

October 30, 2020

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

Attention: Deana Lemke, Yukon Utilities Board Executive Secretary

Dear Deana Lemke:

**Re: Service Interruptions**

In accordance with Board Decision 1989-5, attached is the summary of major unplanned outages for the months of July, August and September of 2020. 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,



Bill Cullen, PLT  
Manager  
*ATCO Electric Yukon*

WPC/vlm  
Encl.

# Outages

**Service Area** 571 Whitehorse

**Location** Wh-Downtown

**Customer-Hrs of Interruption** 1334:03

**Date Reported** 2020-07-31

**CityTown** Whitehorse

**Number of Customers Affected** 1601

**Outage Number** BAC00327

**Time Reported** 14:40

**Avg. Customer Outage Duration** 0:50

**Planned** Unplanned

**First Interruption** 14:35

**Explanations and Comments**

**Sub Number** S170 McIntyre

**Last Restoration** 15:25

During switching to re-energize Shipyard substation, breakers S6837 and S150-52-21 tripped off on neutral overcurrent, which was a result of tying McIntyre and S150 substations together by single phase switching. This resulted in an outage to approximately 1600 customers in the Downtown/Marwell/Takhini/Valleyview areas.

**Line Number** 6L15

**Primary Cause** 12 Personnel Error

**CEA Coding** Human Element

**Service Area** 571 Whitehorse

**Location** Wh-Tak. Hot Springs Rd.

**Customer-Hrs of Interruption** 192:30

**Date Reported** 2020-08-01

**CityTown** WHITEHORSE

**Number of Customers Affected** 70

**Outage Number** JBM00002

**Time Reported** 18:15

**Avg. Customer Outage Duration** 2:45

**Planned** Unplanned

**First Interruption** 18:15

**Explanations and Comments**

**Sub Number** 21 LaBerge

**Last Restoration** 21:00

Ben/Josh patrolled line, no cause was found for the fault. Opened S9812, Refused S3786 and put S3100 on single shot and closed, S3786 and S9812 and it held.

**Line Number** 5L628

**Primary Cause** 14 Unknown

**CEA Coding** Unknown/Other

**Service Area** 592 Marsh Lake

**Location** Marsh Lake

**Customer-Hrs of Interruption** 410:40

**Date Reported** 2020-08-10

**CityTown** Marsh Lake

**Number of Customers Affected** 160

**Outage Number** JBM00004

**Time Reported** 6:56

**Avg. Customer Outage Duration** 2:34

**Planned** Unplanned

**First Interruption** 6:56

**Explanations and Comments**

**Sub Number** 11 McCrae

**Last Restoration** 9:30

Tree On line in the cross country section by the lake. Cleared tree and re-energized.

**Line Number** 5L615

**Primary Cause** 2 Trees

**CEA Coding** Trees

**Service Area** 571 Whitehorse

**Location** Wh-Tak. Hot Springs Rd.

**Customer-Hrs of Interruption** 158:20

**Date Reported** 2020-08-15

**CityTown** Takini River Road

**Number of Customers Affected** 50

**Outage Number** JJS00062

**Time Reported** 18:45

**Avg. Customer Outage Duration** 3:10

**Planned** Unplanned

**First Interruption** 18:40

**Explanations and Comments**

**Sub Number** 21 LaBerge

**Last Restoration** 21:50

Received multiple calls from Takini River Road responded to call and patrolled line and found multiple trees had been burning. Cleared the trees off and re-fused.

**Line Number** 5L645

**Primary Cause** 2 Trees

**CEA Coding** Trees

# Outages

**Service Area** 571 Whitehorse

**Location** Wh-Deep Creek

**Customer-Hrs of Interruption** 402:30

**Date Reported** 2020-09-07

**CityTown** 311 Deep Creek rd

**Number of Customers Affected** 70

**Outage Number** JJS00064

**Time Reported** 12:10

**Avg. Customer Outage Duration** 5:45

**Planned** Unplanned

**First Interruption** 12:00

**Explanations and Comments**

**Sub Number** 21 LaBerge

**Last Restoration** 17:45

Responded to multiple calls at Deep Creek. Very high winds. Did a detailed patrol and removed tree off of the line. Re-energized.

**Line Number** 5L645

**Primary Cause** 3 Wind

**CEA Coding** Adverse Weather

**Service Area** 572 Haines Junction

**Location** Haines Junction

**Customer-Hrs of Interruption** 19:00

**Date Reported** 2020-07-05

**CityTown** Haines Junction

**Number of Customers Affected** 570

**Outage Number** MPJ00352

**Time Reported** 19:10

**Avg. Customer Outage Duration** :02

**Planned** Unplanned

**First Interruption** 19:08

**Explanations and Comments**

**Sub Number** 20 Haines Junction

**Last Restoration** 19:10

Lightning caused fault, diesel plant started up. Brief outage to customers as plant started. Came down and put town back on the grid.

**Line Number** L355

**Primary Cause** 1 Lightning

**CEA Coding** Lightning

**Service Area** 571 Whitehorse

**Location** Tagish

**Customer-Hrs of Interruption** 580:25

**Date Reported** 2020-08-31

**CityTown** Tagish Taku

**Number of Customers Affected** 175

**Outage Number** MPJ00363

**Time Reported** 16:00

**Avg. Customer Outage Duration** 3:19

**Planned** Unplanned

**First Interruption** 15:55

**Explanations and Comments**

**Sub Number** 301 Carcross

**Last Restoration** 19:14

Wind storm, huge tree broke the primary and neutral mid span. Spliced wires, patrolled rest of line and re-energized.

**Line Number** 5L600

**Primary Cause** 2 Trees

**CEA Coding** Trees

**Service Area** 585 Tagish

**Location** Tagish

**Customer-Hrs of Interruption** 1300:00

**Date Reported** 2020-09-28

**CityTown** Tagish

**Number of Customers Affected** 445

**Outage Number** MPJ00367

**Time Reported** 7:45

**Avg. Customer Outage Duration** 2:55

**Planned** Unplanned

**First Interruption** 7:30

**Explanations and Comments**

**Sub Number** 301 Carcross

**Last Restoration** 11:30

Tree came down through the line before the sectionalizer and tripped the breaker. Restored power to as many customers as possible before dealing with tree and splicing wire. Re-energized.

**Line Number** 5L600

**Primary Cause** 2 Trees

**CEA Coding** Trees

# Outages

<b>Service Area</b> 573 Watson Lake	<b>Location</b> Lower Post	<b>Customer-Hrs of Interruption</b> 129:30
<b>Date Reported</b> 2020-07-17	<b>CityTown</b> Lower post	<b>Number of Customers Affected</b> 124
<b>Outage Number</b> RJZ00608	<b>Time Reported</b> 20:45	<b>Avg. Customer Outage Duration</b> 1:02
<b>Planned</b> Unplanned	<b>First Interruption</b> 10:00	<b>Explanations and Comments</b> A large tree fell onto the single phase in Lower Post past the green house and caused S2989 to trip. Tree was removed.
<b>Sub Number</b> 31 Watson Lake	<b>Last Restoration</b> 21:54	
<b>Line Number</b> 5L619	<b>Primary Cause</b> 2 Trees	
	<b>CEA Coding</b> Trees	

<b>Service Area</b> 573 Watson lake	<b>Location</b> Watson Lake	<b>Customer-Hrs of Interruption</b> 170:00
<b>Date Reported</b> 2020-08-26	<b>CityTown</b> Watson Lake	<b>Number of Customers Affected</b> 200
<b>Outage Number</b> RJZ00612	<b>Time Reported</b> 2:00	<b>Avg. Customer Outage Duration</b> :51
<b>Planned</b> Unplanned	<b>First Interruption</b> 1:47	<b>Explanations and Comments</b> S7242 opened on an overcurrent trip on B phase to ground. Checked all B phase fusing. Could not find anything. Energized and held.
<b>Sub Number</b> 31 Watson Lake	<b>Last Restoration</b> 2:38	
<b>Line Number</b> 5L621	<b>Primary Cause</b> 14 Unknown	
	<b>CEA Coding</b> Unknown/Other	

<b>Service Area</b> 571 Whitehorse	<b>Location</b> Wh-Multiple Areas	<b>Customer-Hrs of Interruption</b> 3154:48
<b>Date Reported</b> 2020-08-22	<b>CityTown</b> Whitehorse	<b>Number of Customers Affected</b> 2868
<b>Outage Number</b> RSM00618	<b>Time Reported</b> 9:08	<b>Avg. Customer Outage Duration</b> 1:06
<b>Planned</b> Unplanned	<b>First Interruption</b> 9:08	<b>Explanations and Comments</b> Breaker S6838 tripped off on over current resulting in an outage to 2868 customers in the Porter Creek, Takhini, KK, McDonald Industrial, and parts of the Alaska Hwy. The line was patrolled but no cause found. Energized line and restored customers.
<b>Sub Number</b> 17 McIntyre	<b>Last Restoration</b> 10:14	
<b>Line Number</b> 6L16	<b>Primary Cause</b> 14 Unknown	
	<b>CEA Coding</b> Unknown/Other	

<b>Service Area</b> 582 Ross River	<b>Location</b> Ross River	<b>Customer-Hrs of Interruption</b> 7:58
<b>Date Reported</b> 2020-08-27	<b>CityTown</b> Ross River	<b>Number of Customers Affected</b> 239
<b>Outage Number</b> RSM00620	<b>Time Reported</b> 5:00	<b>Avg. Customer Outage Duration</b> 0:02
<b>Planned</b> Unplanned	<b>First Interruption</b> 4:37	<b>Explanations and Comments</b> YEC lost the line feeding S7574 ross river OSS to open and generator to start and pick up town. YEC restored line and ross river was placed back on to grid.
<b>Sub Number</b> 19 Ross River	<b>Last Restoration</b> 4:39	
<b>Line Number</b> 5L618	<b>Primary Cause</b> 16 YEC System Outage	
	<b>CEA Coding</b> Loss of Supply - Yukon Ener	

# Outages

<b>Service Area</b> 585 Tagish	<b>Location</b> Tagish	<b>Customer-Hrs of Interruption</b> 867:45
<b>Date Reported</b> 2020-09-28	<b>CityTown</b> Tagish	<b>Number of Customers Affected</b> 445
<b>Outage Number</b> RSM00627	<b>Time Reported</b> 7:25	<b>Avg. Customer Outage Duration</b> 1:57
<b>Planned</b> Unplanned	<b>First Interruption</b> 7:25	<b>Explanations and Comments</b> Tree in Tagish caused sub breaker to open. Cleared tree and closed breaker.
<b>Sub Number</b> 301 Carcross	<b>Last Restoration</b> 9:22	
<b>Line Number</b> 5L600	<b>Primary Cause</b> 2 Trees <b>CEA Coding</b> Trees	

<b>Service Area</b> 573 Watson Lake	<b>Location</b> Watson Lake	<b>Customer-Hrs of Interruption</b> 155:15
<b>Date Reported</b> 2020-07-31	<b>CityTown</b> Watson Lake	<b>Number of Customers Affected</b> 970
<b>Outage Number</b> SM000013	<b>Time Reported</b> 8:45	<b>Avg. Customer Outage Duration</b> :09
<b>Planned</b> Unplanned	<b>First Interruption</b> 8:45	<b>Explanations and Comments</b> Unit #4 failed/shutdown, caused power outage. Cause under investigation.
<b>Sub Number</b> 31 Watson Lake	<b>Last Restoration</b> 8:55	
<b>Line Number</b> 5L619, 5L620, 5L62	<b>Primary Cause</b> 8 Equipment Failure <b>CEA Coding</b> Defective Equipment	

<b>Service Area</b> 573 Watson Lake	<b>Location</b> Watson Lake	<b>Customer-Hrs of Interruption</b> 83:44
<b>Date Reported</b> 2020-07-15	<b>CityTown</b> Watson Lake	<b>Number of Customers Affected</b> 585
<b>Outage Number</b> TSM00047	<b>Time Reported</b> 12:25	<b>Avg. Customer Outage Duration</b> :08
<b>Planned</b> Unplanned	<b>First Interruption</b> 12:24	<b>Explanations and Comments</b> Unit #4 shutdown unexpectedly causing an outage to S7237 and S7242. Cause is unknown at this time. R Floyd will troubleshoot. See TSM00048 for Upper Liard DIR.
<b>Sub Number</b> 31 Watson Lake	<b>Last Restoration</b> 12:33	
<b>Line Number</b> 5L620/5L621	<b>Primary Cause</b> 8 Equipment Failure <b>CEA Coding</b> Defective Equipment	

<b>Service Area</b> 591 Upper Liard	<b>Location</b> Upper Liard	<b>Customer-Hrs of Interruption</b> 15:54
<b>Date Reported</b> 2020-07-15	<b>CityTown</b> Upper Liard	<b>Number of Customers Affected</b> 106
<b>Outage Number</b> TSM00048	<b>Time Reported</b> 12:25	<b>Avg. Customer Outage Duration</b> :09
<b>Planned</b> Unplanned	<b>First Interruption</b> 12:24	<b>Explanations and Comments</b> See DIR TSM00047 for information.
<b>Sub Number</b> 31 Watson Lake	<b>Last Restoration</b> 12:33	
<b>Line Number</b> 5L620/5L621	<b>Primary Cause</b> 8 Equipment Failure <b>CEA Coding</b> Defective Equipment	

# Outages

**Service Area** 573 Watson Lake

**Location** Watson Lake

**Customer-Hrs of Interruption** 34:59

**Date Reported** 2020-09-11

**CityTown** Watson Lake

**Number of Customers Affected** 585

**Outage Number** TSM00049

**Time Reported** 11:33

**Avg. Customer Outage Duration** :03

**Planned** Unplanned

**First Interruption** 11:33

**Explanations and Comments**

**Sub Number** 31 Watson Lake

**Last Restoration** 11:37

While testing unit #4, it shutdown causing a outage to 5L620 and 5L621. Cause is unknown at this time.

**Line Number** 5L620/5L621

**Primary Cause** 8 Equipment Failure

**CEA Coding** Defective Equipment

**Service Area** 591 Upper Liard

**Location** Upper Liard

**Customer-Hrs of Interruption** 5:18

**Date Reported** 2020-09-11

**CityTown** Upper Liard

**Number of Customers Affected** 106

**Outage Number** TSM00050

**Time Reported** 11:33

**Avg. Customer Outage Duration** 0:03

**Planned** Unplanned

**First Interruption** 11:33

**Explanations and Comments**

**Sub Number** 31 Watson Lake

**Last Restoration** 11:36

See DIR TSM00049

**Line Number** 5L620

**Primary Cause** 8 Equipment Failure

**CEA Coding** Defective Equipment