

# ATCO Electric

## YUKON

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May 7, 2019

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

Attention: Deana Lemke, Yukon Utilities Board Executive Secretary

Dear Deana:

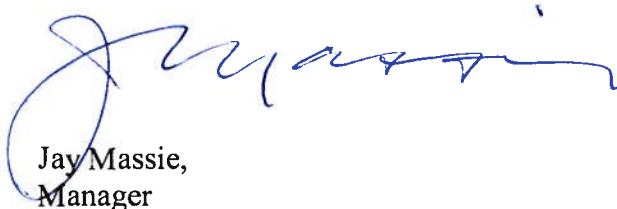
Re: Service Interruptions

In accordance with Board Decision 1989-5, attached is the summary of major unplanned outages for the months of January, February and March of 2019. 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 633-7080, if you require any additional information or clarification.

Yours Sincerely,

ATCO Electric Yukon



Jay Massie,  
Manager

JM:cm  
Encl.

YUB yub interruption report

## Outages

Service Area	573 Watson Lake	Location	Lower Post	Customer-Hrs of Interruption	156:00
Date Reported	2019-01-26	City/Town	Watson Lake	Number of Customers Affected	90
Outage Number	CGK00148	Time Reported	10:14	Avg. Customer Outage Duration	1:44
Planned	Unplanned	First Interruption	10:14	<b>Explanations and Comments</b> Freezing rain and heavy snow loading cause a b phase to ground fault.	
Sub Number	31 Watson Lake	Last Restoration	11:58		
Line Number	5L619	Primary Cause	4 Icing		
		CEA Coding	Adverse Weather		

Service Area	571 Whitehorse	Location	Wh-Pineridge	Customer-Hrs of Interruption	105:00
Date Reported	2019-01-26	City/Town	whitehorse	Number of Customers Affected	60
Outage Number	GCP00020	Time Reported	9:00	Avg. Customer Outage Duration	1:45
Planned	Unplanned	First Interruption	9:00	<b>Explanations and Comments</b> silver top switch broke, cause small bit of tracking on pole. changed switch, refused. Power back on at 10:45	
Sub Number	11 McCrae	Last Restoration	10:45		
Line Number	5L631	Primary Cause	8 Equipment Failure		
		CEA Coding	Defective Equipment		

Service Area	571 Whitehorse	Location	Wh-Multiple Areas	Customer-Hrs of Interruption	1278:54
Date Reported	2019-01-26	City/Town	whitehorse	Number of Customers Affected	2710
Outage Number	GCP00021	Time Reported	10:37	Avg. Customer Outage Duration	:28
Planned	Unplanned	First Interruption	10:37	<b>Explanations and Comments</b> S6838 opened due to weather and frost.	
Sub Number	S170 McIntyre	Last Restoration	12:06		
Line Number	6L16	Primary Cause	3 Wind		
		CEA Coding	Adverse Weather		

Service Area	576 Teslin	Location	Teslin	Customer-Hrs of Interruption	138:42
Date Reported	2019-01-26	City/Town	teslin	Number of Customers Affected	114
Outage Number	GCP00022	Time Reported	14:40	Avg. Customer Outage Duration	1:13
Planned	Unplanned	First Interruption	14:40	<b>Explanations and Comments</b> Teslin line tripped off. Dispatched employees to patrol. S9567 would not operate through Scada.	
Sub Number	S150 Whitehorse	Last Restoration	15:53		
Line Number	6L19	Primary Cause	4 Icing		
		CEA Coding	Adverse Weather		

**Outages**

Service Area 571 Whitehorse  
 Date Reported 2019-01-30  
 Outage Number GCP00023  
 Planned Unplanned  
 Sub Number 5 Services  
 Line Number 4L315

Location Wh-Marwell  
 CityTown whitehorse  
 Time Reported 5:00  
 First Interruption 5:00  
 Last Restoration 5:45  
 Primary Cause 6 Vehicles  
 CEA Coding Foreign Interference

Customer-Hrs of Interruption 216:00  
 Number of Customers Affected 288  
 Avg. Customer Outage Duration :45

**Explanations and Comments**  
 opened breaker to safely lift broken pole to obtain necessary clearances for traffic in the morning

Service Area 571 Whitehorse  
 Date Reported 2019-01-08  
 Outage Number MPJ00290  
 Planned Unplanned  
 Sub Number 21 LaBerge  
 Line Number 5L645

Location Wh-Multiple Areas  
 CityTown Whitehorse  
 Time Reported 4:00  
 First Interruption 4:00  
 Last Restoration 12:26  
 Primary Cause 8 Equipment Failure  
 CEA Coding Defective Equipment

Customer-Hrs of Interruption 1959:20  
 Number of Customers Affected 250  
 Avg. Customer Outage Duration 7:50

**Explanations and Comments**  
 Switching to restore system after extended outage, had to split up as much as possible and let loads settle due to failed conductor.

Service Area 571 Whitehorse  
 Date Reported 2019-01-08  
 Outage Number MPJ00291  
 Planned Unplanned  
 Sub Number 21 LaBerge  
 Line Number 5L645

Location Wh-North Klondike Hwy  
 CityTown Mayo Highway  
 Time Reported 4:00  
 First Interruption 4:00  
 Last Restoration 11:35  
 Primary Cause 8 Equipment Failure  
 CEA Coding Defective Equipment

Customer-Hrs of Interruption 4231:30  
 Number of Customers Affected 558  
 Avg. Customer Outage Duration 7:35

**Explanations and Comments**  
 Restoration after extended outage to repair conductor.

Service Area 576 Teslin  
 Date Reported 2019-01-09  
 Outage Number MPJ00292  
 Planned Unplanned  
 Sub Number 27 Teslin  
 Line Number 5L614/5L613

Location Teslin  
 CityTown Teslin  
 Time Reported 9:22  
 First Interruption 9:20  
 Last Restoration 9:34  
 Primary Cause 14 Unknown  
 CEA Coding Unknown/Other

Customer-Hrs of Interruption 59:40  
 Number of Customers Affected 270  
 Avg. Customer Outage Duration :13

**Explanations and Comments**  
 Lost both breakers, OSS opened but showed closed. Fired up generator and closed breakers. Techs are looking into faults and codes to determine what went wrong

# Outages

Service Area 574 Carcross Location Carcross  
 Date Reported 2019-01-26 CityTown  
 Outage Number MPJ00294  
 Planned Unplanned  
 Sub Number 301 Carcross  
 Line Number 5L600

Customer-Hrs of Interruption 2130:00  
 Number of Customers Affected 450  
 Avg. Customer Outage Duration 4:44

**Explanations and Comments**  
 Down powerline, sleeve had let go. 140 meter span. Got wire up and went to reenergize and a different sleeve had let go. Fixed everything up and restored power.

Time Reported 12:30  
 First Interruption 12:25  
 Last Restoration 17:09  
 Primary Cause 8 Equipment Failure  
 CEA Coding Defective Equipment

Service Area 576 Teslin Location Teslin  
 Date Reported 2019-01-30 CityTown Teslin  
 Outage Number MPJ00296  
 Planned Unplanned  
 Sub Number S150 Whitehorse  
 Line Number 6L19

Customer-Hrs of Interruption 55:59  
 Number of Customers Affected 381  
 Avg. Customer Outage Duration :08

**Explanations and Comments**  
 S9567 opened on ph to ph fault. Plant started up and closed town breakers. I energized the 34 via scada. Left customers in Teslin on diesel til 1615hrs to let the lines settle down.

Time Reported 14:45  
 First Interruption 14:45  
 Last Restoration 15:01  
 Primary Cause 4 Icing  
 CEA Coding Adverse Weather

Service Area 577 Destruction Bay Location Destruction Bay  
 Date Reported 2019-01-29 CityTown Destruction Bay Burwash  
 Outage Number RAF00128  
 Planned Unplanned  
 Sub Number  
 Line Number 3L402

Customer-Hrs of Interruption 5:08  
 Number of Customers Affected 154  
 Avg. Customer Outage Duration :02

**Explanations and Comments**  
 DBay unit 2 generator showed low coolant temperature which caused the engine to shutdown. The shutdown caused the outage to the community. G.H.

Time Reported 0:53  
 First Interruption 0:53  
 Last Restoration 0:55  
 Primary Cause 8 Equipment Failure  
 CEA Coding Defective Equipment

Service Area 579 Old Crow Location Old Crow  
 Date Reported 2019-03-28 CityTown Old Crow  
 Outage Number RAF00129  
 Planned Unplanned  
 Sub Number  
 Line Number 3L405/3L406

Customer-Hrs of Interruption 9:56  
 Number of Customers Affected 298  
 Avg. Customer Outage Duration :02

**Explanations and Comments**  
 Old Crow Unit One was online and then shutdown. Speed sensor failure caused the outage.

Time Reported 9:30  
 First Interruption 8:40  
 Last Restoration 8:42  
 Primary Cause 8 Equipment Failure  
 CEA Coding Defective Equipment

## Outages

<b>Service Area</b>	572 Haines Junction	<b>Location</b>	Haines Junction	<b>Customer-Hrs of Interruption</b>	13:56
<b>Date Reported</b>	2019-01-06	<b>City/Town</b>	Haines Junction	<b>Number of Customers Affected</b>	209
<b>Outage Number</b>	RJZ00562	<b>Time Reported</b>	16:55	<b>Avg. Customer Outage Duration</b>	:04
<b>Planned</b>	Unplanned	<b>First Interruption</b>	16:51	<b>Explanations and Comments</b> All customer in the Village of Haines Junction experienced a brief 5 min outages when our OSS operated at 16:51, due to an under voltage condition on L355. The Generator picked up S9292 but the load was too high to pick up S8343. There was an extended outage for the remaining 295 customers on 5L609 (S8343).	
<b>Sub Number</b>	20 Haines Junction	<b>Last Restoration</b>	16:55		
<b>Line Number</b>	5L609, 5L610	<b>Primary Cause</b>	15 Other		
		<b>CEA Coding</b>	Unknown/Other		
<b>Service Area</b>	571 Whitehorse	<b>Location</b>	Wh-Multiple Areas	<b>Customer-Hrs of Interruption</b>	2529:45
<b>Date Reported</b>	2019-01-08	<b>City/Town</b>	Whitehorse North, Whistlebc	<b>Number of Customers Affected</b>	1044
<b>Outage Number</b>	RJZ00563	<b>Time Reported</b>	3:38	<b>Avg. Customer Outage Duration</b>	2:25
<b>Planned</b>	Unplanned	<b>First Interruption</b>	3:38	<b>Explanations and Comments</b> S164-52-7 opened due to broken conductor. Isolated line and repaired conductor.	
<b>Sub Number</b>	S164 Takhini-Swite	<b>Last Restoration</b>	6:29		
<b>Line Number</b>	6L17	<b>Primary Cause</b>	8 Equipment Failure		
		<b>CEA Coding</b>	Defective Equipment		
<b>Service Area</b>	572 Haines Junction	<b>Location</b>	Haines Junction	<b>Customer-Hrs of Interruption</b>	6:58
<b>Date Reported</b>	2019-01-06	<b>City/Town</b>	Haines Junction	<b>Number of Customers Affected</b>	209
<b>Outage Number</b>	RJZ00564	<b>Time Reported</b>	18:05	<b>Avg. Customer Outage Duration</b>	:02
<b>Planned</b>	Unplanned	<b>First Interruption</b>	18:05	<b>Explanations and Comments</b> OSS operated due to an under voltage condition on L355. See RJZ00562	
<b>Sub Number</b>	20 Haines Junction	<b>Last Restoration</b>	18:07		
<b>Line Number</b>	5L609 5L610	<b>Primary Cause</b>	15 Other		
		<b>CEA Coding</b>	Unknown/Other		
<b>Service Area</b>	572 Haines Junction	<b>Location</b>	Haines Junction	<b>Customer-Hrs of Interruption</b>	1214:55
<b>Date Reported</b>	2019-01-06	<b>City/Town</b>	Haines Junction	<b>Number of Customers Affected</b>	295
<b>Outage Number</b>	RJZ00565	<b>Time Reported</b>	16:51	<b>Avg. Customer Outage Duration</b>	4:07
<b>Planned</b>	Unplanned	<b>First Interruption</b>	16:51	<b>Explanations and Comments</b> Generator picked up S9292 but the load was too high for standby diesel to pickup S8343. Extended outage for the customers on S8343.	
<b>Sub Number</b>	20 Haines Junction	<b>Last Restoration</b>	22:22		
<b>Line Number</b>	5L609, 5L610	<b>Primary Cause</b>	15 Other		
		<b>CEA Coding</b>	Unknown/Other		

# Outages

Service Area	576 Teslin	Location	Teslin	Customer-Hrs of Interruption	17:40
Date Reported	2019-01-28	City/Town	Teslin	Number of Customers Affected	265
Outage Number	RSM00564	Time Reported	7:25	Avg. Customer Outage Duration	0:04
Planned	Unplanned	First Interruption	7:25	<b>Explanations and Comments</b> S9567 tripped off at 7:25 causing Teslin OSS S7347 to open and Teslin generator to come online. 4 Minute outage to Teslin.	
Sub Number	27 Teslin	Last Restoration	7:29		
Line Number	6L19	Primary Cause	14 Unknown		
		CEA Coding	Unknown Other		
Service Area	576 Teslin	Location	Teslin-Cottage Lots	Customer-Hrs of Interruption	357:12
Date Reported	2019-01-28	City/Town	Teslin	Number of Customers Affected	114
Outage Number	RSM00565	Time Reported	7:25	Avg. Customer Outage Duration	3:08
Planned	Unplanned	First Interruption	7:25	<b>Explanations and Comments</b> S9567 tripped off on over current, no cause found, restored power to customers at 10:33.	
Sub Number	26 Teslin Lake (cott	Last Restoration	10:33		
Line Number	6L19	Primary Cause	14 Unknown		
		CEA Coding	Unknown Other		
Service Area	580 Keno City	Location	Keno City	Customer-Hrs of Interruption	1:46
Date Reported	2019-02-14	City/Town	Keno	Number of Customers Affected	53
Outage Number	RSM00566	Time Reported	14:01	Avg. Customer Outage Duration	:02
Planned	Unplanned	First Interruption	14:01	<b>Explanations and Comments</b> YEC lost L250, they reclosed breaker and it held. No cause	
Sub Number	S257 Keno	Last Restoration	14:03		
Line Number	5L616	Primary Cause	22 YEC Generation/Transmi		
		CEA Coding	Loss of Supply - Yukon Ener		
Service Area	580 Keno City	Location	Keno City	Customer-Hrs of Interruption	1:46
Date Reported	2019-02-14	City/Town	Keno	Number of Customers Affected	53
Outage Number	RSM00567	Time Reported	14:20	Avg. Customer Outage Duration	:02
Planned	Unplanned	First Interruption	14:20	<b>Explanations and Comments</b> YEC lost L250, reclosed line and it held. No cause found	
Sub Number	S257 Keno	Last Restoration	14:22		
Line Number	5L616	Primary Cause	22 YEC Generation/Transmi		
		CEA Coding	Loss of Supply - Yukon Ener		

# Outages

<b>Service Area</b>	573 Watson Lake	<b>Location</b>	Watson Lake	<b>Customer-Hrs of Interruption</b>	70:35
<b>Date Reported</b>	2019-01-06	<b>City/Town</b>	Watson Lake	<b>Number of Customers Affected</b>	385
<b>Outage Number</b>	TDR00023	<b>Time Reported</b>	10:45	<b>Avg. Customer Outage Duration</b>	0:11
<b>Planned</b>	Unplanned	<b>First Interruption</b>	10:42	<b>Explanations and Comments</b> S7230 tripped off on Sunday. It was a A-C fault and we suspected it was caused by snow and ice falling off of the line. S7230 was reclosed and held.	
<b>Sub Number</b>	31 Watson Lake	<b>Last Restoration</b>	10:53		
<b>Line Number</b>	5L619	<b>Primary Cause</b>	4 Icing		
		<b>CEA Coding</b>	Adverse Weather		