

# **ATCO Electric**

## **YUKON**

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January 12, 2015

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 October, November and December 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,

ATCO Electric Yukon



Dwight Redden,  
General Manager

DR:cm  
Encl.

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# Board Report (>50 custs)

**ATCO Electric**

YUKON

**Service Area** 571 Whitehorse

**Date Reported** 2014-10-04 **Time Reported** 22:00  
**Outage Number** RSM00289 **Time Interrupted** 22:00  
**Planned** Unplanned **Time Restored** 1:32  
**Sub Number** 29 **Primary Cause** 8 Equipment Failure  
**Line Number** 5L630 **CEA Coding** Defective Equipment  
**Location** Whitehorse-Hillcrest

**# of Customers** 50  
**Avg. Customer Duration** 3.53

**Explanations Comments**

Primary tie came off insulator causing primary conductor to contact pole and start on fire.

**Service Area** 571 Whitehorse

**Date Reported** 2014-10-08 **Time Reported** 7:58  
**Outage Number** RSM00290 **Time Interrupted** 7:58  
**Planned** Unplanned **Time Restored** 9:01  
**Sub Number** 6 **Primary Cause** 8 Equipment Failure  
**Line Number** 4L304 **CEA Coding** Defective Equipment  
**Location** Whitehorse-Multiple Areas

**# of Customers** 1469  
**Avg. Customer Duration** 1.42

**Explanations Comments**

Breaker S9403 opened on a fault. S9403 was also feeding S7193 at the time. Cause of the outage was downed conductor, areas restored in stages

**Service Area** 571 Whitehorse

**Date Reported** 2014-10-10 **Time Reported** 12:03  
**Outage Number** RSM00224 **Time Interrupted** 11:59  
**Planned** Unplanned **Time Restored** 14:17  
**Sub Number** 11 **Primary Cause** 6 Vehicles  
**Line Number** 5L631 **CEA Coding** Foreign Interference  
**Location** Whitehorse-Alaska Hwy South

**# of Customers** 1006  
**Avg. Customer Duration** 2.30

**Explanations Comments**

3rd party mower clipped guywire, the guywire came into contact with the energized 25KV line causing outage. Damage repaired and line re-energized

# Board Report (>50 custs)

**ATCO Electric**

YUKON

**Service Area** 571 Whitehorse

**Date Reported** 2014-10-14 **Time Reported** 19:00  
**Outage Number** RJZ00423 **Time Interrupted** 19:00  
**Planned** Unplanned **Time Restored** 20:02  
**Sub Number** 17 **Primary Cause** 9 Bird/Animal  
**Line Number** 5L626 **CEA Coding** Foreign Interference  
**Location** Whitehorse-Multiple Areas

**# of Customers** 1706  
**Avg. Customer Duration** 1.03

**Explanations Comments**

Raven landed on regulator bypass switches causing upstream breaker S6838 to open. YEC diesel back up needed to restore power.

**Service Area** 571 Whitehorse

**Date Reported** 2014-10-25 **Time Reported** 18:13  
**Outage Number** SMB00141 **Time Interrupted** 18:13  
**Planned** Unplanned **Time Restored** 19:30  
**Sub Number** 17 **Primary Cause** 9 Bird/Animal  
**Line Number** 5L626 **CEA Coding** Foreign Interference  
**Location** Whitehorse-Multiple Areas

**# of Customers** 1706  
**Avg. Customer Duration** 1.28

**Explanations Comments**

Raven landed on regulator bypass switches causing upstream device S6838 to open. YEC diesel back up needed to restore power.

**Service Area** 571 Whitehorse

**Date Reported** 2014-10-27 **Time Reported** 19:53  
**Outage Number** SMB00142 **Time Interrupted** 22:55  
**Planned** Unplanned **Time Restored** 23:25  
**Sub Number** 6 **Primary Cause** 8 Equipment Failure  
**Line Number** 4L304 **CEA Coding** Defective Equipment  
**Location** Whitehorse-Porter Creek

**# of Customers** 60  
**Avg. Customer Duration** 0.50

**Explanations Comments**

Failed hot tap found on power pole, outage taken to replace equipment

# Board Report (>50 custs)

**ATCO Electric**

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**Service Area** 571 Whitehorse

**Date Reported** 2014-11-30 **Time Reported** 13:30  
**Outage Number** BAC00180 **Time Interrupted** 13:30  
**Planned** Unplanned **Time Restored** 14:30  
**Sub Number** 5 **Primary Cause** 6 Vehicles  
**Line Number** 4L314 **CEA Coding** Foreign Interference  
**Location** Whitehorse-Downtown

**# of Customers** 180  
**Avg. Customer Duration** 1.17

**Explanations Comments**

Vehicle struck guywire on deadend pole breaking 2 primary phases and meter on bldg. Breaker S7191 opened. Isolated the line and repaired damage.

**Service Area** 571 Whitehorse

**Date Reported** 2014-12-06 **Time Reported** 20:10  
**Outage Number** SMB00145 **Time Interrupted** 20:04  
**Planned** Unplanned **Time Restored** 20:53  
**Sub Number** 11 **Primary Cause** 22 YEC Generation/Transm  
**Line Number** 5L626 **CEA Coding** Loss of Supply - Yukon Energy  
**Location** Whitehorse-Multiple Areas

**# of Customers** 1730  
**Avg. Customer Duration** 0.82

**Explanations Comments**

Outage due to Loss of Supply when YEC Unit #4 tripped off line.

**Service Area** 571 Whitehorse

**Date Reported** 2014-12-19 **Time Reported** 16:45  
**Outage Number** CAJ00042 **Time Interrupted** 16:45  
**Planned** Unplanned **Time Restored** 17:15  
**Sub Number** 5 **Primary Cause** 6 Vehicles  
**Line Number** 4L316 **CEA Coding** Foreign Interference  
**Location** Whitehorse-Downtown

**# of Customers** 250  
**Avg. Customer Duration** 0.50

**Explanations Comments**

Breaker S7191 tripped when a vehicle backed into guywire on a power pole causing an outage to north end of downtown

# Board Report (>50 custs)

**ATCO Electric**

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**Service Area** 573 Watson Lake

**Date Reported** 2014-10-07 **Time Reported** 11:10  
**Outage Number** RGG00121 **Time Interrupted** 11:09  
**Planned** Unplanned **Time Restored** 11:19  
**Sub Number** 31 **Primary Cause** 8 Equipment Failure  
**Line Number** 5L620 **CEA Coding** Defective Equipment  
**Location** Watson Lake

**# of Customers** 600  
**Avg. Customer Duration** 0.17

**Explanations Comments**

Maintenance work on breaker S7219 was complete. When breaker S7218 was opened it caused some of the engines to shut down. Work was halted until a cause was determined. A faulty transducer was found to be the cause of the outage.

**Service Area** 573 Watson Lake

**Date Reported** 2014-10-15 **Time Reported** 2:50  
**Outage Number** SDT00020 **Time Interrupted** 2:49  
**Planned** Unplanned **Time Restored** 3:15  
**Sub Number** 31 **Primary Cause** 8 Equipment Failure  
**Line Number** 5L620 **CEA Coding** Defective Equipment  
**Location** Watson Lake

**# of Customers** 600  
**Avg. Customer Duration** 0.43

**Explanations Comments**

Unit #4 shutdown causing load shed. Breaker S7242 & S7237 opened causing outage. Cause still under investigation.

**Service Area** 573 Watson Lake

**Date Reported** 2014-10-29 **Time Reported** 7:51  
**Outage Number** RGG00122 **Time Interrupted** 7:51  
**Planned** Unplanned **Time Restored** 8:00  
**Sub Number** 31 **Primary Cause** 8 Equipment Failure  
**Line Number** 5L619 **CEA Coding** Defective Equipment  
**Location** Watson Lake

**# of Customers** 961  
**Avg. Customer Duration** 0.15

**Explanations Comments**

Total outage-opened all breakers, started engines, and restored power. Faulty crankcase pressure sensor was determined to be cause of this outage and the Oct. 15th outage.

# Board Report (>50 custs)

**ATCO Electric**

YUKON

**Service Area** 573 Watson Lake

**Date Reported** 2014-11-05 **Time Reported** 8:31  
**Outage Number** RGG00123 **Time Interrupted** 8:31  
**Planned** Unplanned **Time Restored** 9:10  
**Sub Number** 31 **Primary Cause** 8 Equipment Failure  
**Line Number** 5L619 **CEA Coding** Defective Equipment  
**Location** Watson Lake

**# of Customers** 970  
**Avg. Customer Duration** 0.65

**Explanations Comments**

Float switch #2 on fuel shut down system opened caused a shut down of the plant. Started units and brought system back on line.

**Service Area** 573 Watson Lake

**Date Reported** 2014-11-08 **Time Reported** 9:30  
**Outage Number** RGG00125 **Time Interrupted** 10:26  
**Planned** Unplanned **Time Restored** 10:34  
**Sub Number** 31 **Primary Cause** 8 Equipment Failure  
**Line Number** 5L621 **CEA Coding** Defective Equipment  
**Location** Watson Lake

**# of Customers** 135  
**Avg. Customer Duration** 0.33

**Explanations Comments**

Line down on 5L621. Outage taken to repair line and restore power.

**Service Area** 573 Watson Lake

**Date Reported** 2014-11-15 **Time Reported** 8:03  
**Outage Number** SDT00021 **Time Interrupted** 7:56  
**Planned** Unplanned **Time Restored** 8:16  
**Sub Number** 31 **Primary Cause** 8 Equipment Failure  
**Line Number** 5L620 **CEA Coding** Defective Equipment  
**Location** Watson Lake

**# of Customers** 450  
**Avg. Customer Duration** 0.33

**Explanations Comments**

Unit #4 shutdown on high temperature which caused an outage when 2 breakers opened. Faulty thermocouple module determined as the cause of the outage.



# Board Report (>50 custs)

**ATCO Electric**

**YUKON**

**Service Area** 576 Teslin

**Date Reported** 2014-10-09 **Time Reported** 12:38  
**Outage Number** RSM00292 **Time Interrupted** 12:38  
**Planned** Unplanned **Time Restored** 14:54  
**Sub Number** S150 **Primary Cause** 6 Vehicles  
**Line Number** 5L622 **CEA Coding** Foreign Interference  
**Location** Teslin

**# of Customers** 330  
**Avg. Customer Duration** 5.02

**Explanations Comments**

Driver of a semi truck with trailer ran over a 3 phase tangent pole on the Alaska Highway in Teslin causing a power outage from Judas Creek to Teslin

**Service Area** 577 Destruction Bay

**Date Reported** 2014-10-28 **Time Reported** 10:00  
**Outage Number** NC000101 **Time Interrupted** 8:25  
**Planned** Unplanned **Time Restored** 8:28  
**Sub Number** **Primary Cause** 8 Equipment Failure  
**Line Number** 0L **CEA Coding** Defective Equipment  
**Location** Destruction Bay

**# of Customers** 152  
**Avg. Customer Duration** 0.05

**Explanations Comments**

During operation of mobile generator, fuse link on A phase disconnect pulled apart tripping unit off line. Community was restored with diesel plant

**Service Area** 577 Destruction Bay

**Date Reported** 2014-11-02 **Time Reported** 10:15  
**Outage Number** NC000103 **Time Interrupted** 15:20  
**Planned** Unplanned **Time Restored** 15:25  
**Sub Number** **Primary Cause** 8 Equipment Failure  
**Line Number** 0L **CEA Coding** Defective Equipment  
**Location** Destruction Bay

**# of Customers** 152  
**Avg. Customer Duration** 0.08

**Explanations Comments**

Charge air line connection vibrated loose, resulting in outage. Pipe installed with additional support & reconnected.

# Board Report (>50 custs)

**ATCO Electric**

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**Service Area** 582 Ross River

**Date Reported** 2014-12-10 **Time Reported** 12:28  
**Outage Number** RJZ00431A **Time Interrupted** 12:28  
**Planned** Unplanned **Time Restored** 12:30  
**Sub Number** **Primary Cause** 22 YEC Generation Transit  
**Line Number** 5L617 **CEA Coding** Loss of Supply - Yukon Energy

**# of Customers** 239  
**Avg. Customer Duration** 0.03

**Explanations Comments**  
 Loss of Supply when YEC L356 from Faro tripped off causing a brief outage to Ross River

**Service Area** 585 Tagish

**Date Reported** 2014-10-01 **Time Reported** 5:55  
**Outage Number** MPJ00088 **Time Interrupted** 5:30  
**Planned** Unplanned **Time Restored** 9:15  
**Sub Number** **Primary Cause** 2 Trees  
**Line Number** 5L600 **CEA Coding** Trees  
**Location** Tagish

**# of Customers** 80  
**Avg. Customer Duration** 1.28

**Explanations Comments**  
 Tree broke primary & neutral at S2122, fuse did not blow, outage taken to restring wire from S9139 and re energize all customers.

**Service Area** 592 Marsh Lake

**Date Reported** 2014-10-05 **Time Reported** 15:00  
**Outage Number** RGC00079 **Time Interrupted** 15:00  
**Planned** Unplanned **Time Restored** 17:53  
**Sub Number** 24 **Primary Cause** 2 Trees  
**Line Number** 0L **CEA Coding** Trees  
**Location** Marsh Lake

**# of Customers** 152  
**Avg. Customer Duration** 2.88

**Explanations Comments**  
 34.5kV step down switch opened on a fault, patrolled and found tree on the line in the swamp. Removed tree and restored power