

April", , 2021

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 January, February and March of 2021. 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 336-4017, if you require any additional information or clarification.

Yours sincerely,



Bill Cullen, PLT  
Manager  
*ATCO Electric Yukon*

WPC/vlm  
Encl.

# Outages

**Service Area** 574 Carcross

**Location** Carcross

**Customer-Hrs of Interruption** 1250:00

**Date Reported** 2021-01-19

**CityTown** Carcross

**Number of Customers Affected** 300

**Outage Number** BAC00340

**Time Reported** 2:15

**Avg. Customer Outage Duration** 4:10

**Planned** Unplanned

**First Interruption** 2:00

**Explanations and Comments**

**Sub Number** 301 Carcross

**Last Restoration** 8:20

Heavy snow caused conductor to break. Repaired line and re-energized.

**Line Number** 5L600

**Primary Cause** 4 Icing

**CEA Coding** Adverse Weather

**Service Area** 571 Whitehorse

**Location** Wh-Multiple Areas

**Customer-Hrs of Interruption** 1107:03

**Date Reported** 2021-02-25

**CityTown** whitehorse

**Number of Customers Affected** 1326

**Outage Number** GCP00052

**Time Reported** 11:37

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

**Planned** Unplanned

**First Interruption** 11:37

**Explanations and Comments**

**Sub Number** 17 McIntyre

**Last Restoration** 12:29

S9815 tripped, opened breakers down stream. 9815 held on intial close. picked up load in stages. no issue.

**Line Number** 6L14

**Primary Cause** 4 Icing

**CEA Coding** Adverse Weather

**Service Area** 574 Carcross

**Location** Carcross

**Customer-Hrs of Interruption** 1116:40

**Date Reported** 2021-01-19

**CityTown** south klondike hwy,tagish,ca

**Number of Customers Affected** 1000

**Outage Number** JJS00070

**Time Reported** 9:28

**Avg. Customer Outage Duration** 1:07

**Planned** Unplanned

**First Interruption** 9:28

**Explanations and Comments**

**Sub Number** S150 Whitehorse

**Last Restoration** 10:35

Breaker outage to S6839 due to frost build up on double circuit.

**Line Number** 6L18

**Primary Cause** 4 Icing

**CEA Coding** Adverse Weather

**Service Area** 571 Whitehorse

**Location** Marsh Lake

**Customer-Hrs of Interruption** 140:00

**Date Reported** 2021-02-17

**CityTown** Judas Creek S/D

**Number of Customers Affected** 60

**Outage Number** JJS00074

**Time Reported** 18:00

**Avg. Customer Outage Duration** 2:20

**Planned** Unplanned

**First Interruption** 18:00

**Explanations and Comments**

**Sub Number** XX New Constabula

**Last Restoration** 20:20

Arrived on site and found Sectionalizer S9574 was open. Began patrolling and found frost build up on the primary which in turn made it contact the neutral. Pounded frost, re-fused and it held.

**Line Number** 5L615

**Primary Cause** 4 Icing

**CEA Coding** Adverse Weather

# Outages

<b>Service Area</b> 571 Whitehorse	<b>Location</b> Tagish	<b>Customer-Hrs of Interruption</b> 14:50
<b>Date Reported</b> 2021-02-01	<b>CityTown</b> Tagish	<b>Number of Customers Affected</b> 445
<b>Outage Number</b> MPJ00379	<b>Time Reported</b> 12:22	<b>Avg. Customer Outage Duration</b> :02
<b>Planned</b> Unplanned	<b>First Interruption</b> 12:22	<b>Explanations and Comments</b> Breaker inadvertently opened when disconnecting modem. Closed breaker. Restored power. Breaker controller to be replaced.
<b>Sub Number</b> 301 Carcross	<b>Last Restoration</b> 12:24	
<b>Line Number</b> 5L600	<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> 413:15
<b>Date Reported</b> 2021-02-16	<b>CityTown</b> Watson Lake	<b>Number of Customers Affected</b> 870
<b>Outage Number</b> SM000014	<b>Time Reported</b> 4:31	<b>Avg. Customer Outage Duration</b> :28
<b>Planned</b> Unplanned	<b>First Interruption</b> 4:30	<b>Explanations and Comments</b> Unit #4 shutdown, causing Town outage. Troubleshooting ongoing.
<b>Sub Number</b> 31 Watson Lake	<b>Last Restoration</b> 4:59	
<b>Line Number</b> 5L621/5L620/5L619	<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> 46:40
<b>Date Reported</b> 2021-02-16	<b>CityTown</b> Upper Liard	<b>Number of Customers Affected</b> 100
<b>Outage Number</b> SM000015	<b>Time Reported</b> 4:31	<b>Avg. Customer Outage Duration</b> :28
<b>Planned</b> Unplanned	<b>First Interruption</b> 4:30	<b>Explanations and Comments</b> Unit #4 shutdown. Causing Town outage. Trouble shooting ongoing.
<b>Sub Number</b> 31 Watson Lake	<b>Last Restoration</b> 4:58	
<b>Line Number</b> 5L620	<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> 264:24
<b>Date Reported</b> 2021-02-25	<b>CityTown</b> Watson Lake	<b>Number of Customers Affected</b> 970
<b>Outage Number</b> SM000016	<b>Time Reported</b> 20:51	<b>Avg. Customer Outage Duration</b> :16
<b>Planned</b> Unplanned	<b>First Interruption</b> 20:50	<b>Explanations and Comments</b> Arrived on site, found Unit #4 experienced a shut down, causing a town wide outage. Started all available Units and energized all feeders. Cause of outage unknown at this time, troubleshooting is ongoing. See DIR #SM000017 for Lower Post, see DIR #SM000018 for Upper Liard.
<b>Sub Number</b> 31 Watson Lake	<b>Last Restoration</b> 21:07	
<b>Line Number</b> 5L621/5L620/5L619	<b>Primary Cause</b> 8 Equipment Failure <b>CEA Coding</b> Defective Equipment	

# Outages

<b>Service Area</b> 590 Lower Post	<b>Location</b> Lower Post	<b>Customer-Hrs of Interruption</b> 24:00
<b>Date Reported</b> 2021-02-25	<b>CityTown</b> Lower Post	<b>Number of Customers Affected</b> 90
<b>Outage Number</b> SM000017	<b>Time Reported</b> 20:51	<b>Avg. Customer Outage Duration</b> :16
<b>Planned</b> Unplanned	<b>First Interruption</b> 20:50	<b>Explanations and Comments</b> Arrived on site, found Unit #4 experienced a shut down, causing a town wide outage. Started all available Units and energized all feeders. Cause of outage unknown at this time, troubleshooting is ongoing. See DIR #SM000017 for Lower Post, see DIR #SM000018 for Upper Liard.
<b>Sub Number</b> 31 Watson Lake	<b>Last Restoration</b> 21:06	
<b>Line Number</b> 5L619	<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> 28:16
<b>Date Reported</b> 2021-02-25	<b>CityTown</b> Upper Liard	<b>Number of Customers Affected</b> 106
<b>Outage Number</b> SM000018	<b>Time Reported</b> 20:51	<b>Avg. Customer Outage Duration</b> :16
<b>Planned</b> Unplanned	<b>First Interruption</b> 20:50	<b>Explanations and Comments</b> Arrived on site, found Unit #4 experienced a shut down, causing a town wide outage. Started all available Units and energized all feeders. Cause of outage unknown at this time, troubleshooting is ongoing. See DIR #SM000017 for Lower Post, see DIR #SM000018 for Upper Liard.
<b>Sub Number</b> 31 Watson Lake	<b>Last Restoration</b> 21:06	
<b>Line Number</b> 5L620	<b>Primary Cause</b> 8 Equipment Failure <b>CEA Coding</b> Defective Equipment	

<b>Service Area</b> 592 Marsh Lake	<b>Location</b> Marsh Lake	<b>Customer-Hrs of Interruption</b> 187:30
<b>Date Reported</b> 2021-01-14	<b>CityTown</b> Whitehorse	<b>Number of Customers Affected</b> 75
<b>Outage Number</b> SMB00250	<b>Time Reported</b> 20:08	<b>Avg. Customer Outage Duration</b> 2:30
<b>Planned</b> Unplanned	<b>First Interruption</b> 20:00	<b>Explanations and Comments</b> Snow Loading on line caused outage
<b>Sub Number</b> 24 Marsh Lake	<b>Last Restoration</b> 22:30	
<b>Line Number</b> 6L19	<b>Primary Cause</b> 4 Icing <b>CEA Coding</b> Adverse Weather	

<b>Service Area</b> 571 Whitehorse	<b>Location</b> Wh-South Klondike Hwy	<b>Customer-Hrs of Interruption</b> 800:00
<b>Date Reported</b> 2021-01-25	<b>CityTown</b> Carcross/Tagish	<b>Number of Customers Affected</b> 800
<b>Outage Number</b> TCL00101	<b>Time Reported</b> 15:00	<b>Avg. Customer Outage Duration</b> 1:00
<b>Planned</b> Unplanned	<b>First Interruption</b> 17:10	<b>Explanations and Comments</b> Found an insulator that was resting on the arm on the 34kv line so we had to take an emergency outage to repair the insulator and put it back on the sky pin to prevent the pole from burning off and causing a bigger outage
<b>Sub Number</b> S150 Whitehorse	<b>Last Restoration</b> 18:10	
<b>Line Number</b> 6L18	<b>Primary Cause</b> 8 Equipment Failure <b>CEA Coding</b> Defective Equipment	