



# Customer Advice Notice

**To:** CAN NZ Participants  
**Sent:** 10-feb-2026 17:10  
**Ref:** 7119757523

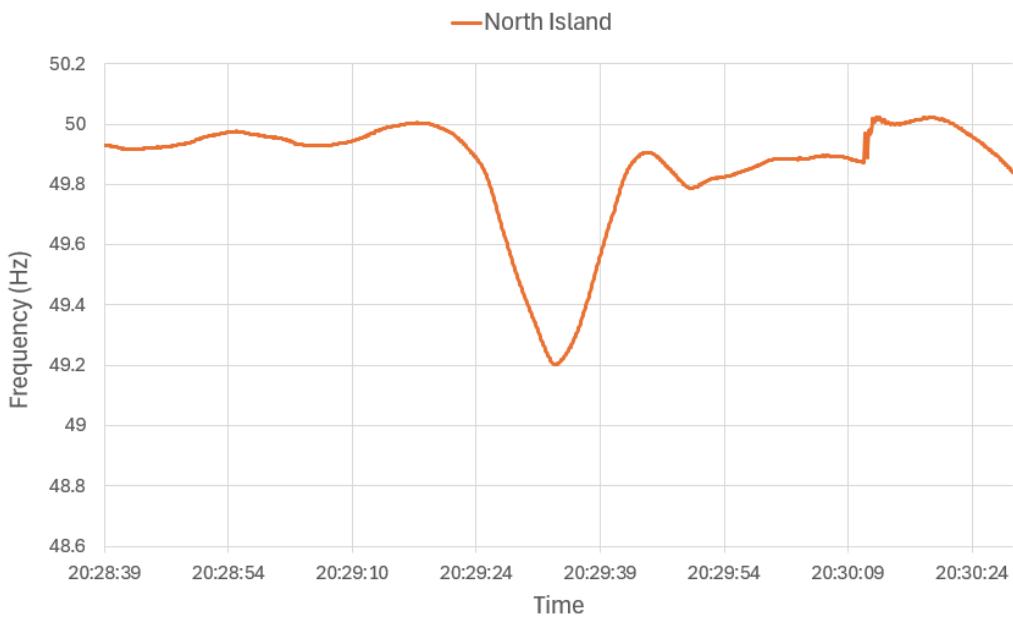
**From:** The System Operator  
**Telephone:** 0800 488 500  
**Email:** NMData@transpower.co.nz

## Revision of:

### Under-Frequency Event Confirmation

The System Operator wishes to advise market participants of an under-frequency event which occurred in the North Island on 4 February 2026.

#### North Island Frequency - 4 February 2026



<b>Event ID</b>	4686
<b>Affected Islands:</b>	North Island
<b>North Island Minimum Frequency:</b>	49.20 Hz
<b>Time (start of UFE):</b>	20:29:33
<b>Time (of min. frequency):</b>	20:29:34

The System Operator is investigating the cause of the following under-frequency event in accordance with Part 8, clause 8.60 (1) of the Electricity Industry Participation Code 2010. Ancillary Services Agents who were dispatched to provide instantaneous reserves at the time of the event should be prepared to provide information to the System Operator within 5 Business Days of receiving a request for information in accordance with clause 8.60(4) of the Electricity Industry Participation Code 2010.

## Market Operations

Transpower NZ Ltd  
P.O. Box 1021,  
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Telephone: 04 590 7470  
market.operations@transpower.co.nz

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

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