

# ☹ Service Continuity by Community

SAIDI, SAIFI, and CAIDI for individual generation-distribution systems

## RESULTS

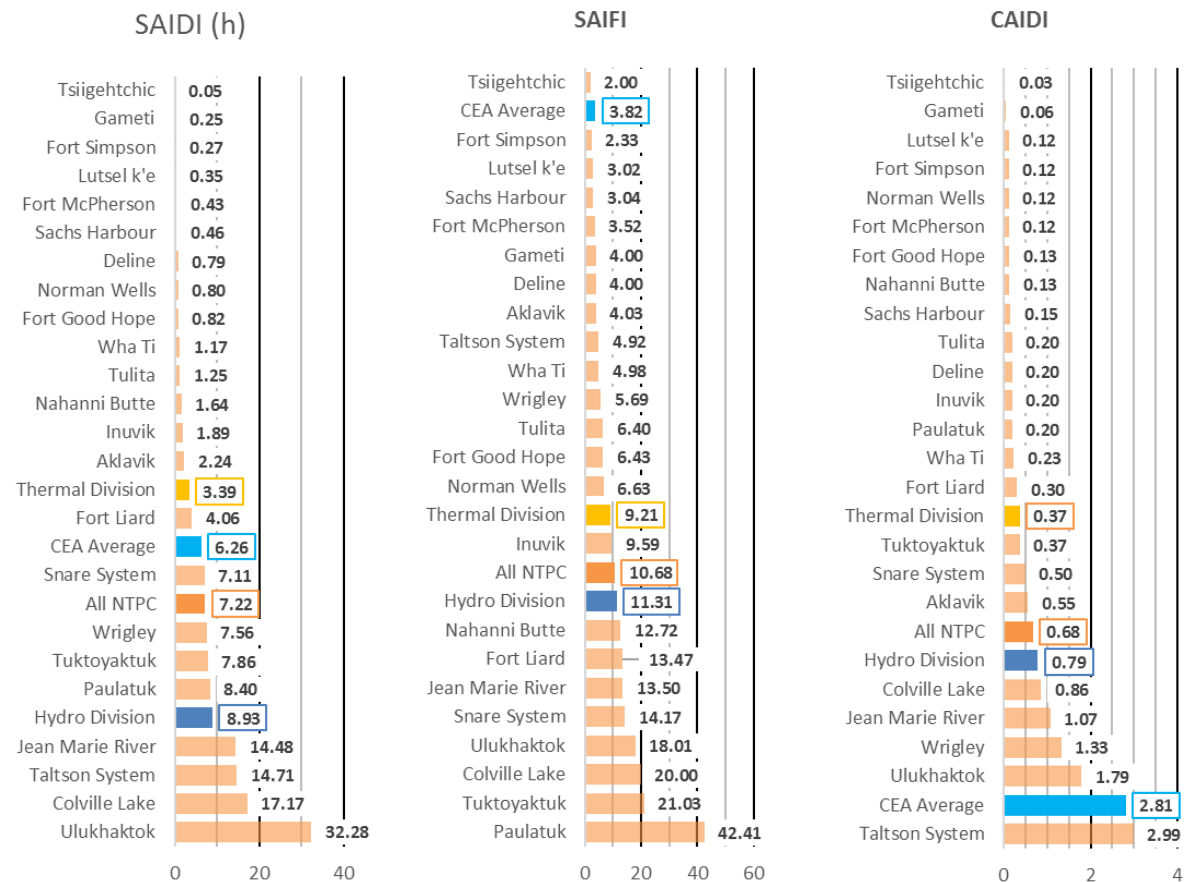


Figure 1: Service Continuity Indicators by Community – April 1, 2016 to March 31, 2017

## INTERPRETATION

Outages in most locations are within expected ranges, with the exception of Colville Lake, Paulatuk, Tuktoyaktuk, and Ulukhaktok.

## RESPONSE

The hybrid diesel-solar power plant in Colville Lake has significantly reduced customer interruptions during the first six months of operation, but experienced some outages originating with the battery energy storage system and associated controls. Operations and engineering staff resolved these issues toward the end of the 2016 calendar year, and there have been no outages in Colville Lake during the 2017 calendar year so far. The Paulatuk and Ulukhaktok plants both experienced outages due to failures with cooling system equipment. This equipment has been repaired or replaced in both locations. Control issues with one generating unit in Tuktoyaktuk following a recent overhaul have also been resolved.