

Inquiries						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
1	July 20, 2016 4:22 PM	Project web email	<p>Good afternoon:</p> <p>Report 2016 WR-7 on page 2, Sec. 3.2 states that Air Zone will provide final comments on the data and modelling results once the final source test report from Ortech has been received.</p> <p>The Ortech May Source Test report dated June 13th is posted to the project website, however, I cannot find the "final" Air Zone comments as above.</p> <p>Please advise when these would be available and posted to the project website.</p> <p>Thank you.</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,</p> <p>Project Team</p>	July 21, 2016 3:14 PM	LW
	September 01, 2016 11:38 AM	Project web email	<p>Good Morning:</p> <p>I have no record that I received a response to my inquiry (see below) from almost six weeks ago. When could I expect a response?</p> <p>Thank you.</p>	<p>Good afternoon,</p> <p>Thank you for your interest in the Durham York Energy Centre. The Air Zone report has not yet been finalized. The report will be posted to the DYEC website once it has been completed.</p> <p>Regards,</p> <p>Project Team</p>	September 01, 2016 1:08 PM	LW
	September 01, 2016 3:27 PM	Project team direct	<p>Thanks for replies.</p> <p>Note, I got no response from anyone other than initial acknowledgement of my initial request i.e –nothing around July 28 as per that internal email you attached.</p> <p>Could someone please at least advise me when the Air Zone report would be posted, so that I would know? Those DY notifications often come many days after a report posting.</p> <p>Thanks.</p>	<p>I will make sure that you receive email from me.</p>	September 01, 2016 3:48 PM	MJ

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2	September 7, 2016	Delegation to Committee of the Whole	Resident requested that the Committee provide answers to the following questions: what do the terms "Acceptance Test Certificate" and final "Acceptance Certificate" mean; the status of the Works staff monitoring report for September; what is the additional monitoring referenced in section 4 of Report #2016-COW-18; and, by pass waste costs.	It was requested that a copy of the delegation questions referred to staff and that a report be presented to the Committee of the Whole with answers to these concerns.		
3	September 13, 2016 6:54 PM	Project team direct	<p>Good afternoon:</p> <p>I have noted that my inquiry below was not included on the July Complaint/Inquiry log, notification of posting received today - https://www.durhamyorkwaste.ca/Assets/Documents/FacilityManagement/Complaint_Logs/2016/July_2016_Complaint_Inquiry_Logs.pdf</p> <p>July inquiries shown in log are shown to have been responded to within the month. Receipt or my original and follow up inquiries was acknowledged – see below but is not included in July log.</p> <p>Question: Is an inquiry logged in month received or logged only when responded to by the project team? I would like to understand the process and rationale for logging inquiries/responses, especially if months might elapse between inquiry and response. Who makes the decision re what logged and when?</p> <p>Thank you.</p>	<p>Good morning,</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,</p> <p>Project Team</p> <p>Good Afternoon,</p> <p>You are correct in your observation that the complaints in the Monthly log reflect only those complaints which have been finalized and sent to the respondent. The MOECC monthly log records the complaint or enquiry once a response has been finalized. In the case of your query we were unable to respond until a future month. We anticipate posting the AirZone report to the website within the next two weeks.</p> <p>In summary, we do not post the complaint in the received month but in the answered month. The benefit to this method of posting on completion is anyone looking at the website can see the question and answer details along with the start and finish dates in one log. It also allows the MOECC to clearly see how long a particular complaint/inquiry was active in the system. This process was approved by the MOECC District Manager and determined to be acceptable.</p>	<p>September 15, 2016 8:45 AM</p> <p>September 20, 2016 12:24 PM</p>	<p>LW</p> <p>LW</p>

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				We trust that the above explanation permits a better understanding of the complaint/inquiry response process and monthly reporting. Regards, Project Team		
4	September 14, 2016	Project team direct telephone	Researcher from the University of Calgary inquiring about mass burn technology as a solution to manage waste in Lagos Nigeria.	General information about waste streams in Durham and York Region was given. Covanta Business Managers number was provided for inquirer as requested. Inquirer was pleased with the information provided.	September 14, 2016	LW
5	September 14, 2016	Delegation Regional Council Meeting	Delegate enquired when diagnostic stack tests and regulatory compliance stack tests will be completed; and, whether there have been more exceedances recorded since Boiler #1 re-started on August 6 th .	No further action required.		
Total Project Team Inquiries this month (project web email/telephone):				3		
Total Covanta Inquiries this month:				0		
Total Council/ Committee Inquiries this month:				2		
Total Durham Call Centre Inquiries this month (separate attachment):				0		
Total Inquiries from York this month:				0		
Total Inquiries from previous months:				19		
Total Inquiries in 2016:				24		

Complaints						
#	Date Received	Method Received	Comment Details/Description:	Response/ Remedial Action	Response Date	Staff
	12:29 PM			<p>question. As a result we cannot find any indication the odour was a result of operations at the Durham York Energy Centre. The MOECC enforcement officer on site that day will discuss your odour concern in your immediate area with the environmental officer for Clarington. Please feel free to contact the York Durham District MOECC office if you require further information.</p> <p>Thanks,</p> <p>Project Team</p>		
Total Project Team Complaints this month (project web email/telephone):				1		
Total Covanta Complaints this month:				0		
Total Council/ Committee Complaints this month:				2		
Total Durham Call Centre Complaints this month (separate attachment):				0		
Total Complaints from York this month:				0		
Total Complaints from previous months:				22		
Total Complaints in 2016:				25		