

# Outages



## Outage # DIR-SP-2337

**Date/Time Reported** 2025-01-02 13:52

**Final Restoration** 2025-01-02 14:01

**Duration (Hrs)** 0.15

**Primary Cause** Unknown

**Secondary Cause**

**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** 87.75

### Explanations and Comments

Unknown cause, troubleshooting is ongoing.

## Outage # DIR-SP-2339

**Date/Time Reported** 2025-01-03 20:15

**Final Restoration** 2025-01-03 20:43

**Duration (Hrs)** 0.46666667

**Primary Cause** Equipment Failure

**Secondary Cause** Electrical 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** 268.98333333

### Explanations and Comments

Cause suspected to be a breaker that opened due to a current spike in the mobile genset. This operated the main 100A subpanel breaker in main distribution panel. breaker was reset and all non essential equipment has been turned off in mobile genset

## Outage # DIR-SP-2342

**Date/Time Reported** 2025-01-07 11:36

**Final Restoration** 2025-01-07 11:50

**Duration (Hrs)** 0.23333

**Primary Cause** Loss of Supply

**Secondary Cause**

**Service Area** 582 Ross River

**Sub Number** 19 Ross River

**Line Number** Faro Line

**Location**

**Number of Customers Affected** 239

**Customer-Hrs of Interruption** 11.95

### Explanations and Comments

# Outages

## Outage # DIR-SP-2344

**Date/Time Reported** 2025-01-07 14:40

**Final Restoration** 2025-01-07 14:58

**Duration (Hrs)** 0.23333

**Primary Cause** Loss of Supply

**Secondary Cause**

**Service Area** 582 Ross River

**Sub Number** 19 Ross River

**Line Number** Faro Line

**Location**

**Number of Customers Affected** 239

**Customer-Hrs of Interruption** 11.95

### Explanations and Comments

## Outage # DIR-SP-2356

**Date/Time Reported** 2025-01-21 13:46

**Final Restoration** 2025-01-21 13:48

**Duration (Hrs)** 0.03333333

**Primary Cause** Human Element

**Secondary Cause** Switching Error

**Service Area** 573 Watson Lake

**Sub Number** 31 Watson Lake

**Line Number** 5L620

**Location** 103 Kilowatt lane

**Number of Customers Affected** 585

**Customer-Hrs of Interruption** 19.5

### Explanations and Comments

WL #2,4,6 were online When I entered the plant I noticed smoke and burnt oil smell. Made decision to shut #2 down as it had just been added.I noticed too late that #6 was not online and breakers opened on insufficient generation See email from Chris

## Outage # DIR-SP-2357

**Date/Time Reported** 2025-01-22 14:14

**Final Restoration** 2025-01-22 14:19

**Duration (Hrs)** 0.08333333

**Primary Cause** Loss of Supply

**Secondary Cause**

**Service Area** 580 Keno City

**Sub Number** S257 Keno

**Line Number** 3L403

**Location**

**Number of Customers Affected** 54

**Customer-Hrs of Interruption** 4.49999982

### Explanations and Comments

fault on transmission line

# Outages

## Outage # DIR-SP-2364

**Date/Time Reported** 2025-02-02 4:17

**Final Restoration** 2025-02-02 4:58

**Duration (Hrs)** 0.68333333

**Primary Cause** Equipment Failure

**Secondary Cause** Mechanical 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** 678.54999669

### Explanations and Comments

WL1 shutdown on high crankcase pressure. troubleshooting is ongoing. Lower Post IPP was affected.

## Outage # DIR-SP-2370

**Date/Time Reported** 2025-02-18 11:14

**Final Restoration** 2025-02-18 11:57

**Duration (Hrs)** 0.71666667

**Primary Cause** Loss of Supply

**Secondary Cause** Generation Inadvertent

**Service Area** 571 Whitehorse

**Sub Number** 17 McIntyre

**Line Number** 6L16

**Location**

**Number of Customers Affected** 3,041

**Customer-Hrs of Interruption** 1679.75

### Explanations and Comments

## Outage # DIR-SP-2371

**Date/Time Reported** 2025-02-19 5:47

**Final Restoration** 2025-02-19 6:33

**Duration (Hrs)** 0.76666667

**Primary Cause** Loss of Supply

**Secondary Cause** Generation Inadvertent

**Service Area** 571 Whitehorse

**Sub Number** 17 McIntyre

**Line Number** 6L16

**Location**

**Number of Customers Affected** 3,041

**Customer-Hrs of Interruption** 1889.05

### Explanations and Comments

YEC LOSS OF LNG PLANT

## Outage # DIR-SP-2377

**Date/Time Reported** 2025-02-24 9:30

**Final Restoration** 2025-02-24 11:45

**Duration (Hrs)** 2.25

**Primary Cause** Tree Contacts

**Secondary Cause** Falling Tree

**Service Area** 575 Carmacks

**Sub Number** 18 Carmacks

**Line Number** 5L605

**Location**

**Number of Customers Affected** 126

**Customer-Hrs of Interruption** 283.5

### Explanations and Comments

Carmacks Development Corporation dropped a tree on the line

# Outages

## Outage # DIR-SP-2385

**Date/Time Reported** 2025-03-03 12:13

**Final Restoration** 2025-03-03 12:26

**Duration (Hrs)** 0.21666667

**Primary Cause** Loss of Supply

**Secondary Cause**

**Service Area** 582 Ross River

**Sub Number** 19 Ross River

**Line Number** Faro Line

**Location**

**Number of Customers Affected** 239

**Customer-Hrs of Interruption** 11.95

**Explanations and Comments**

## Outage # DIR-SP-2386

**Date/Time Reported** 2025-03-04 11:03

**Final Restoration** 2025-03-04 11:58

**Duration (Hrs)** 0.91666667

**Primary Cause** Unknown

**Secondary Cause**

**Service Area** 571 Whitehorse

**Sub Number** 28 Mountainview

**Line Number** 4L306

**Location** Behind 8 Arnhem

**Number of Customers Affected** 100

**Customer-Hrs of Interruption** 91.666667

**Explanations and Comments**

65 amp fuse blew, no cause , likely animal

## Outage # DIR-SP-2387

**Date/Time Reported** 2025-03-04 11:47

**Final Restoration** 2025-03-04 11:50

**Duration (Hrs)** 0.05

**Primary Cause** Equipment Failure

**Secondary Cause** Electrical Failure

**Service Area** 578 Beaver Creek

**Sub Number** Beaver Creek Plant

**Line Number** BC Plant

**Location**

**Number of Customers Affected** 120

**Customer-Hrs of Interruption** 6

**Explanations and Comments**

Outage occurred during testing of diesel off to diesel on transition. Hitachi had made a programming change earlier in the day. Programming change caused system instability which caused the outage. Hitachi will address the issue ASAP

## Outage # DIR-SP-2389

**Date/Time Reported** 2025-03-08 23:49

**Final Restoration** 2025-03-09 0:20

**Duration (Hrs)** 0.5167

**Primary Cause** Loss of Supply

**Secondary Cause** Generation Inadvertent

**Service Area** 571 Whitehorse

**Sub Number** 17 McIntyre

**Line Number** 6L16

**Location**

**Number of Customers Affected** 3,041

**Customer-Hrs of Interruption** 1436.5

**Explanations and Comments**

YEC lost Aishihk

# Outages

## Outage # DIR-SP-2394

**Date/Time Reported** 2025-03-10 9:14

**Final Restoration** 2025-03-10 9:16

**Duration (Hrs)** 0.03333333

**Primary Cause** Equipment Failure

**Secondary Cause** Electrical Failure

**Service Area** 577 Destruction Bay

**Sub Number** Destruction Bay Plant

**Line Number** DB Plant

**Location**

**Number of Customers Affected** 162

**Customer-Hrs of Interruption** 5.39999946

### Explanations and Comments

Frequency issue with unit 1 caused the bess battery to drain and other units were unable to sync with unit 1 due to the frequency being low. Dan Stack with Nexus tried to stop unit 1 and transfer load to the battery but failed causing outage.

## Outage # DIR-SP-2401

**Date/Time Reported** 2025-03-14 17:11

**Final Restoration** 2025-03-14 17:19

**Duration (Hrs)** 0.13333333

**Primary Cause** Equipment Failure

**Secondary Cause** Mechanical Failure

**Service Area** 577 Destruction Bay

**Sub Number** Destruction Bay Plant

**Line Number** DB Plant

**Location**

**Number of Customers Affected** 162

**Customer-Hrs of Interruption** 21.59999946

### Explanations and Comments

Unit 2 engine had a mechanical shutdown.

## Outage # DIR-SP-2403

**Date/Time Reported** 2025-03-18 13:50

**Final Restoration** 2025-03-19 12:30

**Duration (Hrs)** 22.66666667

**Primary Cause** Foreign Interference

**Secondary Cause** Vehicle

**Service Area** 573 Watson Lake

**Sub Number** 31 Watson Lake

**Line Number** 5L619

**Location** Dump truck line contact line down  
teslin cr

**Number of Customers Affected** 385

**Customer-Hrs of Interruption** 8726.66666795

### Explanations and Comments

Partial power restored 18 mar 2025 1635hrs only teslin crescent remained off until whitehorse crew arrived and fully restored lines morning of 19 mar 2025

## Outage # DIR-SP-2406

**Date/Time Reported** 2025-03-22 15:48

**Final Restoration** 2025-03-22 15:50

**Duration (Hrs)** 0.03333333

**Primary Cause** Equipment Failure

**Secondary Cause** Other Equipment Failure

**Service Area** 577 Destruction Bay

**Sub Number** Destruction Bay Plant

**Line Number** DB Plant

**Location**

**Number of Customers Affected** 162

**Customer-Hrs of Interruption** 5.39999946

### Explanations and Comments

Outage caused by programming issue in Hitachi system. Input was inverted causing an alarm that opened the BESS inverter breaker while operating in diesel off mode. Correction has been made to eliminate the issue.

# Outages

## Outage # DIR-SP-2414

**Date/Time Reported** 2025-03-26 14:19

**Final Restoration** 2025-03-26 14:22

**Duration (Hrs)** 0.05

**Primary Cause** Human Element

**Secondary Cause** Switching Error

**Service Area** 578 Beaver Creek

**Sub Number** Beaver Creek Plant

**Line Number** BC Plant

**Location**

**Number of Customers Affected** 120

**Customer-Hrs of Interruption** 6

### Explanations and Comments

Plant was in diesel off mode, town load was being supplied by solar and Bess 2. Hitachi engineer was programming the Bess 1 battery management system. A reset was required on Bess 1 but he sent the command to Bess 2 which caused the outage.

## Outage # DIR-SP-2418

**Date/Time Reported** 2025-03-29 16:09

**Final Restoration** 2025-03-29 18:10

**Duration (Hrs)** 2.01666667

**Primary Cause** Equipment Failure

**Secondary Cause** Mechanical Failure

**Service Area** 571 Whitehorse

**Sub Number** 5 Services

**Line Number** 4L316

**Location**

**Number of Customers Affected** 172

**Customer-Hrs of Interruption** 346.86666724

### Explanations and Comments

Broken switch into neutral, isolated switches and closed break to get the main line back on.