

Ministry  
of the Environment  
and Climate Change  
Central Region  
York Durham District Office  
230 Westney Road South, 5<sup>th</sup> Floor  
Ajax, ON L1S 7J5  
Toll-Free : 1-800-376-4547  
Telephone.: 905-427-5600  
Fax: 905-427-5602

Ministère  
de l'Environnement et de l'Action  
en matière de changement climatique  
Région du Centre  
Bureau de district de York Durham  
230 route Westney sud, 5<sup>e</sup> étage  
Ajax, ON L1S 7J5  
Sans frais : 1-800-376-4547  
Téléphone : 905 427-5600  
Télécopieur : 905 427-5602



Gioseph Anello  
Manager of Waste Planning & Technical Services  
The Regional Municipality of Durham  
605 Rossland Road E, Level 4  
Whitby, ON L1N 6A3

May 4, 2015

Dear Mr. Anello,

**RE: Durham/York Energy from Waste Project - Complaint Response Protocol**

Further to our letter dated January 4, 2012, we have reviewed the Complaint Response Protocol and wish to provide clarification on the ministry's expectation of the contents of the monthly reporting requirements.

In our January 4, 2012, letter we recommended that all administrative inquiries, complaints or concerns be summarized and reported to the ministry on a monthly basis. After further review of the monthly reports, we have determined that there is no need to continue reporting the administrative inquiries and request that only complaints be summarized and reported in the monthly reports

If you have any questions or concerns, please contact Sandra Thomas at 905 427 5607.

Regards,

A handwritten signature in black ink, appearing to read "Chris Hyde", written over a white background.

Chris Hyde  
District Manager  
York Durham District Office

c: Philip Dunn, York Durham District, MOECC  
Mirka Januszkiewicz, P.Eng., Director, Waste Management, Durham Region  
Laura McDowell, P.Eng., Director, Environmental Promotion and Protection, York Region