

# Outages

## Outage # DIR-SP-1325

**Date/Time Reported** 2023-04-17 20:18

**Final Restoration** 2023-04-17 22:48

**Duration (Hrs)** 2.5

**Primary Cause** Equipment Failure

**Secondary Cause** Electrical Failure

**Service Area** 571 Whitehorse

**Sub Number** 2 Lewes Boulevard

**Line Number** 4L318

**Location** Corner of Lewes Boulevard and Klondike Rd

**Number of Customers Affected** 629

**Customer-Hrs of Interruption** 1572.5

### Explanations and Comments

Insulator failed during operation on structures, resulting in phase to phase contact causing the outage

## Outage # DIR-SP-1315

**Date/Time Reported** 2023-04-18 1:40

**Final Restoration** 2023-04-18 5:55

**Duration (Hrs)** 4.25

**Primary Cause** Adverse Weather

**Secondary Cause** Wet Snow

**Service Area** 592 Marsh Lake

**Sub Number** S150 Whitehorse

**Line Number** 6L19

**Location** Johnson's crossing

**Number of Customers Affected** 100

**Customer-Hrs of Interruption** 425

### Explanations and Comments

Wet snow weighed down trees causing trees to contact line

## Outage # DIR-SP-1317

**Date/Time Reported** 2023-04-18 9:31

**Final Restoration** 2023-04-18 9:36

**Duration (Hrs)** 0.08333333

**Primary Cause** Tree Contacts

**Secondary Cause** Falling Tree

**Service Area** 571 Whitehorse

**Sub Number** S150 Whitehorse

**Line Number** 6L18

**Location**

**Number of Customers Affected** 1,023

**Customer-Hrs of Interruption** 85.25

### Explanations and Comments

Emergency outage to remove vegetation from power line.

## Outage # DIR-SP-1318

**Date/Time Reported** 2023-04-18 11:45

**Final Restoration** 2023-04-18 13:02

**Duration (Hrs)** 1.28333333

**Primary Cause** Adverse Weather

**Secondary Cause** Wet Snow

**Service Area** 571 Whitehorse

**Sub Number** 301 Carcross

**Line Number** 6L18

**Location** Carcross Road

**Number of Customers Affected** 1,023

**Customer-Hrs of Interruption** 1011.83333333

### Explanations and Comments

Patrolled Line, no cause found. A-C Fault. Snow was sticking to conductor.S6839 restored @ 12:31. S9241 restored at 13:00. S9242 restored at 13:01

# Outages

## Outage # DIR-SP-1334

**Service Area** 571 Whitehorse

**Number of Customers Affected** 794

**Sub Number** S150 Whitehorse

**Customer-Hrs of Interruption** 882.33333334

**Line Number** 6L10

**Location** Behind Nursing Station on Hospital Rd

### Explanations and Comments

34kV suspension insulator on corner structure failed, causing phase to phase contact, and then the conductor resting on the guywire/pole.

**Date/Time Reported** 2023-04-18 17:31

**Final Restoration** 2023-04-18 18:45

**Duration (Hrs)** 1.23

**Primary Cause** Equipment Failure

**Secondary Cause** Electrical Failure

## Outage # DIR-SP-1333

**Service Area** 592 Marsh Lake

**Number of Customers Affected** 385

**Sub Number** S150 Whitehorse

**Customer-Hrs of Interruption** 1546.41666795

**Line Number** 6L19

**Location** No fault found

### Explanations and Comments

No cause found. B-C fault, patrolled line, sectionalized. Narrowed down fault area, patrolled 4 times by 2 PLTs. Assuming possibility of contact by excavator near teslin campground

**Date/Time Reported** 2023-04-19 18:47

**Final Restoration** 2023-04-19 22:48

**Duration (Hrs)** 4.01666667

**Primary Cause** Unknown

**Secondary Cause**

## Outage # DIR-SP-1330

**Service Area** 572 Haines Junction

**Number of Customers Affected** 609

**Sub Number** 20 Haines Junction

**Customer-Hrs of Interruption** 59.50000035

**Line Number** L355

**Location** YEC by Aishihik

### Explanations and Comments

YEC loss of generation on L355, faulty insulator, HJ#20 picked up town

**Date/Time Reported** 2023-04-21 19:05

**Final Restoration** 2023-04-21 19:15

**Duration (Hrs)** 0.16666667

**Primary Cause** Loss of Supply

**Secondary Cause** Transmission Inadvertent

## Outage # DIR-SP-1331

**Service Area** 572 Haines Junction

**Number of Customers Affected** 651

**Sub Number** 20 Haines Junction

**Customer-Hrs of Interruption** 2820.99999783

**Line Number** HJ Plant

**Location** HJ plant#20

### Explanations and Comments

Plants unit brk opened due to load increase in morning. It tried to re-energize multiple times in auto and local before having to break 5L610 into small chunks to pick up H Jct. Left Otter Falls off until YEC had L355 was fixed.

**Date/Time Reported** 2023-04-22 8:25

**Final Restoration** 2023-04-22 12:45

**Duration (Hrs)** 4.33333333

**Primary Cause** Loss of Supply

**Secondary Cause** Generation Inadvertent

# Outages

## Outage # DIR-SP-1354

**Service Area** 578 Beaver Creek  
**Sub Number** Beaver Creek Plant  
**Line Number** BC Plant  
**Location** Beaver Creek

**Number of Customers Affected** 120  
**Customer-Hrs of Interruption** 0

**Date/Time Reported** 2023-05-11 8:27  
**Final Restoration** 2023-05-11 8:27  
**Duration (Hrs)** 0

**Primary Cause** Loss of Supply  
**Secondary Cause** Generation Inadvertent

**Explanations and Comments**  
Unit 1 lockout. Cause under investigation.

## Outage # DIR-SP-1356

**Service Area** 573 Watson Lake  
**Sub Number** 31 Watson Lake  
**Line Number** 5L620  
**Location** Watson Lake

**Number of Customers Affected** 241  
**Customer-Hrs of Interruption** 1.04

**Date/Time Reported** 2023-05-12 13:14  
**Final Restoration** 2023-05-12 15:05  
**Duration (Hrs)** 1.043

**Primary Cause** Unknown  
**Secondary Cause**

**Explanations and Comments**  
Patrolled lines, found nothing, sectionalized and restored power, it held.

## Outage # DIR-SP-1435

**Service Area** 578 Beaver Creek  
**Sub Number** Beaver Creek Plant  
**Line Number** BC Plant  
**Location** Beaver Creek

**Number of Customers Affected** 120  
**Customer-Hrs of Interruption** 12

**Date/Time Reported** 2023-05-12 15:07  
**Final Restoration** 2023-05-12 15:13  
**Duration (Hrs)** 0.1

**Primary Cause** Loss of Supply  
**Secondary Cause** Generation Inadvertent

**Explanations and Comments**  
Unit 1 exhaust temp probe failure. Probe replaced.

## Outage # DIR-SP-1364

**Service Area** 573 Watson Lake  
**Sub Number** 31 Watson Lake  
**Line Number** 5L621  
**Location** Campbell highway

**Number of Customers Affected** 344  
**Customer-Hrs of Interruption** 3.5

**Date/Time Reported** 2023-05-17 14:38  
**Final Restoration** 2023-05-17 18:19  
**Duration (Hrs)** 3.68333333

**Primary Cause** Tree Contacts  
**Secondary Cause** Falling Tree

**Explanations and Comments**  
Tree contacted line from out of Right of way, 100 meter from skihill.

# Outages

## Outage # DIR-SP-1386

**Service Area** 573 Watson Lake

**Number of Customers Affected** 90

**Date/Time Reported** 2023-05-28 19:10

**Sub Number** 31 Watson Lake

**Customer-Hrs of Interruption** 105.0000003

**Final Restoration** 2023-05-28 20:20

**Line Number** 5L619

**Duration (Hrs)** 1.16666667

**Location** Alaska Hwy

**Explanations and Comments**  
Large wet tree on the line from outside of 5meter right of way.

**Primary Cause** Tree Contacts

**Secondary Cause** Off-ROW Tree

## Outage # DIR-SP-1390

**Service Area** 571 Whitehorse

**Number of Customers Affected** 284

**Date/Time Reported** 2023-06-01 16:45

**Sub Number** 11 MacRae

**Customer-Hrs of Interruption** 9.46666572

**Final Restoration** 2023-06-01 16:47

**Line Number** 5L631

**Duration (Hrs)** 0.03333333

**Location** Kilrich store feed

**Explanations and Comments**  
Outage to remove plastic tarp from main line

**Primary Cause** Foreign Interference

**Secondary Cause** Foreign Objects

## Outage # DIR-SP-1399

**Service Area** 575 Carmacks

**Number of Customers Affected** 100

**Date/Time Reported** 2023-06-04 15:30

**Sub Number** 18 Carmacks

**Customer-Hrs of Interruption** 200

**Final Restoration** 2023-06-04 17:30

**Line Number** 5L605

**Duration (Hrs)** 2

**Location** Just north of Carmacks Bridge

**Explanations and Comments**  
Trees removed, refused and got them back on

**Primary Cause** Tree Contacts

**Secondary Cause** Tree Growth/Untrimmed Tree

## Outage # DIR-SP-1400

**Service Area** 573 Watson Lake

**Number of Customers Affected** 344

**Date/Time Reported** 2023-06-04 23:04

**Sub Number** 31 Watson Lake

**Customer-Hrs of Interruption** 435.73333448

**Final Restoration** 2023-06-05 0:20

**Line Number** 5L621

**Duration (Hrs)** 1.26666667

**Location**

**Explanations and Comments**  
Underground C/B fault could not find any cause.

**Primary Cause** Unknown

**Secondary Cause**

# Outages

## Outage # DIR-SP-1403

**Date/Time Reported** 2023-06-06 15:10

**Final Restoration** 2023-06-06 15:28

**Duration (Hrs)** 0.3

**Primary Cause** Equipment Failure

**Secondary Cause**

**Service Area** 571 Whitehorse

**Sub Number** 17 McIntyre

**Line Number** 6L15

**Location** Near 187 range road

**Number of Customers Affected** 1,079

**Customer-Hrs of Interruption** 297.03333333

### Explanations and Comments

Emergency switching to restore power.

## Outage # DIR-SP-1404

**Date/Time Reported** 2023-06-06 15:35

**Final Restoration** 2023-06-06 16:00

**Duration (Hrs)** 0.41666667

**Primary Cause** Equipment Failure

**Secondary Cause**

**Service Area** 571 Whitehorse

**Sub Number** 17 McIntyre

**Line Number** 6L15

**Location**

**Number of Customers Affected** 1,079

**Customer-Hrs of Interruption** 317.06666667

### Explanations and Comments

MSB building 187 only customer off until 10 pm

## Outage # DIR-SP-1417

**Date/Time Reported** 2023-06-12 18:05

**Final Restoration** 2023-06-12 18:08

**Duration (Hrs)** 0.05

**Primary Cause** Tree Contacts

**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** 3.98333333

### Explanations and Comments

Loss of supply.

## Outage # DIR-SP-1418

**Date/Time Reported** 2023-06-14 5:33

**Final Restoration** 2023-06-14 5:36

**Duration (Hrs)** 0.05

**Primary Cause** Unknown

**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** 720.98333333

### Explanations and Comments

Loss of supply.

# Outages

## Outage # DIR-SP-1421

**Service Area** 592 Marsh Lake

**Number of Customers Affected** 11,176

**Sub Number** 17 McIntyre

**Customer-Hrs of Interruption** 15124.98333335

**Line Number** 6L19

**Location**

**Explanations and Comments**

**Date/Time Reported** 2023-06-18 19:22

**Final Restoration** 2023-06-18 21:49

**Duration (Hrs)** 2.45

**Primary Cause** Loss of Supply

**Secondary Cause** Generation Inadvertent

Loss of Supply.

## Outage # DIR-SP-1422

**Service Area** 571 Whitehorse

**Number of Customers Affected** 50

**Sub Number** 11 MacRae

**Customer-Hrs of Interruption** 183.3333335

**Line Number** 5L631

**Location** 40 Dawson dr

**Explanations and Comments**

**Date/Time Reported** 2023-06-18 19:37

**Final Restoration** 2023-06-18 23:17

**Duration (Hrs)** 3.6666667

**Primary Cause** Tree Contacts

**Secondary Cause**

Tree on main line tap, removed tree.

## Outage # DIR-SP-1423

**Service Area** 571 Whitehorse

**Number of Customers Affected** 6,175

**Sub Number** S164 Takhini Switching Station

**Customer-Hrs of Interruption** 6833.83333334

**Line Number** 6L12

**Location**

**Explanations and Comments**

**Date/Time Reported** 2023-06-19 0:48

**Final Restoration** 2023-06-19 2:16

**Duration (Hrs)** 1.4666667

**Primary Cause** Loss of Supply

**Secondary Cause** Generation Inadvertent

Loss of supply.

## Outage # DIR-SP-1429

**Service Area** 571 Whitehorse

**Number of Customers Affected** 3,235

**Sub Number** 21 Laberge

**Customer-Hrs of Interruption** 2564.85000001

**Line Number** 5L647

**Location**

**Explanations and Comments**

**Date/Time Reported** 2023-06-21 14:12

**Final Restoration** 2023-06-21 15:02

**Duration (Hrs)** 0.8333333

**Primary Cause** Loss of Supply

**Secondary Cause** Generation Inadvertent

Loss of supply.

# Outages

## Outage # DIR-SP-1431

**Service Area** 582 Ross River

**Number of Customers Affected** 239

**Date/Time Reported** 2023-06-22 20:07

**Sub Number** 19 Ross River

**Customer-Hrs of Interruption** 7.96666667

**Final Restoration** 2023-06-22 21:09

**Line Number** Faro Line

**Duration (Hrs)** 1.03333333

**Location**

**Explanations and Comments**  
Loss of supply.

**Primary Cause** Loss of Supply

**Secondary Cause**

## Outage # DIR-SP-1436

**Service Area** 582 Ross River

**Number of Customers Affected** 239

**Date/Time Reported** 2023-06-23 16:50

**Sub Number** 19 Ross River

**Customer-Hrs of Interruption** 0

**Final Restoration** 2023-06-23 16:52

**Line Number** Faro Line

**Duration (Hrs)** 0.03333333

**Location**

**Explanations and Comments**  
Loss of supply.

**Primary Cause** Loss of Supply

**Secondary Cause**

## Outage # DIR-SP-1437

**Service Area** 575 Carmacks

**Number of Customers Affected** 314

**Date/Time Reported** 2023-06-23 16:50

**Sub Number** 18 Carmacks

**Customer-Hrs of Interruption** 15.7

**Final Restoration** 2023-06-23 16:53

**Line Number** CM Plant

**Duration (Hrs)** 0.05

**Location**

**Explanations and Comments**  
Loss of supply.

**Primary Cause** Loss of Supply

**Secondary Cause**

## Outage # DIR-SP-1439

**Service Area** 583 Pelly Crossing

**Number of Customers Affected** 193

**Date/Time Reported** 2023-06-23 16:50

**Sub Number** 304 Pelly Crossing

**Customer-Hrs of Interruption** 0

**Final Restoration** 2023-06-23 16:53

**Line Number** 5L639

**Duration (Hrs)** 0.05

**Location**

**Explanations and Comments**  
Loss of supply.

**Primary Cause** Loss of Supply

**Secondary Cause** Transmission Inadvertent

# Outages

## Outage # DIR-SP-1452

**Service Area** 582 Ross River

**Number of Customers Affected** 239

**Date/Time Reported** 2023-06-28 13:08

**Sub Number** 19 Ross River

**Customer-Hrs of Interruption** 0

**Final Restoration** 2023-06-28 13:10

**Line Number** Faro Line

**Duration (Hrs)** 0.03333333

**Location**

Explanations and Comments
Loss of supply

**Primary Cause** Loss of Supply

**Secondary Cause** Transmission Inadvertent

## Outage # DIR-SP-1449

**Service Area** 575 Carmacks

**Number of Customers Affected** 314

**Date/Time Reported** 2023-06-28 13:08

**Sub Number** 18 Carmacks

**Customer-Hrs of Interruption** 10.46666562

**Final Restoration** 2023-06-28 13:10

**Line Number** CM Plant

**Duration (Hrs)** 0.03333333

**Location**

Explanations and Comments
Loss of supply.

**Primary Cause** Loss of Supply

**Secondary Cause** Transmission Inadvertent

## Outage # DIR-SP-1451

**Service Area** 583 Pelly Crossing

**Number of Customers Affected** 193

**Date/Time Reported** 2023-06-28 13:08

**Sub Number** 304 Pelly Crossing

**Customer-Hrs of Interruption** 0

**Final Restoration** 2023-06-28 13:13

**Line Number** 5L639

**Duration (Hrs)** 0.08333333

**Location**

Explanations and Comments
Loss of supply.

**Primary Cause** Loss of Supply

**Secondary Cause** Transmission Inadvertent