

Inquiries						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	October 16, 2014	Project web email	<p>Hello,</p> <p>I am currently scheduling presentations for the Durham Environmental Advisory Committee (DEAC) for next year. DEAC is a volunteer advisory committee that provides advice to Regional Planning and Economic Development Committee and to Regional Council on environmental planning matters. I believe that the DEAC would be very interested in receiving an update on the Region's EFW Project and plans for their monitoring program. Please let me know who I should contact from the EFWAC or Works Department about scheduling a presentation.</p> <p>Thanks</p>	<p>As the facility is moving into commissioning phase, it may be best to wait until spring of 2015 for a presentation when we will have more to update you on. Please feel free to follow up with Greg Borchuk our EFW Project Manager at Greg.Borchuk@Durham.ca or Mirka Januszkiewicz our Director at Mirka.Januszkiewicz@Durham.ca for future presentation requests.</p> <p>Best Regards, Project Team</p>	October 17, 2014	LW
2	October 17, 2014	Project Team Direct	<p>I am looking for an opportunity to meet with you in the near future to discuss the Processed Bottom Ash from the Durham Facility.</p> <p>As you know we have technologies and products made from this material.</p> <p>Thanks again</p> <p>██████████</p> <p>████████████████████</p>	<p>Good afternoon,</p> <p>Thank-you for your interest in our facility. In accordance with our contract with Covanta, Covanta is named the responsible party for the disposal/reuse option of any bottom ash produced from the waste brought to the facility. Currently Covanta does have a contract in place for the bottom ash. As such, any future discussions on bottom ash may be discussed with Covanta. Howard Titus is the facility plant manager and you are welcome to follow up with him directly. I have also copied Howard on this response.</p> <p>Best Regards,</p> <p>Project Team</p>	October 17, 2014	GB
3	October 17, 2014		<p>Hi there</p> <p>Not sure if it is the election or the impending activation of the EFW that is causing questions to come us. I am thinking it is the election given how the EFW is being highlighted again. It was even part of the debate in Port Hope last evening (because of REM).</p> <p>Can you respond to the following question?</p>	<p>Good morning,</p> <p>Thanks for your interest and inquiry on the Durham York Energy Centre.</p> <p>The DYEC has been designed to process 140,000 tonnes of waste annually using two identical 70,000 tonne per year processing units. Each processing unit has its own feed chute,</p>	October 24, 2014	LW

			<p>In the case of the incinerator stack monitoring, it would make sense to at least duplicate every measuring instrument & control loop that monitors the stack effluent. It's easy to image a situation where a particular measuring instrument or physical monitoring loop gets taken out of service, by design, accident or wear & tear. I understand that this facility is designed to be run continuously & not shut down for maintenance. Instruments will fail & will need to be taken out of service regularly for repair, calibration checks, etc. Filters will plug, pipes will leak, valves will fail, seals will leak, etc, etc. The thought of running the incinerator without critical monitoring in place leads to all kinds of scary situations involving planned or unplanned release of above-limits emissions, with no records of such events.</p> <p>Who should I be directing these inquiries too in the future? Thanks</p>	<p>combustion boiler, air pollution control system and ash handling system, allowing it to run completely isolated from the other unit. Flue gas from each unit combines in a common flue at the stack for final discharge. This redundancy is deliberately built in to allow for maintenance of one unit, while the other unit is operating and continuing to monitor emissions. As part of the maintenance program, Covanta will perform scheduled maintenance shutdowns for each unit on a regular basis as required by both the ECA and their contract with the regions. Overall the plant will process waste 365 days per year between the two units with trained staff on hand at all times to monitor and maintain all operating systems.</p> <p>A computerized data acquisition system in the control room will be used for monitoring the output from the Continuous Emissions Monitoring System (CEMS) and instant notification is given if any operational control or legislative limits are breached. CEMS units are calibrated daily to ensure they are within compliance limits. The ECA and the Project Agreement require the operator to maintain an inventory of critical spare parts, annual and five year maintenance plans, maintenance logs and calibration records to ensure the facility is maintained to the same high standard as all other Regional assets. The CEMS are listed on the "Critical Parts" list and therefore will be replaced immediately by onsite maintenance staff in the event of a malfunction.</p>		
4	October 24, 2014	Project Team Direct	<p>Mirka and Jim, Thank you very much for facilitating and taking leading role in the Site Tour for North American Council of Polish Engineers on Friday, October 24, 2014.</p> <p>Participants were very happy to walk through your magnificent plant and see and hear from both of you;</p> <p>In the group of 20 visitors Poland was represented by nine professors from technical universities including a Rector, Vice-Rector and several Deans, a Director of the Central Polish Engineers Association NOT, several directors of technical associations and a few businessmen. The USA was represented by a few professors and technology managers. Canadian participants included the Past President and Chair of the Energy Committee of the Ontario Society of Professional Engineers (the sole participant of the non-polish origin, the Conference Key Note, a powerful "Straight Talk on Energy Challenges - Canada, USA, World" speaker starting the following day conference sessions).</p> <p>Mirka may expect follow-up inquiries since her great polish presentation triggered a lot of questions and a very lively discussion that continued in the following two days</p>	No response required.	N/A	GB

DURHAM YORK ENERGY CENTRE COMPLAINT & INQUIRY PROTOCOL LOG OCTOBER 2014

			<p>with myself on the answering side. Jim gave a concise review of the plant; special thanks for speaking clearly, loud and slow to facilitate comprehension for the polish visitors.</p> <p>Thanks again for making the tour happen, it was the highlight of our conference.</p>			
5	October 31, 2014	Project web email	<p>Hi,</p> <p>I work for a company that decommissions office furniture through resale, donation, and recycling. I want to inquire some information regarding your services as it relates to Energy from Waste. I have attached a brochure for your reference.</p> <p>Our goal is always to avoid disposing office furniture and equipment into the landfill, however sometimes we have no choice. We have a 98% landfill diversion rate, and we want to keep it as high as possible.</p> <p>Energy from Waste is something we need to learn more about, and I would like to know what types of materials you can and cannot accept for recycling, using your methods of sustainability and energy from waste.</p> <p>We deal with a lot of cubicles, desktops, MDF, and mixed materials. Can you please provide information. Also, when is this facility scheduled to be open and operational?</p> <p>Thank you kindly,</p>	<p>Good morning,</p> <p>Thank-you for your interest in our facility. The Durham York Energy Centre is scheduled to be fully tested and operational by late fall 2014. Our Environmental Compliance Approval only allows post recycled/composted, non-hazardous residential household waste from the communities within Durham and York Regions, therefore we are unable to assist with your disposal needs.</p> <p>We wish you luck in moving forward with your diversion initiatives.</p> <p>Best Regards, Project Team</p>	November 4, 2014	LW

Total Project Team Inquiries this month (project web email/telephone):	5
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:	29
Total Inquiries in 2014:	34

Complaints						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1						
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4						
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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:				8		
Total Complaints in 2014:				8		