works. I specifically have questions about the pre and post treatment of the waste outside of the incineration tank. Is there someone I can contact who could answer some questions for me? Thank you for your time, Tim Bender	Good morning, Thank you for your interest in the Durham York Energy Centre. We would be happy to answer any questions you have about our process. If you would prefer to email your questions, please send questions to this email address or should you wish to speak directly with a technician, please call 905-404-0888. Regards, Project Team	Wed 02/11/2016	LW
2	Wed 02/11/2016	Durham Committee of the Whole	Delegate appeared before the Committee with respect to the Memorandum from M. Gaskell, Commissioner of Corporate Services, regarding the release of documents from the Closed Meetings of December 22, 2015 and January 27, 2016 Committee of the Whole Meetings.	No further action required by staff.	N/A	N/A
3	Wed 02/11/2016	Durham Committee of the Whole	A second delegate appeared before the Committee with respect to the Memorandum from M. Gaskell, Commissioner of Corporate Services, regarding the release of documents from the Closed Meetings of December 22, 2015 and January 27, 2016 Committee of the Whole Meetings.	No further action required by staff.	N/A	N/A
4	Wed 02/11/2016	Durham Committee of the Whole	Delegate appeared before the Committee with respect to Information Report #2016-INFO-25 re: Durham York Energy Centre: Abatement Plan Update.	No further action required by staff.	N/A	N/A
5	Wed 02/11/2016	Durham Committee of the Whole	Delegate appeared before the Committee with respect to Information Report #2016-INFO-26: Durham York Energy Centre: Boiler Performance Comparison.	No further action required by staff.	N/A	N/A
6	Fri 04/11/2016	Project team web mail	I have a large amount of (ironwood planks) that have to be destroyed 1 can you burn wood for your energy purposes 2 can you supply certificate of destruction if you think this is something that you could do please contact me for further details.	Good Afternoon, Thank you for your email regarding the Durham York Energy Centre. The Durham York Energy Centre is Durham Region's primary long-term disposal option for waste and only processes the household waste remaining after Durham and York Regions' aggressive composting, recycling and reuse programs. Unfortunately, we cannot help with the disposal of your wood planks as our Certificate of Approval does not allow us to accept waste from any additional outside sources.	Fri 04/11/2016	DL

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				<p>You may consider contacting Emerald Energy From Waste (http://www.emeraldefw.com/overview.php) to request additional information regarding their services.</p> <p>Regards, Project Team</p>		
7	Mon 07/11/16	Project team web mail	<p>Good morning again:</p> <p>Further to my questions below, and your Oct. 17th response that reports from Air Zone would only be available for Dec or January, note I should have asked whether the Diagnostic Testing report from AZone would be separate from their Stack Testing report?</p> <p>I am concerned about the time lag between testing and Air Zone's reports. Recall that after the early May 2016 stack tests, Air Zone had a preliminary report ready by June 15th, with a final report Sept. 2016 whereas now it seems that all reports will be delayed until December or January. Please confirm status.</p> <p>My questions re any HDR reports to the Regions stands –will there be any including some confirmation that Covanta would have completed (or not) all issues identified in Abatement Plan and HDR's report re same.</p> <p>Good Morning:</p> <p>It has been over five weeks since the Diagnostic test results were completed. From councillors' questions to staff at COW November 2nd, we know that staff have some results and perhaps by now complete lab results. Will/have Air Zone and/or HDR prepare(d) reports around the Diagnostic testing program and if yes, when would that be available?</p> <p>Please advise WHEN these results will be made available to DR Council and when these results would be posted to the project website and when/how public would be notified e.g. media release, notifications to those who signed up for these.</p> <p>As well, please confirm whether or not Covanta completed their compliance stack testing, which was scheduled for the weeks of October 24th and 31st and if</p>	<p>Good Afternoon,</p> <p>Please be advised that your question has been received and is currently being addressed by the DYEC project team. Once prepared, we will provide you with a detailed response to your questions.</p> <p>Regards, Project Team</p> <p>Good morning,</p> <p>The Project Team offers the following responses to your inquiry below:</p> <p>(1) Further to my questions below, and your Oct. 17th response that reports from Air Zone would only be available for Dec or January, note I should have asked whether the Diagnostic Testing report from AirZone would be separate from their Stack Testing report?</p> <p>The AirZone review on the Diagnostic and Compliance Source Tests will be provided as one report.</p> <p>(2) I am concerned about the time lag between testing and Air Zone's reports. Recall that after the early May 2016 stack tests, Air Zone had a preliminary report ready by June 15th, with a final report Sept. 2016 whereas now it seems that all reports will be delayed until December or January. Please confirm status.</p>	<p>Mon 07/11/2016</p> <p>Thu 10/11/2016</p>	<p>LW</p> <p>LW/GB</p>

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			<p>completed, when these results would be provided to DR Council and posted to the project website and when/how public would be notified e.g. media release, notifications to those who signed up for these. Will/have Air Zone and/or HDR prepare(d) reports around the compliance Stack testing program and if yes, when would that be available?</p> <p>Thank you.</p>	<p>A report to Council which includes a preliminary assessment by AirZone will be provided December 2016. A full peer review cannot be completed until the final report is submitted to the MOECC.</p> <p>(3) My questions re any HDR reports to the Regions stands –will there be any including some confirmation that Covanta would have completed (or not) all issues identified in Abatement Plan and HDR’s report re same.</p> <p>The MOECC will determine the status of the Abatement Plan completion. HDR will be reporting to the Owners on the conduct of the Abatement Plan.</p> <p>Regards, Project Team</p>		
8	Tues 08/11/16	Project team web mail	<p>Good morning,</p> <ol style="list-style-type: none"> 1. When will Diagnostic test results from September be made available to the public? We were told they would be made available right away but it has been 5 weeks since those tests ended and there is nothing posted so far. 2. When will Nov stack test results (for compliance) be made available to the public? 3. If there is a need to re-do any of the diagnostic or final stack tests, will the public be told and will we have results from all tests that are done? 4. If there are emissions above the allowable limits, will the boiler(s) be shut down immediately, or will there be a wait until the management committee, MoECC, owners etc. are given final lab results and can meet to make a decision? Has that protocol changed? <p>Thanks.</p>	<p>Good Afternoon,</p> <p>Please be advised that your question has been received and is currently being addressed by the DYEC project team. Once prepared, we will provide you with a detailed response to your questions.</p> <p>Regards, Project Team</p> <p>Good morning,</p> <p>Please see the Project Team responses to your inquiry below in red.</p> <p>1. When will Diagnostic test results from September be made available to the public? We were told they would be made available right away but it has been 5 weeks since those tests ended and there is nothing posted so far.</p>	<p>Tue 08/11/2016</p> <p>Mon 14/11/2016</p>	<p>LW</p> <p>LW/GB</p>

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				<p>The Diagnostic Source Test results was posted to the website the week of November 7, 2016.</p> <p>2. When will Nov stack test results (for compliance) be made available to the public?</p> <p>Covanta did complete the compliance source test during the weeks of October 24th and October 31st. The source test report will be posted to the website concurrent with its submission to the MOECC. An information report is scheduled to be provided to Council in December 2016, pending the completion of laboratory and analysis of the data.</p> <p>3. If there is a need to re-do any of the diagnostic or final stack tests, will the public be told and will we have results from all tests that are done?</p> <p>Any requirement to redo the source testing will be directed by the MOECC. Notification and communication of the results will be in accordance with the communication protocol approved by Council.</p> <p>4. If there are emissions above the allowable limits, will the boiler(s) be shut down immediately, or will there be a wait until the management committee, MoECC, owners etc. are given final lab results and can meet to make a decision? Has that protocol changed?</p> <p>Covanta must abide by the conditions imposed by the Abatement Plan (shutdown the boiler in the event of an exceedance). The MOECC will ensure that the provisions of the Abatement Plan are followed.</p> <p>Regards, Project Team</p>		

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9	Tues 29/11/16	Project team web mail	<p>Good afternoon,</p> <p>I am inquiring about whether or not the Durham York Energy Centre has a process to accept commercial waste?</p> <p>Thanks you for your time</p>	<p>Good morning,</p> <p>Thank you for your interest in the Durham York Energy Centre. Our current Environmental Compliance Approval (ECA) permits us to accept up to 140,000 tonnes of municipal solid waste annually, only from within Durham and York Regions. We are not permitted to accept any commercial waste.</p> <p>Regards, Project Team</p>	Tue 29/11/2016	DL

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Total Project Team Inquiries this month (project web email/telephone):				5		
Total Covanta Inquiries this month:				0		
Total Council/ Committee Inquiries this month:				4		
Total Durham Call Centre Inquiries this month (separate attachment):				0		
Total Inquiries from York this month:				0		
Total Inquiries from previous months:				37		
Total Inquiries in 2016:				46		

Complaints						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	Tues 26/07/2016	Durham Corporate Communications to DYEC Project Team Staff	There's a smell of garbage in the air hwy2/Green Rd. Yesterday was very strong around 3pm. Could it be from the incinerator?	<p>The DYEC is conducting 'Odour Walks' around the facility every 6 hours in association with Boiler #1 being offline. No odours were detected during the 10am or 4pm walks yesterday. Receipt of MSW was approximately 250 tonnes or 7 trucks. There were no MSW trucks on site between 1:41pm and 3:15pm. Boiler #2 was operating under normal conditions.</p> <p>The MOECC was contacted and advised that based on the location of the complaint, the source of the odour would likely be in close proximity to the Hwy 2 and Green Road area and not related to the DYEC.</p>	Tue 26/07/2016	LW/AH
2	Wed 16/11/2016	DYEC Control Room	Control Room operator received a call from the OPG building across the street. A gentleman stated he could smell a garbage like stench wafting from this direction and asked if were having issues here and could we investigate. The Complainant did not leave a name or number for a return call.	<p>Both boilers online at approximately 100% MCR. One truck had delivered MSW but had left the site at 07:25am. A Covanta Shift Supervisor did a facility walk-around did not smell any odour from the DYEC.</p> <p>At 08:20am, Covanta's Environmental staff began a drive around the block and noted an odour on the north side of the facility near Energy Drive and Osbourne Road which smelled like compost.</p> <p>No odour was detected at the Visitor Centre at 08:30am.</p> <p>The odour was detected at the Transfer Station and along Baseline Road to the north of it. It appeared that the source of the odour was not coming from the DYEC.</p> <p>The MOECC was called at 08:45am to inform them of the odour complaint and Covanta's investigation. The MOECC was onsite at 11:00am. Upon discussion at 12:10pm the MOECC agreed the odour was not coming from the DYEC.</p>	Wed 16/11/2016	DL/AH

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Total Project Team Complaints this month (project web email/telephone):				1		
Total Covanta Complaints this month:				1		
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:				25		
Total Complaints in 2016:				27		