

April 14, 2022

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 2022. 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

## Outage # DIR-SP-697

**Date/Time Reported** 2022-01-01 4:30

**Final Restoration** 2022-01-01 6:30

**Duration (Hrs)** 2

**Primary Cause** Adverse Weather

**Secondary Cause** Ice/Icing

**Service Area**

**Sub Number** Watson lake

**Line Number** 5L620

**Location** Upper Liard

**Number of Customers Affected** 100

**Customer-Hrs of Interruption** 200

### Explanations and Comments

Frost causing neutral and primary to touch together. In cross country section of line.

## Outage # DIR-SP-699

**Date/Time Reported** 2022-01-01 11:13

**Final Restoration** 2022-01-01 15:13

**Duration (Hrs)** 4

**Primary Cause** Adverse Weather

**Secondary Cause** Ice/Icing

**Service Area** 592 Marsh Lake

**Sub Number** S150 Whitehorse

**Line Number** 6L19

**Location** Fox point

**Number of Customers Affected** 385

**Customer-Hrs of Interruption** 1540

### Explanations and Comments

Frost causing primary phase wire to contact neutral.

## Outage # DIR-SP-708

**Date/Time Reported** 2022-01-07 2:20

**Final Restoration** 2022-01-07 3:50

**Duration (Hrs)** 1.5

**Primary Cause** Unknown

**Secondary Cause**

**Service Area** 571 Whitehorse

**Sub Number** 21 Laberge

**Line Number** 5L645

**Location** Alaska Hwy West

**Number of Customers Affected** 300

**Customer-Hrs of Interruption** 450

### Explanations and Comments

Patrolled. Didn't see a cause. Fault indicators were not flashing anywhere. Closed breaker and it held.

## Outage # DIR-SP-716

**Date/Time Reported** 2022-01-08 17:58

**Final Restoration** 2022-01-08 21:09

**Duration (Hrs)** 3.18333333

**Primary Cause** Adverse Weather

**Secondary Cause** Other Adverse Weather

**Service Area** 573 Watson Lake

**Sub Number** 31 Watson Lake

**Line Number** 5L620

**Location** Upper Liard

**Number of Customers Affected** 110

**Customer-Hrs of Interruption** 350.1666663

### Explanations and Comments

Had a call about a potential hit pole past Upper Liard so we isolated and did a line patrol, did not find anything. Tried to close S7238 and would not close due to cold weather and dead battery so we bypassed the OCR until battery can be replaced.

# Outages

## Outage # DIR-SP-706

**Service Area** 577 Destruction Bay  
**Sub Number** Destruction Bay Plant  
**Line Number** DB Plant  
**Location** Destruction Bay plant

**Number of Customers Affected** 162  
**Customer-Hrs of Interruption** 688.5

**Date/Time Reported** 2022-01-08 20:00  
**Final Restoration** 2022-01-09 0:15  
**Duration (Hrs)** 4.25  
**Primary Cause** Loss of Supply  
**Secondary Cause**

**Explanations and Comments**  
Inbalance of system cause feeder to open. Had to run mobile unit to alleviate the issue. Inbalance has since been corrected.

## Outage # DIR-SP-710

**Service Area** 571 Whitehorse  
**Sub Number** 29 Arkell  
**Line Number** 5L629  
**Location** Riser pole S2352

**Number of Customers Affected** 635  
**Customer-Hrs of Interruption** 740.83333545

**Date/Time Reported** 2022-01-10 12:50  
**Final Restoration** 2022-01-10 14:00  
**Duration (Hrs)** 1.16666667  
**Primary Cause** Equipment Failure  
**Secondary Cause**

**Explanations and Comments**  
Stress cone cable termination failed causing outage.

## Outage # DIR-SP-729

**Service Area** 573 Watson Lake  
**Sub Number** 31 Watson Lake  
**Line Number** 5L619  
**Location** Lower Post

**Number of Customers Affected** 90  
**Customer-Hrs of Interruption** 142.4999997

**Date/Time Reported** 2022-01-15 10:00  
**Final Restoration** 2022-01-15 11:35  
**Duration (Hrs)** 1.58333333  
**Primary Cause** Tree Contacts  
**Secondary Cause** Falling Tree

**Explanations and Comments**  
Tree on the line from snow loading caused breaker to trip.

## Outage # DIR-SP-747

**Service Area** 592 Marsh Lake  
**Sub Number** S150 Whitehorse  
**Line Number** 6L19  
**Location** Squanga lake

**Number of Customers Affected** 385  
**Customer-Hrs of Interruption** 184.41666667

**Date/Time Reported** 2022-01-21 14:45  
**Final Restoration** 2022-01-21 16:15  
**Duration (Hrs)** 1.5  
**Primary Cause** Tree Contacts  
**Secondary Cause**

**Explanations and Comments**  
Tree across all three phases at Squanga Lake causing outage to the 34Kv line.

# Outages

## Outage # DIR-SP-741

**Date/Time Reported** 2022-01-22 13:30

**Final Restoration** 2022-01-22 17:45

**Duration (Hrs)** 4.25

**Primary Cause** Tree Contacts

**Secondary Cause**

**Service Area** 575 Carmacks

**Sub Number** 18 Carmacks

**Line Number** 5L606

**Location** Nordenskiold River bridge

**Number of Customers Affected** 114

**Customer-Hrs of Interruption** 484.5

### Explanations and Comments

Multiple trees on line due to snow load causing fuse to open.

## Outage # DIR-SP-755

**Date/Time Reported** 2022-02-02 8:39

**Final Restoration** 2022-02-02 8:51

**Duration (Hrs)** 0.2

**Primary Cause** Equipment Failure

**Secondary Cause** Other Equipment Failure

**Service Area** 573 Watson Lake

**Sub Number** 31 Watson Lake

**Line Number** 5L621

**Location** 103 Kilowatt Lane

**Number of Customers Affected** 585

**Customer-Hrs of Interruption**

### Explanations and Comments

Troubleshoot unit #5 in WL plant. When unit #5 is online, it will lose a portion of its load and cause the frequency to dip. Cause found to be a loose wire (positive governor activator), repair completed.

## Outage # DIR-SP-759

**Date/Time Reported** 2022-02-09 17:02

**Final Restoration** 2022-02-09 18:25

**Duration (Hrs)** 1.38333333

**Primary Cause** Adverse Weather

**Secondary Cause** Wet Snow

**Service Area** 571 Whitehorse

**Sub Number** 17 McIntyre

**Line Number** 6L14

**Location** Logan, Porter Creek, Takhini, Downtown Whitehorse

**Number of Customers Affected** 5,228

**Customer-Hrs of Interruption** 5717.95000001

### Explanations and Comments

Snow loading

## Outage # DIR-SP-760

**Date/Time Reported** 2022-02-10 6:00

**Final Restoration** 2022-02-10 9:12

**Duration (Hrs)** 3.2

**Primary Cause** Tree Contacts

**Secondary Cause** Falling Tree

**Service Area** 571 Whitehorse

**Sub Number** S150 Whitehorse

**Line Number** 6L11

**Location** Alaska Hwy (S)/ Lewes River Bridge

**Number of Customers Affected** 3,186

**Customer-Hrs of Interruption** 2826.58333333

### Explanations and Comments

Tree at Lewes bridge control dam fell on 34 kv breaking center phase conductor.

# Outages

## Outage # DIR-SP-769

**Date/Time Reported** 2022-02-19 10:30

**Final Restoration** 2022-02-19 11:10

**Duration (Hrs)** 0.66666667

**Primary Cause** Adverse Weather

**Secondary Cause** Wet Snow

**Service Area** 571 Whitehorse

**Sub Number** 21 Laberge

**Line Number** 5L645

**Location** Takhini River Rd

**Number of Customers Affected** 50

**Customer-Hrs of Interruption** 33.3333335

### Explanations and Comments

Snow clearing the line caused line to ground fault.

## Outage # DIR-SP-777

**Date/Time Reported** 2022-03-15 15:50

**Final Restoration** 2022-03-15 16:15

**Duration (Hrs)** 0.41666667

**Primary Cause** Foreign Interference

**Secondary Cause** Vehicle

**Service Area** 571 Whitehorse

**Sub Number** 6 Porter Creek

**Line Number** 4L304

**Location** 31 MacDonald Rd

**Number of Customers Affected** 897

**Customer-Hrs of Interruption** 373.75000299

### Explanations and Comments

Loader was removing snow contacted guy wire, breaking it causing overhead lines to contact one another causing breaker to trip. Sectionalized and restored power.

## Outage # DIR-SP-778

**Date/Time Reported** 2022-03-19 4:54

**Final Restoration** 2022-03-19 5:25

**Duration (Hrs)** 0.51666667

**Primary Cause** Equipment Failure

**Secondary Cause** Other Equipment Failure

**Service Area** 573 Watson Lake

**Sub Number** 31 Watson Lake

**Line Number** WL Plant

**Location** 103 Kilowatt Lane

**Number of Customers Affected** 993

**Customer-Hrs of Interruption** 513.05000331

### Explanations and Comments

Unit #4 shutdown unexpectedly causing an outage. Initial inspection of the unit found that one of the air shutoffs had operated, however there was no indication of the cause. Further troubleshooting is ongoing.