

----- Original message -----

From: Hon Nikki Kaye <Nikki.Kaye@parliament.govt.nz>
Date: 15/03/2018 9:23 pm (GMT+12:00)
To: leonie@aoteahealth.co.nz, "Izzy Fordham (Great Barrier Local Board)"
<Izzy.Fordham@aucklandcouncil.govt.nz>, "BRIGHT, Roger"
<Roger.Bright@police.govt.nz>
Cc: Shelley Addison-Bell <Shelley.Addison-Bell@parliament.govt.nz>, Charlotte Guy
<Charlotte.Guy@parliament.govt.nz>
Subject: RE: Letter from Chorus CEO

Ok thanks I will send this follow up letter tomorrow copying it to Simon Moutter

Dear Kate,

Thank you for your letter. Unfortunately while I appreciate the work that you may be doing in the long term to build a more resilient infrastructure I do not feel confident that the organisation appreciates the serious nature of the situation that your company let occur. Great Barrier Island is an isolated island for which the lack of faults being fixed in a timely manner left vulnerable people isolated with no communication access for weeks.

I note Mr Moutter offered an apology (even though he is clear the faults were the responsibility of chorus). Given the length of time taken to respond and the potential risks to vulnerable people I would have expected a similar statement from the company. Many on the island have lost confidence in Chorus and that would help repair the relationship.

A number of key support services including the local police officers and the Aotea Health trust have also asked for much greater assurances that faults will be responded to in a timely manner in the short term not just the long term. I recognise that faults do happen but the issue is whether chorus can provide an adequate response time for these faults given emergency responses that may be needed.

I would appreciate a more detailed timeline of when the technological upgrade will be complete later this year. I would be happy to attend a briefing on island with residents where this could be presented. In the short term I would like a stronger commitment on timeliness of resolving faults given the serious nature and huge delay of what occurred.

If you are unable to provide greater assurances on the responsibility of the company to do a lot better and clear time commitments in terms of a response for faults to be on island then I would be happy to take up this matter with your responsible minister.

I realise this may feel like a pretty strongly worded letter but it reflects my sense of disappointment and real concern that the company is putting lives at risk with the situation that occurred and the lack of longer term commitments. As the local Member of Parliament I feel it is my responsibility to advocate on these issues given the serious nature of them.

Best regards
Nikki

Hon Nikki Kaye
Opposition Spokesperson for Education
Member of Parliament for Auckland Central
Parliament Buildings, PO Box 18041, Wellington 6160, New Zealand
E: nikki.kaye@parliament.govt.nz
www.nikkikaye.co.nz |

Authorised by Nikki Kaye MP, 48C College Hill, Auckland