

## DURHAM YORK ENERGY CENTRE COMPLAINT PROTOCOL LOG SEPTEMBER 2013

September 2013						
Date Received	Method Received	Comment Details/Description:	Positive (P) Negative (Neg) Neutral (N)	Response/ Remedial Action	Date Sent	Staff
September 2, 2013	Project web email	<p>Good afternoon --</p> <p>I apologize for the length of time it has taken to return a note of thanks to you for your very kind and informative reply to my initial inquiry to you of April 15, 2013 regarding the Durham/York EFW.</p> <p>Your note not only contained great background information on the project but most gratefully I thank you also for the contacts at Covanta Energy.</p> <p>Given that, as you noted, the facility will not be operational until 2014, I have not yet sent a note of introduction, and my interest in employment at the facility, to the gentlemen listed below....I do intend to send a correspondence to them in the near future.</p> <p>My inquiry of today is that I have noted that on Wednesday, September 11 from 7 to 9 PM at the Region Headquarters, there is a meeting of the Energy From Waste-Waste Management Advisory Committee.</p> <p>I would like very much to attend that meeting to learn more about the facility and its' progress, but I am not sure if this is a closed meeting, or one that the public can attend....I don't want to just show up unannounced as it were and then find out it's a closed Region business meeting only.</p> <p>I would be there to listen and learn only and happily receive and review the hand-outs.</p> <p>My last question for today is that I have read that the hiring of future employees will take place locally, using local people and skills, which is great to hear, but is the hiring process itself conducted by Covanta Energy or by the Director, Waste Management Services, Durham Region.</p> <p>Again, given completion date of the project, this inquiry may be a bit premature.</p> <p>Once again folks I do thank-you for reviewing my inquiries in this correspondence and I look forward to hearing from you as your time allows.</p> <p>Regards and thanks,</p>	P	<p>Good afternoon,</p> <p>Thank-you for the feedback it is greatly appreciated. Glad to hear you found the information helpful and informative.</p> <p>Please do come to the upcoming Energy from Waste-Waste Management Advisory Committee Meeting. These meetings are open to the public as are the Energy from Waste Advisory Committee meetings. The next Energy from Waste Advisory Committee meeting will be held on October 2 here at Regional Headquarters starting at 6:30 PM.</p> <p>Hiring for the facility internal operations will be done by Covanta. The Region will be hiring several weighscale operators to monitor incoming and outgoing loads to and from the facility later this year or early next year.</p> <p>Thanks for your continued interest in our facility. Please contact us again if you have any future comments/concerns.</p>	October 4, 2013	LW
September 3, 2013	email	I would like you to talk about incineration to my class this fall is it doable?	P	We are unable to make a time commitment in the next while, but will be in touch with you at a later date to discuss expectations and firm up a date and time.	September 5, 2013	LW

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September 9, 2013	letter	<p>Dear Greg,</p> <p>The Kenyan Outreach Project Committee of St. Barnabas Church is grateful for your hospitality and generous welcome of participants of our 2013 <b>Magical Mystery Tour</b> fund raiser. The visit added considerably to our day's journey!</p> <p>The event was successful at every level. Everyone had fun and we raised over \$1600, all of which goes to support the education of a family of orphaned children living in Nairobi, Kenya.</p> <p>As promised, I am sending the article from the Peterborough Examiner about the day. Due to various reasons the article wasn't published for several weeks after the event, and the further delay was due to my schedule. Yet the piece is eye-catching and took up most of the page!</p> <p>Again we thank you for your support.</p>	P	No response required.	N/A	
September 16, 2013	email	<p>Prior to the joint committee meeting to address the incinerator environmental monitoring, it would be very helpful to have clarity on a couple of relevant technical issues concerning the potential for emissions of contaminants to the atmosphere.</p> <p>1) APC bypass</p> <p>It has recently come to my attention that waste incinerators are typically designed with a "bypass stack" or "dump stack" (in some cases called a "thermal relief vent" or other benign term) for use during accidents and malfunctions. In other words, a means of venting combustion gases directly to the atmosphere, bypassing air pollution control equipment (with obvious harmful consequences).</p> <p>According to the RFP, such venting is excluded: "Any type of dump stack where the flue gases are released into the atmosphere untreated shall not be accepted." (RFP 604-2008 Appendix 1 - 8.12.1 General). However, I must ask if there has been any change to this restriction during the design and build phases.</p> <p>In other words, is there in the Durham-York incinerator a mechanism that for any reason - routine or emergency - allows flue gases to escape to the atmosphere before reaching the APC?</p>	N	<p>In response to the two questions you sent Monday evening we offer the following response:</p> <p>1 - There are no 'by-pass' or 'venting' features at this facility;</p> <p>2 - The C of A requires the proponents to identify upset conditions and the associated contingency measures in the Operations and Maintenance Manual. Malfunctions will be addressed in the standard operating procedures (SOPs) that are a requirement of the O&amp;M Manuals. All exceedances will be reported to the MOE investigated fully by the Operator and the MOE.</p> <p>Thank you for your enquiry.</p> <p>Sincerely</p>	September 18, 2013	GB

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		<p>Secondly, are there conditions during which, for any reason - routine or emergency - flue gases can be released to the atmosphere through an idle or non-functioning APC chain? (e.g. defective baghouse filter, non-functioning chemical reagent supply).</p> <p>2) Malfunction, start-up and shutdown</p> <p>The term 'malfunction' used in the ambient air monitoring plan is vague and needs to be defined more precisely. This is important because emissions during 'malfunctions' are not included in the legally defined emission limits. The C of A does define start-up and shutdown but is silent on 'malfunction'.</p> <p>We, meaning Durham Region as the owner and Durham residents, need clarity on the conditions that are defined as a malfunction. For example, is it a malfunction of the combustion equipment (grate, air supply, ash chute, etc.), obstruction in the heat exchanger or economizer, or malfunction of the APC equipment (flaw in baghouse filter, failure to inject sufficient neutralizing reagents), or is it a malfunction of the monitoring equipment? Is it defined as a gross malfunction involving outright breakage of a major subsystem, or a minor condition that can be resolved by routine maintenance? Would a failure in the electrical generation equipment (possibly necessitating steam bypass around the turbines) count as a malfunction?</p> <p>As you can see from the above list, the number of potential malfunctions is quite large. One useful way of categorizing malfunctions is in negative or in positive terms. By negative terms, I mean a comprehensive list of specific abnormal conditions or equipment failures agreed upon by the owner and the operator. By positive terms, I mean that the nominal nominal conditions, plus/ minus tolerances, are clearly defined and agreed upon by the owner and operator, with any derogation constituting a malfunction.</p> <p>Similarly, start-up and shutdown have not clearly been defined other than in the C of A, but even then only in broad terms. What are the criteria? How does each procedure affect each major subsystem?</p> <p>So far, responses by project staff to specific questions have been vague and we would appreciate clarification of this important matter. It would be helpful to all - including regional staff who oversee the operation of the incinerator - to know precisely what is meant by each term.</p> <p>Thank you</p>				

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September 18, 2013		<p>I have not received any reply to my previous email, nor do I have an acknowledgement that the email was received. By way of Cc on this email, I am making the chairs of each committee aware that these vital questions are at risk of being left unanswered on the eve of a crucial committee vote on incinerator air emission monitoring.</p> <p>I am also using the opportunity to add a slight correction to my previous letter: the C of A defines "controlled and emergency shut down" but not, as I had written, startup. This adds an extra urgency to my questions: what are the conditions to determine the transition between startup and normal operation? If this, along with "malfunctions", are not defined, it opens a potential loophole through which pollution from the incinerator will be labelled as acceptable or routine.</p>	N	<p>In response to the two questions you sent Monday evening we offer the following response:</p> <p>1 - There are no 'by-pass' or 'venting' features at this facility;</p> <p>2 - The C of A requires the proponents to identify upset conditions and the associated contingency measures in the Operations and Maintenance Manual. Malfunctions will be addressed in the standard operating procedures (SOPs) that are a requirement of the O&amp;M Manuals. All exceedances will be reported to the MOE investigated fully by the Operator and the MOE.</p> <p>Thank you for your enquiry.</p> <p>Sincerely</p>	September 18, 2013	GB
September 26, 2013	Telephone with follow-up email	Caller looking for employment opportunities at DYEC.	P	<p>Good afternoon:</p> <p>Thank you for your recent telephone call with regard to the Durham York Energy Centre (DYEC) and potential future employment.</p> <p>The Region of Durham has awarded the contract to Design, Build and Operate (DBO) the DYEC to Covanta Energy Corporation (Covanta) following a public procurement process. As the DBO contractor to the Regions of Durham and York, Covanta is responsible for the procurement of equipment and the hiring of all subcontractors, and administrative and operations staff.</p> <p>Below, please find two Covanta contacts with whom</p>	September 26, 2013	LW

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				<p>you may follow up directly regarding potential employment - please note the facility will not be operational until early 2014.</p> <p>Joey Neuhoff, VP of Business Development Covanta Energy Corporation 445 South Street Morristown New Jersey 07960, USA Email: jneuhoff@covantaenergy.com Tel #: 862-345-5104</p> <p>or</p> <p>Warren Fisher, Project Manager Covanta Energy Corporation 445 South Street Morristown New Jersey 07960, USA Email: wfisher@covantaenergy.com</p> <p>Also as discussed, information relating to the DYEC can be found on the project website at: <a href="http://www.durhamyorkwaste.ca">www.durhamyorkwaste.ca</a>.</p>		
September 30, 2013	Project web email	<p>Good Morning Requesting information on the installation of refractories in the boiler system.</p> <p>An Ontario based refractory installations company with experience in the bio-mass renewable energy industry</p> <p>We have a history of installation, repairs and inspections of refractory linings.</p> <p>We would welcome the opportunity to submit a proposal for the boiler systems refractory install at your Durham/York facility.</p> <p>Please contact me at your convenience.</p> <p>Best Regards</p>	P	<p>Thank you for your interest in our facility. Our DBO, Covanta is responsible for the procurement of all equipment and the maintenance of the facility. Below are several contacts from Covanta which may be able to best answer your questions.</p> <p>Please follow up with:</p> <p>Joey Neuhoff, VP of Business Development Covanta Energy Corporation 445 South Street Morristown, New Jersey 07960, USA E-mail: jneuhoff@covantaenergy.com 862-345-5104</p>	October 9, 2013	LW

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				or Warren Fisher, Project Manager Covanta Energy Corporation 445 South Street Morristown, New Jersey 07960, USA wfisher@covantaenergy.com		
September 19, 2013 KM	Regional Clerks for delegation to Works, Finance & Admin, Health, Social Services Committee	Delegate in reference to Report 2013-J-26 : <ul style="list-style-type: none"><li>modern state-of-the-art emission control technologies have not been incorporated into the design at the DYEC.</li><li>MOE encourages continuous particulate monitoring over opacity monitoring.</li><li>asks that the committee not approve the recommendations made in staff report for no additional monitoring and further review enhanced monitoring options.</li></ul>	Neg	This matter was dealt with during delegates presentation to Regional Council on Wednesday, October 9, 2013.	N/A	N/A
September 19, 2013 WB	Regional Clerks for delegation to Works, Finance & Admin, Health, Social Services Committee	Delegate in reference to Report 2013-J-26 : <ul style="list-style-type: none"><li>does not feel the level of environmental monitoring is protective of human health and the environment.</li><li>Feels continuous monitoring of particulate matter should be incorporated as is done in the European Union.</li><li>Proposed revisions to British Colombia waste incineration include continuous monitoring of particulate matter.</li><li>States baseline levels of particulate are already over the Air quality limits in the area of the facility.</li><li>Feels continuous monitoring of mercury and other parameters should also be incorporated into the facility.</li></ul>	Neg	This matter was dealt with during delegates presentation to Regional Council on Wednesday, October 9, 2013.	N/A	N/A
September 19, 2013 LG	Regional Clerks for delegation to Works, Finance & Admin, Health, Social Services Committee	Delegate in reference to Report 2013-J-26 : <ul style="list-style-type: none"><li>States council is not living up to the promise of monitoring commitments which were made.</li><li>Suggest council get an independent legal review of the Project Agreement with Covanta</li><li>Request an updated consulting report on current environmental monitoring practices</li><li>Suggest continuous particulate matter, mercury sampling and dioxins and furans cartridges be incorporated into the facility</li><li>Suggest stack testing minimum of 4 times per year</li><li>Suggest more ambient air stations</li></ul>	Neg	This matter was dealt with during delegates presentation to Regional Council on Wednesday, October 9, 2013.	N/A	N/A
September 19, 2013	Regional Clerks for delegation to Works, Finance &	Delegate in reference to Report 2013-J-26 : <ul style="list-style-type: none"><li>Suggest air pollution from incineration will destroy Class 1 Farm land</li><li>States monitoring should be done hour by hour and not once per year.</li></ul>	Neg	This matter was dealt with during delegates presentation to Regional Council on Wednesday, October 9, 2013.	N/A	N/A

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DF	Admin, Health, Social Services Committee					
September 19, 2013 PAL	Regional Clerks for delegation to Works, Finance & Admin, Health, Social Services Committee	Delegate in reference to Report 2013-J-26 : <ul style="list-style-type: none"><li>• Suggests continuous monitoring is required.</li></ul>	Neg	This matter was dealt with during delegates presentation to Regional Council on Wednesday, October 9, 2013.	N/A	N/A
September 19, 2013 KR	Regional Clerks for correspondence to Works, Finance & Admin, Health, Social Services Committee	Correspondence in reference to Report 2013-J-26 : <ul style="list-style-type: none"><li>• Suggests continuous monitoring is required.</li></ul>	Neg	This matter was dealt with by Regional Council on Wednesday, October 9, 2013.	N/A	N/A
September 19, 2013 JR	Regional Clerks for correspondence to Works, Finance & Admin, Health, Social Services Committee	Correspondence in reference to Report 2013-J-26 : <ul style="list-style-type: none"><li>• Suggests continuous monitoring is required.</li></ul>	Neg	This matter was dealt with by Regional Council on Wednesday, October 9, 2013.	N/A	N/A
September 19, 2013 BB	Regional Clerks for correspondence to Works, Finance & Admin, Health, Social Services Committee	Correspondence in reference to Report 2013-J-26 : <ul style="list-style-type: none"><li>• Suggests continuous monitoring is required.</li></ul>	Neg	This matter was dealt with by Regional Council on Wednesday, October 9, 2013.	N/A	N/A
September 19, 2013 LR	Regional Clerks for correspondence to Works, Finance & Admin, Health, Social Services Committee	Correspondence in reference to Report 2013-J-26 : <ul style="list-style-type: none"><li>• Suggests continuous monitoring is required.</li></ul>	Neg	This matter was dealt with by Regional Council on Wednesday, October 9, 2013.	N/A	N/A