

Outages

Outage # DIR-SP-1080

Service Area 576 Teslin
Sub Number S150 Whitehorse
Line Number TN Plant
Location Teslin

Number of Customers Affected 915
Customer-Hrs of Interruption 220.83333333

Date/Time Reported 2022-10-01 17:00
Final Restoration 2022-10-01 17:25
Duration (Hrs) 0.41666667
Primary Cause Tree Contacts
Secondary Cause Falling Tree

Explanations and Comments
Tree on double circuit line, required outage to remove

Outage # DIR-SP-1077

Service Area 571 Whitehorse
Sub Number S164 Takhini Switching Station
Line Number 6L17
Location Behind Macdonald Road

Number of Customers Affected 2,845
Customer-Hrs of Interruption 4593.58333334

Date/Time Reported 2022-10-01 17:07
Final Restoration 2022-10-01 18:52
Duration (Hrs) 1.75
Primary Cause Tree Contacts
Secondary Cause Falling Tree

Explanations and Comments
Tree fell on lines due to high winds. Tree was located outside of the Right Of Way. Conductor was not damaged.

Outage # DIR-SP-1078

Service Area 571 Whitehorse
Sub Number 5 Services
Line Number 4L314
Location 602 cook

Number of Customers Affected 80
Customer-Hrs of Interruption 240

Date/Time Reported 2022-10-02 11:00
Final Restoration 2022-10-02 14:00
Duration (Hrs) 3
Primary Cause Equipment Failure
Secondary Cause Other Equipment Failure

Explanations and Comments
Emergency outage to replace damaged pole.

Outage # DIR-SP-1121

Service Area 583 Pelly Crossing
Sub Number 304 Pelly Crossing
Line Number 3L408
Location Downtown Pelly x-ing

Number of Customers Affected 50
Customer-Hrs of Interruption 4

Date/Time Reported 2022-10-07 10:00
Final Restoration 2022-10-07 14:00
Duration (Hrs) 4
Primary Cause Human Element
Secondary Cause Construction

Explanations and Comments
Excavator tracks went over a guy wire on a 3 phase dead end structure. Pelly town workers installing culvert near structure

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Outage # DIR-SP-1100

Service Area 585 Tagish

Number of Customers Affected 500

Date/Time Reported 2022-10-09 15:23

Sub Number 301 Carcross

Customer-Hrs of Interruption 5133.333335

Final Restoration 2022-10-10 1:39

Line Number 5L600

Duration (Hrs) 10.26666667

Location Tree on line near substation

Explanations and Comments
Tree on the line past Choutla subdivision. Castle Power responded.

Primary Cause Tree Contacts

Secondary Cause Falling Tree

Outage # DIR-SP-1101

Service Area 592 Marsh Lake

Number of Customers Affected 1,298

Date/Time Reported 2022-10-09 15:35

Sub Number 27 Teslin

Customer-Hrs of Interruption 6164.56666667

Final Restoration 2022-10-10 2:29

Line Number 6L19

Duration (Hrs) 10.9

Location Multiples trees on the line between S6840 and Teslin

Explanations and Comments
Multiples tree contacted line in multiple areas. Teslin Generation came online as intended when the initial outage happened, but later locked itself off from trees on the line in Teslin.

Primary Cause Tree Contacts

Secondary Cause Falling Tree

Outage # DIR-SP-1102

Service Area 571 Whitehorse

Number of Customers Affected 5,736

Date/Time Reported 2022-10-09 16:32

Sub Number 28 Mountainview

Customer-Hrs of Interruption 3129.06666667

Final Restoration 2022-10-09 17:09

Line Number 4L305

Duration (Hrs) 68.86666667

Location S6840

Explanations and Comments
Outage caused by system protection operating from closing in on a fault. Trees falling after line patrol had been completed.

Primary Cause Tree Contacts

Secondary Cause Falling Tree

Outage # DIR-SP-1096

Service Area 573 Watson Lake

Number of Customers Affected 90

Date/Time Reported 2022-10-10 13:20

Sub Number 31 Watson Lake

Customer-Hrs of Interruption 288

Final Restoration 2022-10-10 16:32

Line Number 5L619

Duration (Hrs) 3.2

Location Alaska Highway

Explanations and Comments
Tree contact from extreme winds along Alaska Highway caused feeder to trip back to OCR

Primary Cause Adverse Weather

Secondary Cause Extreme Wind

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Outage # DIR-SP-1095

Service Area 573 Watson Lake

Number of Customers Affected 344

Date/Time Reported 2022-10-10 13:34

Sub Number 31 Watson Lake

Customer-Hrs of Interruption 607.73333448

Final Restoration 2022-10-10 15:20

Line Number 5L621

Duration (Hrs) 1.76666667

Location x-country between plant and S6514

Explanations and Comments

Extreme wind caused 2 trees to fall on line in separate locations

Primary Cause Adverse Weather

Secondary Cause Extreme Wind

Outage # DIR-SP-1127

Service Area 592 Marsh Lake

Number of Customers Affected 385

Date/Time Reported 2022-10-10 19:19

Sub Number S150 Whitehorse

Customer-Hrs of Interruption 487.66666795

Final Restoration 2022-10-10 20:35

Line Number 6L19

Duration (Hrs) 1.26666667

Location Tree on line

Explanations and Comments

Tree on the line caused the breaker to operate.

Primary Cause Tree Contacts

Secondary Cause Falling Tree

Outage # DIR-SP-1109

Service Area 585 Tagish

Number of Customers Affected 55

Date/Time Reported 2022-10-13 2:40

Sub Number 301 Carcross

Customer-Hrs of Interruption 247.5

Final Restoration 2022-10-13 7:10

Line Number 5L600

Duration (Hrs) 4.5

Location Tree beside asset 772644

Explanations and Comments

Tree hung up in line

Primary Cause Tree Contacts

Secondary Cause Falling Tree

Outage # DIR-SP-1117

Service Area 571 Whitehorse

Number of Customers Affected 281

Date/Time Reported 2022-10-15 1:18

Sub Number 11 MacRae

Customer-Hrs of Interruption 1592.33333427

Final Restoration 2022-10-15 6:58

Line Number 5L649

Duration (Hrs) 5.66666667

Location 169 Morriane Dr

Explanations and Comments

Motorhome ran thru 3 phase pole causing breaker to lock out. Switched out section and replaced pole.

Primary Cause Foreign Interference

Secondary Cause Vehicle

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Outage # DIR-SP-1119

Date/Time Reported 2022-10-15 5:15

Final Restoration 2022-10-15 9:20

Duration (Hrs) 4.08333333

Primary Cause Tree Contacts

Secondary Cause

Service Area 592 Marsh Lake

Sub Number 23 South McClintock

Line Number 5L611

Location South MCKintock

Number of Customers Affected 146

Customer-Hrs of Interruption 596.16666618

Explanations and Comments

Tree on the line

Outage # DIR-SP-1123

Date/Time Reported 2022-10-20 12:30

Final Restoration 2022-10-20 14:30

Duration (Hrs) 2

Primary Cause Scheduled Outage

Secondary Cause

Service Area 571 Whitehorse

Sub Number 5 Services

Line Number 4L314

Location 5th and Black

Number of Customers Affected 100

Customer-Hrs of Interruption 200

Explanations and Comments

See SSI-131: Outage required to Set new Xmer pole

Outage # DIR-SP-1125

Date/Time Reported 2022-10-24 13:59

Final Restoration 2022-10-24 17:15

Duration (Hrs) 3.26666667

Primary Cause Scheduled Outage

Secondary Cause Construction

Service Area 590 Lower Post

Sub Number 31 Watson Lake

Line Number 5L619

Location Lower Post

Number of Customers Affected 87

Customer-Hrs of Interruption 284.20000029

Explanations and Comments

Outage for line relocation

Outage # DIR-SP-1129

Date/Time Reported 2022-10-26 16:30

Final Restoration 2022-10-26 17:30

Duration (Hrs) 1

Primary Cause Scheduled Outage

Secondary Cause Maintenance

Service Area 574 Carcross

Sub Number 301 Carcross

Line Number 5L601

Location Carcross

Number of Customers Affected 780

Customer-Hrs of Interruption 280

Explanations and Comments

Planned outage to change regulator in Carcross substation

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Outage # DIR-SP-1130

Service Area 585 Tagish

Number of Customers Affected 785

Date/Time Reported 2022-10-26 16:30

Sub Number 301 Carcross

Customer-Hrs of Interruption 1570

Final Restoration 2022-10-26 18:30

Line Number 5L600

Duration (Hrs) 2

Location All customers in Carcross and Tagish

Explanations and Comments
See SSI-132: need to replace regulator in substation

Primary Cause Scheduled Outage

Secondary Cause

Outage # DIR-SP-1133

Service Area 571 Whitehorse

Number of Customers Affected 250

Date/Time Reported 2022-10-27 17:30

Sub Number 35 Logan

Customer-Hrs of Interruption 750

Final Restoration 2022-10-27 20:30

Line Number 5L633

Duration (Hrs) 3

Location Macintyre

Explanations and Comments
See SSI-135: new U/G connection to system

Primary Cause Scheduled Outage

Secondary Cause

Outage # DIR-SP-1139

Service Area 571 Whitehorse

Number of Customers Affected 50

Date/Time Reported 2022-10-29 10:30

Sub Number 5 Services

Customer-Hrs of Interruption 200

Final Restoration 2022-10-29 14:30

Line Number 4L315

Duration (Hrs) 4

Location Marwel

Explanations and Comments
See SSI-136: change out poles, re-conductor open wire

Primary Cause Scheduled Outage

Secondary Cause

Outage # DIR-SP-1134

Service Area 592 Marsh Lake

Number of Customers Affected 385

Date/Time Reported 2022-10-30 13:55

Sub Number S150 Whitehorse

Customer-Hrs of Interruption 1604.16666795

Final Restoration 2022-10-30 18:05

Line Number 6L19

Duration (Hrs) 4.16666667

Location Unknown

Explanations and Comments
Most likely heavy snow falling off the lines caused the breaker to open. Patrolled. Once confirmed nothing on the line we reenergized.

Primary Cause Unknown

Secondary Cause

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Outage # DIR-SP-1142

Service Area 577 Destruction Bay

Number of Customers Affected 118

Date/Time Reported 2022-11-02 14:00

Sub Number Destruction Bay Plant

Customer-Hrs of Interruption 295

Final Restoration 2022-11-02 16:30

Line Number 5L623

Duration (Hrs) 2.5

Location Burwash including Lhu Ann Man Way

Explanations and Comments

See SSI-139: install 2 mid span N12 poles

Primary Cause Scheduled Outage

Secondary Cause

Outage # DIR-SP-1143

Service Area 577 Destruction Bay

Number of Customers Affected 55

Date/Time Reported 2022-11-02 16:30

Sub Number Destruction Bay Plant

Customer-Hrs of Interruption 137.5

Final Restoration 2022-11-02 19:00

Line Number 5L623

Duration (Hrs) 2.5

Location Burwash

Explanations and Comments

See SSI-140: install 2 poles mid span on old allen street

Primary Cause Scheduled Outage

Secondary Cause

Outage # DIR-SP-1141

Service Area 585 Tagish

Number of Customers Affected 150

Date/Time Reported 2022-11-03 13:30

Sub Number 301 Carcross

Customer-Hrs of Interruption 300

Final Restoration 2022-11-03 15:30

Line Number 5L600

Duration (Hrs) 2

Location River Rd.

Explanations and Comments

See SSI-138: set pole in-line

Primary Cause Scheduled Outage

Secondary Cause

Outage # DIR-SP-1152

Service Area 571 Whitehorse

Number of Customers Affected 150

Date/Time Reported 2022-11-15 13:00

Sub Number 21 Laberge

Customer-Hrs of Interruption 375

Final Restoration 2022-11-15 15:30

Line Number 5L645

Duration (Hrs) 2.5

Location Takhini Hot springs road

Explanations and Comments

See SSI-144: Outage required to install multiple new inline poles for clearance due to Nwtel fibre install.

Primary Cause Scheduled Outage

Secondary Cause

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Outage # DIR-SP-1160

Service Area 571 Whitehorse

Number of Customers Affected 50

Date/Time Reported 2022-11-23 13:00

Sub Number 21 Laberge

Customer-Hrs of Interruption 100

Final Restoration 2022-11-23 15:00

Line Number 5L645

Duration (Hrs) 2

Location Springer Rd

Explanations and Comments

See SSI-152: Outage required to set taller pole for communication upgrades

Primary Cause Scheduled Outage

Secondary Cause

Outage # DIR-SP-1161

Service Area 584 Swift River

Number of Customers Affected 50

Date/Time Reported 2022-11-25 12:00

Sub Number Swift River Plant

Customer-Hrs of Interruption 200

Final Restoration 2022-11-25 16:00

Line Number Swift River Line

Duration (Hrs) 4

Location Testing of Swift River Unit 2

Explanations and Comments

See SSI-156: Swift River Unit 2's PLC has failed. Due to system design we are unable to isolate the generator for testing. We must test unit online.

Primary Cause Scheduled Outage

Secondary Cause

Outage # DIR-SP-1170

Service Area 571 Whitehorse

Number of Customers Affected 5,736

Date/Time Reported 2022-12-01 15:46

Sub Number 6 Porter Creek

Customer-Hrs of Interruption 4461.03333333

Final Restoration 2022-12-05 8:47

Line Number 4L307

Duration (Hrs) 89.01666667

Location Mcintyre Sub

Explanations and Comments

Loss of supply causing stage to trip.

Primary Cause Loss of Supply

Secondary Cause Generation Inadvertent

Outage # DIR-SP-1172

Service Area 571 Whitehorse

Number of Customers Affected 8,899

Date/Time Reported 2022-12-08 13:25

Sub Number S150 Whitehorse

Customer-Hrs of Interruption 10465.44999999

Final Restoration 2022-12-08 15:23

Line Number 6L17

Duration (Hrs) 1.96666667

Location Whitehorse

Explanations and Comments

Loss of Supply

Primary Cause Loss of Supply

Secondary Cause

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Outage # DIR-SP-1173

Service Area 573 Watson Lake

Number of Customers Affected 114

Date/Time Reported 2022-12-09 13:00

Sub Number 31 Watson Lake

Customer-Hrs of Interruption 133.00000038

Final Restoration 2022-12-09 14:10

Line Number 5L620

Duration (Hrs) 1.16666667

Location Watson Lake

Explanations and Comments
Outage to set in-line

Primary Cause Scheduled Outage

Secondary Cause Construction

Outage # DIR-SP-1175

Service Area 573 Watson Lake

Number of Customers Affected 110

Date/Time Reported 2022-12-09 13:00

Sub Number 31 Watson Lake

Customer-Hrs of Interruption 220

Final Restoration 2022-12-09 15:00

Line Number 5L620

Duration (Hrs) 2

Location Alaska Hwy west of Watson to Junction 37

Explanations and Comments
See SSI-160: Outage to install inline pole for project 1070349

Primary Cause Scheduled Outage

Secondary Cause

Outage # DIR-SP-1179

Service Area 590 Lower Post

Number of Customers Affected 110

Date/Time Reported 2022-12-10 13:00

Sub Number 31 Watson Lake

Customer-Hrs of Interruption 440

Final Restoration 2022-12-10 17:00

Line Number 5L619

Duration (Hrs) 4

Location Watson Lake NorthEast

Explanations and Comments
See SSI-161: install in line poles as per 108115

Primary Cause Scheduled Outage

Secondary Cause

Outage # DIR-SP-1178

Service Area 592 Marsh Lake

Number of Customers Affected 100

Date/Time Reported 2022-12-14 13:00

Sub Number New Constabulary

Customer-Hrs of Interruption 350

Final Restoration 2022-12-14 16:30

Line Number 5L615

Duration (Hrs) 3.5

Location Marsh Lake

Explanations and Comments
See SSI-158: Outage required to set 5 new poles for communication clearance

Primary Cause Scheduled Outage

Secondary Cause

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Outage # DIR-SP-1181

Service Area 571 Whitehorse

Number of Customers Affected 2,845

Sub Number S164 Takhini Switching Station

Customer-Hrs of Interruption 5243.23333334

Line Number 6L17

Location S164 Takhini Switching Station

Date/Time Reported 2022-12-19 17:32

Final Restoration 2022-12-19 21:49

Duration (Hrs) 4.28333333

Primary Cause Loss of Supply

Secondary Cause Other Loss of Supply

Explanations and Comments

Loss of Supply

Outage # DIR-SP-1185

Service Area 583 Pelly Crossing

Number of Customers Affected 193

Sub Number 304 Pelly Crossing

Customer-Hrs of Interruption 418.167

Line Number 5L639

Location

Date/Time Reported 2022-12-20 11:04

Final Restoration 2022-12-20 18:40

Duration (Hrs) 2.167

Primary Cause Equipment Failure

Secondary Cause Electrical Failure

Explanations and Comments

While returning Pelly Distribution back to the grid, two breakers failed to operate due to extreme cold

Outage # DIR-SP-1183

Service Area 571 Whitehorse

Number of Customers Affected 988

Sub Number 6 Porter Creek

Customer-Hrs of Interruption 2585.26666996

Line Number 4L303

Location Holly street

Date/Time Reported 2022-12-20 21:15

Final Restoration 2022-12-20 23:52

Duration (Hrs) 2.61666667

Primary Cause Equipment Failure

Secondary Cause Mechanical Failure

Explanations and Comments

Broken conductor, wire down on holly street

Outage # DIR-SP-1186

Service Area 573 Watson Lake

Number of Customers Affected 993

Sub Number 31 Watson Lake

Customer-Hrs of Interruption 182.04999669

Line Number WL Plant

Location 103 Kilowatt lane

Date/Time Reported 2022-12-21 17:22

Final Restoration 2022-12-21 17:33

Duration (Hrs) 0.18333333

Primary Cause Adverse Weather

Secondary Cause Other Adverse Weather

Explanations and Comments

Breaker S7218 opened. Frost and snow caused a fault on the line.

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Outage # DIR-SP-1189

Service Area 573 Watson Lake

Number of Customers Affected 993

Date/Time Reported 2022-12-21 17:38

Sub Number 31 Watson Lake

Customer-Hrs of Interruption 66.20000331

Final Restoration 2022-12-21 17:42

Line Number WL Plant

Duration (Hrs) 0.06666667

Location 103 Kilowatt Lane

Explanations and Comments
Breaker S7218 opened caused by frost and snow on the line.

Primary Cause Adverse Weather

Secondary Cause Other Adverse Weather

Outage # DIR-SP-1190

Service Area 573 Watson Lake

Number of Customers Affected 993

Date/Time Reported 2022-12-21 18:13

Sub Number 31 Watson Lake

Customer-Hrs of Interruption 33.09999669

Final Restoration 2022-12-21 18:15

Line Number WL Plant

Duration (Hrs) 0.03333333

Location 103 Kilowatt Lane

Explanations and Comments
Breaker S7242 opened. Frost and snow caused a fault on the line.

Primary Cause Adverse Weather

Secondary Cause Other Adverse Weather

Outage # DIR-SP-1195

Service Area 571 Whitehorse

Number of Customers Affected 150

Date/Time Reported 2022-12-29 20:40

Sub Number 303 Shipyards

Customer-Hrs of Interruption 195

Final Restoration 2022-12-29 21:58

Line Number 4L311

Duration (Hrs) 1.3

Location Alley behind 202

Explanations and Comments
Elbow failed in K mod S9946 causing outage.

Primary Cause Equipment Failure

Secondary Cause Mechanical Failure

Outage # DIR-SP-1192

Service Area 571 Whitehorse

Number of Customers Affected 50

Date/Time Reported 2022-12-29 20:40

Sub Number 303 Shipyards

Customer-Hrs of Interruption 88.3333335

Final Restoration 2022-12-29 22:26

Line Number 4L311

Duration (Hrs) 1.76666667

Location Alley Behind 202

Explanations and Comments
Elbow failed in K mod S9946 causing outage.

Primary Cause Equipment Failure

Secondary Cause Mechanical Failure

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Outage # DIR-SP-1193

Date/Time Reported 2022-12-29 20:40

Final Restoration 2022-12-30 6:01

Duration (Hrs) 9.35

Primary Cause Equipment Failure

Secondary Cause Mechanical Failure

Service Area 571 Whitehorse

Sub Number 303 Shipyards

Line Number 4L311

Location Alley behind 202

Number of Customers Affected 97

Customer-Hrs of Interruption 906.95

Explanations and Comments

Elbow failed in K mod S9946 causing outage.

Outage # DIR-SP-1194

Date/Time Reported 2022-12-29 20:40

Final Restoration 2022-12-29 21:58

Duration (Hrs) 1.3

Primary Cause Equipment Failure

Secondary Cause Mechanical Failure

Service Area 571 Whitehorse

Sub Number 303 Shipyards

Line Number 4L311

Location Alley behind 202

Number of Customers Affected 297

Customer-Hrs of Interruption 386.1

Explanations and Comments

Elbow failed in K mod S9946 causing outage.