



Customer Advice Notice

To: CAN NZ Participants

Sent: 28-oct-2025 06:56

Ref: 6771989177

From: The System Operator

Telephone: 0800 488 500

Email: NMDData@transpower.co.nz

Revision of:

Potential Short Fall or Low Residual Situation

Affected Dates and Times:

28/10/2025 07:30 - 09:30

The System Operator advises that a **National** energy shortfall or low residual generation has been identified in NRSL.

For affected times, participants are requested to:

- Ensure energy, wind generation, reserve offers, and load bids are accurate.
- Increase energy and reserve offers.
- Submit difference bids for controllable load (for the identified time plus 1 hour either side).
- Increase transmission offers where generation may be constrained.

Process and further requests, if the situation is not resolved or worsens:

This CAN gives you early notice of a pending situation. If insufficient generation and reserve offers appear in the NRS schedules (36 hours ahead of real-time), we will send:

- A Low Residual Customer Advice Notice (CAN) if national residual generation is less than 200 MW. The CAN will make further requests to participants to help resolve the situation. This could happen up to gate closure (36 hours to 1 hour ahead of real-time).
- A Warning notice (WRN) if an energy or reserve shortfall is identified or likely. The WRN will make further requests to participants to help resolve the situation. This could happen up to gate closure (36 hours to 1 hour ahead of real-time).
- A Grid Emergency Notice (GEN) if an energy or reserve shortfall is identified or likely within one hour of real-time. This will make further requests to connected parties to take action to alleviate the situation.

For more information, or if you are aware of information that could impact system security, please advise the Security Coordinator on 0800 488 500.

Up to date island residual information is available on the [WITS website](#).

For further information on procedures for low residuals or subsequent insufficient energy and reserves, see this link [here](#).

Media enquiries, call 021 195 8613 (please do not text).

A revision of this notice will be issued if there is any change to the situation above.

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