



**The Yukon Electrical Company Limited**  
An *ATCO* Company

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April 11, 2014

Yukon Utilities Board  
P.O. Box 31728  
Whitehorse, Yukon Y1A 6L3

Attention: Deana Lemke, Yukon Utilities Board Executive Secretary

Dear Deana:

Re: Service Interruptions

In accordance with Board Decision 1989-5, attached is the summary of major unplanned outages for the months of January, February and March, 2014. A major outage has, for the purposes of these reports, been defined as an interruption of any length involving either a significant number of customers or a small community.

Please contact me at 633-7003, if you require any additional information or clarification.

Yours Sincerely,

THE YUKON ELECTRICAL COMPANY LIMITED  
An *ATCO* Company

for Dwight Redden,  
General Manager, Yukon Electrical Company Limited

DR:cm  
Encl.

YUB\yubout14

# Board Report (>50 custs)



Service Area

**Date Reported** 2014-01-14      **Time Reported** 17:30  
**Outage Number** SMB00121      **Time Interrupted** 17:30  
**Planned** Unplanned      **Time Restored** 17:32  
**Sub Number** 5      **Primary Cause** 8 Equipment Failure  
**Line Number** 4L316      **CEA Coding** Unknown/Other  
**Location** Whitehorse-Multiple Areas

**# of Customers** 1200  
**Avg. Customer Duration** 0.20

**Explanations Comments**  
 Breaker S7193 opened when fuse was closed on a fault. After patrolling, found conductor on the ground. Repaired & restored.

Service Area

**Date Reported** 2014-01-30      **Time Reported** 14:40  
**Outage Number** THB00285A      **Time Interrupted** 14:40  
**Planned** Unplanned      **Time Restored** 15:19  
**Sub Number** 715      **Primary Cause** 15 Other  
**Line Number** 4L305      **CEA Coding** Unknown/Other  
**Location** Whitehorse-Range Road

**# of Customers** 208  
**Avg. Customer Duration** 0.65

**Explanations Comments**  
 Outage caused by phase to phase fault, either end of single phase loop connected to different phase. Isolated and repaired improper connection. Initial problem was underground transformer hit by vehicle, causing outage to a few customers.

Service Area

**Date Reported** 2014-03-07      **Time Reported** 9:46  
**Outage Number** RGC00032      **Time Interrupted** 9:30  
**Planned** Unplanned      **Time Restored** 11:00  
**Sub Number** 11      **Primary Cause** 2 Trees  
**Line Number** 5L631      **CEA Coding** Trees  
**Location** Whitehorse-Mary Lake

**# of Customers** 100  
**Avg. Customer Duration** 1.50

**Explanations Comments**  
 Tree fell on center phase causing an outage, patrolled lines and re energized.

# Board Report (>50 custs)



Service Area 571 Whitehorse

Date Reported 2014-03-20 Time Reported 13:40  
 Outage Number RTW00288 Time Interrupted 13:46  
 Planned Unplanned Time Restored 14:25  
 Sub Number 303 Primary Cause 14 Unknown  
 Line Number 4L313 CEA Coding Unknown/Other  
 Location Whitehorse-Downtown

# of Customers 716  
 Avg. Customer Duration 1.00

**Explanations Comments**

YEC lost 2 megwatts of power, called YECL Dispatch, we had S1016 open on overcurrent. Patrolled no problem found, YEC wanted the load split, brought back up in stages.

Service Area 571 Whitehorse

Date Reported 2014-03-25 Time Reported 16:10  
 Outage Number CAJ00018 Time Interrupted 16:10  
 Planned Unplanned Time Restored 16:45  
 Sub Number S150 Primary Cause 9 Bird/Animal  
 Line Number 4L319 CEA Coding Foreign Interference  
 Location Whitehorse-Multiple Areas

# of Customers 1967  
 Avg. Customer Duration 0.61

**Explanations Comments**

Squirrel contacted the primary line at the Riverdale Substation tripping S150-52-17. Areas were restored in stages to break up the load.

Service Area 572 Haines Junction

Date Reported 2014-02-02 Time Reported 13:30  
 Outage Number RSM00239 Time Interrupted 13:30  
 Planned Unplanned Time Restored 13:35  
 Sub Number 20 Primary Cause 22 YEC Generation/Transm  
 Line Number 5L607 CEA Coding Loss of Supply - Yukon Energy  
 Location

# of Customers 599  
 Avg. Customer Duration 0.53

**Explanations Comments**

YEC loss of supply caused a 5 minute outage to the Village of Haines Junction, back up diesel generator came on, backfed to Canyon after 5.5hours, second brief outage to restore Canyon to the grid

# Board Report (>50 custs)



**Service Area** 572 Haines Junction

**Date Reported** 2014-02-23 **Time Reported** 7:55  
**Outage Number** MP100073 **Time Interrupted** 7:50  
**Planned** Unplanned **Time Restored** 10:15  
**Sub Number** 14 Unknown **Primary Cause**  
**Line Number** 5L609 **CEA Coding** Unknown/Other  
**Location**

**# of Customers** 120  
**Avg. Customer Duration** 2.42

**Explanations Comments**  
 Breaker S2975 opened, no fault indicated on the breaker panel, patrolled and reclosed restoring power. Cause unknown

**Service Area** 572 Haines Junction

**Date Reported** 2014-03-03 **Time Reported** 1:35  
**Outage Number** RTW00284 **Time Interrupted** 1:30  
**Planned** Unplanned **Time Restored** 2:20  
**Sub Number** 8 Equipment Failure **Primary Cause**  
**Line Number** 5L609 **CEA Coding** Defective Equipment  
**Location**

**# of Customers** 139  
**Avg. Customer Duration** 0.83

**Explanations Comments**  
 Breaker S8275 opened on communication failure also malfunction on Form 6. Breaker is used for load splitting and has been bypassed until Technologists can check it.

**Service Area** 573 Watson Lake

**Date Reported** 2014-01-01 **Time Reported** 9:01  
**Outage Number** RGG00094 **Time Interrupted** 8:54  
**Planned** Unplanned **Time Restored** 9:46  
**Sub Number** 31 **Primary Cause** 4 Icing  
**Line Number** 5L621 **CEA Coding** Adverse Weather  
**Location** Watson Lake

**# of Customers** 60  
**Avg. Customer Duration** 0.87

**Explanations Comments**  
 Breaker S8034 opened due to heavy snow load

# Board Report (>50 custs)



**Service Area** 573 Watson Lake

**Date Reported** 2014-01-02 **Time Reported** :10  
**Outage Number** RGG00095 **Time Interrupted** : 3  
**Planned** Unplanned **Time Restored** 2:43  
**Sub Number** 31 **Primary Cause** 2 Trees  
**Line Number** 5L621 **CEA Coding** Trees  
**Location** Watson Lake

**# of Customers** 140  
**Avg. Customer Duration** 2.67

**Explanations Comments**  
 Breaker S7243 opened, partorlled line, found tree on the line, cleared and restored power

**Service Area** 573 Watson Lake

**Date Reported** 2014-01-14 **Time Reported** 18:19  
**Outage Number** RGG00101 **Time Interrupted** 18:17  
**Planned** Unplanned **Time Restored** 18:29  
**Sub Number** 31 **Primary Cause** 3 Wind  
**Line Number** 5L621 **CEA Coding** Adverse Weather  
**Location** Watson Lake

**# of Customers** 140  
**Avg. Customer Duration** 0.20

**Explanations Comments**  
 Breaker S7242 opened, closed and held. Customers at 2.5Mile off,patrolled line, closed and held

**Service Area** 574 Carcross

**Date Reported** 2014-02-07 **Time Reported** 8:20  
**Outage Number** MWG00074 **Time Interrupted** 8:20  
**Planned** Unplanned **Time Restored** 11:30  
**Sub Number** 31 **Primary Cause** 8 Equipment Failure  
**Line Number** 5L600 **CEA Coding** Defective Equipment  
**Location**

**# of Customers** 400  
**Avg. Customer Duration** 3.17

**Explanations Comments**  
 Fuse holder at the disconnect melted down resulting in outage to customers in Carcross and Tagish. Outage to the breaker to fix the disconnect & lower crossarm for safety

# Board Report (>50 custs)



Service Area 576 Teslin

Date Reported 2014-01-07 Time Reported 5:55  
 Outage Number MPJ00068 Time Interrupted 5:17  
 Planned Unplanned Time Restored 5:22  
 Sub Number S150 Primary Cause 4 Icing  
 Line Number 5L622 CEA Coding Adverse Weather  
 Location Teslin

# of Customers 367  
 Avg. Customer Duration 1.18

**Explanations Comments**  
 34kV touching the neutral in Teslin caused outage to customers on the Alaska Hwy and Cottage Lots. Opened Breaker S9567, patrolled, sectionalized. Brief outage to Village of Teslin until standby diesel came on line.

Service Area 576 Teslin

Date Reported 2014-01-07 Time Reported 22:10  
 Outage Number RSM00237 Time Interrupted 22:10  
 Planned Unplanned Time Restored 22:15  
 Sub Number S150 Primary Cause 4 Icing  
 Line Number 5L622 CEA Coding Adverse Weather  
 Location Teslin

# of Customers 367  
 Avg. Customer Duration 0.22

**Explanations Comments**  
 Power out on 5L622 @ Breaker S9567, reclosed and held. Brief outage to Village of Teslin until back up diesel came on line.

Service Area 576 Teslin

Date Reported 2014-01-07 Time Reported 23:06  
 Outage Number RSM00238 Time Interrupted 23:06  
 Planned Unplanned Time Restored 3:00  
 Sub Number S150 Primary Cause 15 Other  
 Line Number 5L622 CEA Coding Unknown/Other  
 Location Teslin

# of Customers 639  
 Avg. Customer Duration 1.02

**Explanations Comments**  
 Mi-coordination on 34500kV line was initial outage caused by a tree on single phase tap. Teslin generator lost power causing outage to Village of Teslin as well.

# Board Report (>50 custs)



Service Area

Date Reported 2014-01-14 Time Reported 19:56  
 Outage Number SMB00122 Time Interrupted 19:56  
 Planned Unplanned Time Restored 20:01  
 Sub Number S150 Primary Cause 14 Unknown  
 Line Number 5L622 CEA Coding Unknown/Other  
 Location

# of Customers 462  
 Avg. Customer Duration 0.50

**Explanations Comments**  
 Breaker S9567 opened on a fault, patrolled line and found nothing. Brief outage to the Village of Teslin until back up generator came on line.

Service Area

Date Reported 2014-02-03 Time Reported 8:17  
 Outage Number RSM00240 Time Interrupted 8:17  
 Planned Unplanned Time Restored 8:22  
 Sub Number S150 Primary Cause 8 Equipment Failure  
 Line Number 5L622 CEA Coding Defective Equipment  
 Location Teslin

# of Customers 368  
 Avg. Customer Duration 1.08

**Explanations Comments**  
 Broken insulator caused a line to line fault on the 34.5kV system. Village of Teslin had a brief outage until diesel back up generation came on line.

Service Area

Date Reported 2014-02-12 Time Reported 17:20  
 Outage Number RAF00002 Time Interrupted 17:00  
 Planned Unplanned Time Restored 17:07  
 Sub Number BC52-63 Primary Cause 21 YECL Plant Outage  
 Line Number 0L CEA Coding Loss of Supply - Yukon Electrical  
 Location

# of Customers 122  
 Avg. Customer Duration 0.12

**Explanations Comments**  
 While switching from local operation to remote, generator breaker opened causing an outage

# Board Report (>50 custs)



<b>Service Area</b> 578 Beaver Creek			
<b>Date Reported</b>	2014-02-14	<b>Time Reported</b>	10:35
<b>Outage Number</b>	RAF00003	<b>Time Interrupted</b>	10:20
<b>Planned</b>	Unplanned	<b>Time Restored</b>	10:27
<b>Sub Number</b>	BC52-63	<b>Primary Cause</b>	21 YECL Plant Outage
<b>Line Number</b>	0L	<b>CEA Coding</b>	Loss of Supply - Yukon Electrical
<b>Location</b>			
		<b># of Customers</b>	122
		<b>Avg. Customer Duration</b>	0.12
<b>Explanations Comments</b> Unit #3 load was down, unit shut down causing Breaker BC52-63 to trip			

<b>Service Area</b> 578 Beaver Creek			
<b>Date Reported</b>	2014-02-26	<b>Time Reported</b>	12:29
<b>Outage Number</b>	RAF00004	<b>Time Interrupted</b>	12:29
<b>Planned</b>	Unplanned	<b>Time Restored</b>	12:32
<b>Sub Number</b>	BC52-F1	<b>Primary Cause</b>	8 Equipment Failure
<b>Line Number</b>	0L	<b>CEA Coding</b>	Defective Equipment
<b>Location</b>			
		<b># of Customers</b>	61
		<b>Avg. Customer Duration</b>	0.05
<b>Explanations Comments</b> Mobile unit failed on low oil level alarm, took an outage on feeder 1 to open breaker on mobile and restore power			

<b>Service Area</b> 578 Beaver Creek			
<b>Date Reported</b>	2014-03-13	<b>Time Reported</b>	10:35
<b>Outage Number</b>	RAF00006	<b>Time Interrupted</b>	10:10
<b>Planned</b>	Unplanned	<b>Time Restored</b>	10:30
<b>Sub Number</b>		<b>Primary Cause</b>	12 Personnel Error
<b>Line Number</b>	0L	<b>CEA Coding</b>	Human Element
<b>Location</b>			
		<b># of Customers</b>	122
		<b>Avg. Customer Duration</b>	0.33
<b>Explanations Comments</b> Operator opened cut out on mobile unit feeding Village of Beaver Creek during work on the main plant.			



# Board Report (>50 custs)



<b>Service Area</b> 579 Old Crow	
<b>Date Reported</b> 2014-03-03	<b>Time Reported</b> 19:06
<b>Outage Number</b> RAF00005	<b>Time Interrupted</b> 19:06
<b>Planned</b> Unplanned	<b>Time Restored</b> 19:09
<b>Sub Number</b> OC2-52-62	<b>Primary Cause</b> 21 YECL Plant Outage
<b>Line Number</b> 0L	<b>CEA Coding</b> Loss of Supply - Yukon Electrical
<b>Location</b> Old Crow	
	<b># of Customers</b> 197
	<b>Avg. Customer Duration</b> 0.05
<b>Explanations Comments</b> Unit #2 was not able to handle the town load, engine overloaded and failed.	

<b>Service Area</b> 579 Old Crow	
<b>Date Reported</b> 2014-03-19	<b>Time Reported</b> 11:56
<b>Outage Number</b> PTM00131	<b>Time Interrupted</b> 11:56
<b>Planned</b> Unplanned	<b>Time Restored</b> 11:59
<b>Sub Number</b>	<b>Primary Cause</b> 21 YECL Plant Outage
<b>Line Number</b> 0L	<b>CEA Coding</b> Loss of Supply - Yukon Electrical
<b>Location</b> Old Crow	
	<b># of Customers</b> 197
	<b>Avg. Customer Duration</b> 0.05
<b>Explanations Comments</b> Unit #2 tripped on under frequency causing a brief outage	

<b>Service Area</b> 579 Old Crow	
<b>Date Reported</b> 2014-03-25	<b>Time Reported</b> 11:37
<b>Outage Number</b> PTM00132	<b>Time Interrupted</b> 11:37
<b>Planned</b> Unplanned	<b>Time Restored</b> 11:39
<b>Sub Number</b>	<b>Primary Cause</b> 21 YECL Plant Outage
<b>Line Number</b> 0L	<b>CEA Coding</b> Loss of Supply - Yukon Electrical
<b>Location</b> Old Crow	
	<b># of Customers</b> 197
	<b>Avg. Customer Duration</b> 0.03
<b>Explanations Comments</b> Unit #2 tripped on underfrequency causing a brief outage. Unit was put into local control	

# Board Report (>50 custs)



**Service Area** 585 Tagish

**Date Reported** 2014-01-04 **Time Reported** 20:30  
**Outage Number** BSP00239 **Time Interrupted** 20:30  
**Planned** Unplanned **Time Restored** : 1  
**Sub Number** 301 **Primary Cause** 2 Trees  
**Line Number** 5L600 **CEA Coding** Trees  
**Location** Tagish

**# of Customers** 505  
**Avg. Customer Duration** 2.39

**Explanations Comments**  
 Heavy snow caused tree to contact the line & conductor to burn down resulting in an outage to the Tagish area.

**Service Area** 592 Marsh Lake

**Date Reported** 2014-02-03 **Time Reported** 8:17  
**Outage Number** RSM00240A **Time Interrupted** 8:17  
**Planned** Unplanned **Time Restored** 12:09  
**Sub Number** S150 **Primary Cause** 8 Equipment Failure  
**Line Number** 5L622 **CEA Coding** Defective Equipment  
**Location** Marsh Lake

**# of Customers** 87  
**Avg. Customer Duration** 3.87

**Explanations Comments**  
 Broken insulator caused a line to line fault on 34.5kV system. Affected some customers in the Marsh Lake area as well as Teslin, and Teslin Cottage Lots. See RSM00240.