

Outages

Outage # DIR-SP-2421

Date/Time Reported 2025-04-03 13:48

Final Restoration 2025-04-03 13:50

Duration (Hrs) 0.3333333

Primary Cause Loss of Supply

Secondary Cause Generation Inadvertent

Service Area 578 Beaver Creek

Sub Number Beaver Creek Plant

Line Number BC Plant

Location Solar farm bess building #2

Number of Customers Affected 120

Customer-Hrs of Interruption 4

Explanations and Comments

Power store 2 opened/stopped. Power supply issue. Bess batteries got warm. Alarm stopped generation. restored on thermal in 3 minutes.

Outage # DIR-SP-2422

Date/Time Reported 2025-04-06 19:43

Final Restoration 2025-04-06 20:10

Duration (Hrs) 0.45

Primary Cause Unknown

Secondary Cause

Service Area 585 Tagish

Sub Number 301 Carcross

Line Number 5L600

Location Carcross substation

Number of Customers Affected 528

Customer-Hrs of Interruption 237.6

Explanations and Comments

Patrolled to Carcross, cause unknown.

Outage # DIR-SP-2441

Date/Time Reported 2025-05-05 12:46

Final Restoration 2025-05-05 13:16

Duration (Hrs) 0.5

Primary Cause Equipment Failure

Secondary Cause Mechanical Failure

Service Area 579 Old Crow

Sub Number Old Crow Plant

Line Number OC Plant

Location

Number of Customers Affected 210

Customer-Hrs of Interruption 105

Explanations and Comments

Units 1, 2, 3, 4 became unavailable because of unit alarms and a dead start battery on unit 2. The power store went offline because of depleted battery.

Outage # DIR-SP-2442

Date/Time Reported 2025-05-08 14:52

Final Restoration 2025-05-08 14:59

Duration (Hrs) 0.11666667

Primary Cause Loss of Supply

Secondary Cause Generation Inadvertent

Service Area 579 Old Crow

Sub Number Old Crow Plant

Line Number OC Plant

Location

Number of Customers Affected 210

Customer-Hrs of Interruption 24.5000007

Explanations and Comments

Power store restarted, unit 4 online. Bess error. Reset alarms.

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Outage # DIR-SP-2450

Service Area 571 Whitehorse

Number of Customers Affected 3,041

Date/Time Reported 2025-05-15 12:00

Sub Number 17 McIntyre

Customer-Hrs of Interruption 1015.6666666

Final Restoration 2025-05-15 12:24

Line Number 6L16

Duration (Hrs) 0.4

Location

Explanations and Comments

YEC stage 1 loss of supply

Primary Cause Loss of Supply

Secondary Cause Other Utilities

Outage # DIR-SP-2459

Service Area 571 Whitehorse

Number of Customers Affected 2,554

Date/Time Reported 2025-05-15 19:00

Sub Number S150 Whitehorse

Customer-Hrs of Interruption 4256.6666667

Final Restoration 2025-05-15 20:40

Line Number 6L11

Duration (Hrs) 1.66667

Location Hwy signs by Cowley Creek

Explanations and Comments

Crossarm on fire. Fire limited to pole top. Needed to isolate both 25kV and 34.5kV systems. Teslin generation was brought online. On 25, past Pineridege was out. On the 34.5, past the Carcross corner both ways was out. TPW25May15-1

Primary Cause Equipment Failure

Secondary Cause Defective Equipment/Material

Outage # DIR-SP-2480

Service Area 571 Whitehorse

Number of Customers Affected 3,599

Date/Time Reported 2025-06-11 8:19

Sub Number S150 Whitehorse

Customer-Hrs of Interruption 1428.1333333

Final Restoration 2025-06-11 8:56

Line Number 6L11

Duration (Hrs) 0.61666667

Location

Explanations and Comments

Over current trip. Patrolled to corner, sectionalized and restored power.

Primary Cause Unknown

Secondary Cause

Outage # DIR-SP-2481

Service Area 577 Destruction Bay

Number of Customers Affected 162

Date/Time Reported 2025-06-11 10:04

Sub Number Destruction Bay Plant

Customer-Hrs of Interruption 18.9000054

Final Restoration 2025-06-11 10:11

Line Number DB Plant

Duration (Hrs) 0.11666667

Location

Explanations and Comments

Unit 3 was online carrying town load. A coolant hose on unit 3 failed. Plant and town was restored with units 1&2.

Primary Cause Equipment Failure

Secondary Cause Mechanical Failure

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Outage # DIR-SP-2488

Service Area 571 Whitehorse

Number of Customers Affected 517

Date/Time Reported 2025-06-16 2:45

Sub Number 29 Arkell

Customer-Hrs of Interruption 2068

Final Restoration 2025-06-16 6:45

Line Number 5L630

Duration (Hrs) 4

Location

Explanations and Comments
Cross arm burnt off at S10046. Restored power to Lobird and Hillcrest earlier.

Primary Cause Equipment Failure

Secondary Cause Mechanical Failure

Outage # DIR-SP-2502

Service Area 591 Upper Liard

Number of Customers Affected 110

Date/Time Reported 2025-06-21 15:23

Sub Number 31 Watson Lake

Customer-Hrs of Interruption 269.5

Final Restoration 2025-06-21 17:50

Line Number 5L620

Duration (Hrs) 2.45

Location Watson lake campground turn off

Explanations and Comments
Unknown event opened vtr recloser S7238. Full line patrol nothing found.

Primary Cause Unknown

Secondary Cause

Outage # DIR-SP-2503

Service Area 592 Marsh Lake

Number of Customers Affected 109

Date/Time Reported 2025-06-21 18:24

Sub Number 24 Marsh Lake

Customer-Hrs of Interruption 348.8

Final Restoration 2025-06-21 21:36

Line Number 5L612

Duration (Hrs) 3.2

Location North of Johnson crossing

Explanations and Comments
Tree on 34kv line between Jake's Corner and Johnson Crossing.

Primary Cause Tree Contacts

Secondary Cause Falling Tree

Outage # DIR-SP-2505

Service Area 592 Marsh Lake

Number of Customers Affected 100

Date/Time Reported 2025-06-22 20:16

Sub Number 24 Marsh Lake

Customer-Hrs of Interruption 508.66666667

Final Restoration 2025-06-23 0:56

Line Number 5L612

Duration (Hrs) 4.66666667

Location Fox Point Subdivision

Explanations and Comments
Tree at Fox Point Subdivision Teslin.

Primary Cause Tree Contacts

Secondary Cause Falling Tree

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Outage # DIR-SP-2512

Date/Time Reported 2025-06-24 15:40

Final Restoration 2025-06-24 17:52

Duration (Hrs) 2.2

Primary Cause Unknown

Secondary Cause

Service Area 571 Whitehorse

Sub Number S150 Whitehorse

Line Number 6L18

Location Carcross corner

Number of Customers Affected 1,037

Customer-Hrs of Interruption 2281.4

Explanations and Comments

S6839 in non-reclose for extreme fire hazard and tripped on a B phase fault.

Outage # DIR-SP-2518

Date/Time Reported 2025-06-24 15:40

Final Restoration 2025-06-24 17:35

Duration (Hrs) 1.91666667

Primary Cause Tree Contacts

Secondary Cause Falling Tree

Service Area 573 Watson Lake

Sub Number 31 Watson Lake

Line Number 5L621

Location Ski hill cross country section

Number of Customers Affected 344

Customer-Hrs of Interruption 659.33333448

Explanations and Comments

Feeder outage caused by dead standing trees off the right of way falling into line due to bad weather

Outage # DIR-SP-2521

Date/Time Reported 2025-06-27 14:04

Final Restoration 2025-06-27 14:08

Duration (Hrs) 0.06666667

Primary Cause Foreign Interference

Secondary Cause Wildlife (Bird/Animal)

Service Area 572 Haines Junction

Sub Number 20 Haines Junction

Line Number L355

Location

Number of Customers Affected 546

Customer-Hrs of Interruption 28.00000014

Explanations and Comments

Bird contacted buss, breaker S8343 failed to close. Manually reset.

Outage # DIR-SP-2522

Date/Time Reported 2025-06-27 14:04

Final Restoration 2025-06-27 15:13

Duration (Hrs) 1.15

Primary Cause Equipment Failure

Secondary Cause

Service Area 572 Haines Junction

Sub Number 20 Haines Junction

Line Number 5L609

Location

Number of Customers Affected 295

Customer-Hrs of Interruption 339.25

Explanations and Comments

Failed to close on auto restoration. Was manually reset.

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Outage # DIR-SP-2527

Date/Time Reported 2025-06-29 13:14

Final Restoration 2025-06-29 14:47

Duration (Hrs) 1.55

Primary Cause Foreign Interference

Secondary Cause

Service Area 577 Destruction Bay

Sub Number Destruction Bay Plant

Line Number 3L402

Location Dbay plant

Number of Customers Affected 161

Customer-Hrs of Interruption 249.55

Explanations and Comments
Riser at top of cutout burned off on the feeder riser pole do to foreign interference.