

# Auckland Emergency Management

## SITUATION REPORT #021 2018-04-24 1200hrs NZDT

**Event Name:** 10 April Storm

**ICP:**

Auckland Emergency Co-ordination Centre  
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**Declaration Status:** N/A

**Activation Status:** **White State**

**This report was current at the time of distribution.**

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## Response Priorities

1. Support Operation Connect needs assessments.
2. Prevent further escalation of the situation.
3. Prioritisation of essential services for restoration.
4. Continue to liaise with welfare agencies and coordinate efforts as appropriate.
5. Provide information to the public to maintain confidence.
6. Continue to monitor and communicate the weather forecast with key partners and stakeholders.

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## End State

- Minimise impact to essential services and communities.
  - Prioritisation and restoration of essential services.
  - Public confidence is retained.
  - Planning for recovery activities.
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## Overview

### Weather

No Severe Weather Warnings or Watches are in-force for Auckland, at this stage, across the weekend. The current MetService forecast below is as at **1000hrs Saturday 21 April**:

#### Tuesday 24 April:

- Cloudy periods and isolated showers from afternoon. Light winds.

#### Wednesday 25 April:

- Morning cloud, clearing to a fine day. Southwesterly breezes.
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## Actions

### Response actions in last 24 hours

- Partner agencies continue to provide welfare services as required. Ongoing liaison with key stakeholders including Lifeline Utilities.
- As at **1200hrs Tuesday 24 April** an estimated **21,450L** of potable water and **273** portable toilets have been distributed at request.
- Auckland Council continues to open leisure centres to the public, to provide hot showers, comfort, phone charging and support to communities still without power, or hot water.

### Planned response activities in next 24-72 hours

1. As no new welfare needs requests have been received since Friday 20 April and existing requests are being resolved, **the step-down withdrawal of the ECC will conclude today (Tuesday 24 April), with the transition into recovery, this will be the final situation report, the Alert State has been lowered to White (Active Monitoring).**
  2. Recall the deployed portaloos assets from the region. Instructions have been given to contractors to leave portaloos at addresses where power has not been restored.
  3. Continue to provide welfare support to communities identified as at risk, and individuals making contact to the Auckland Emergency Management contact centre.
  4. Continue providing information to the public, elected members, and external stakeholders.
  5. Auckland Council continues to clear roads.
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## Auckland Council Contact Centre

- Auckland Council Contact Centre has advised the following call volumes have been experienced relating to the April 10 storm, and subsequent response:

	Auckland Emergency Management	Emergency Services	RFS Requests Trees	RFS Requests Stormwater	Auckland Transport
24 April (0000 – 1030hrs)	2	3	11	1	256
23 April (0000 – 2359hrs)	3	2	58	35	935
22 April (0000 – 2359hrs)	3	5	24	8	201
21 April (0000 – 2359hrs)	4	0	25	3	293
20 April (0000 – 2359hrs)	14	6	121	15	481
20 April (0000 – 2359hrs)	11	1	47	5	221
19 April (0000 – 2359hrs)	60	0	162	30	499
18 April (0000 – 2359hrs)	84	3	163	33	540
17 April (0000 – 2359hrs)	85	5	219	45	587
16 April (0000 – 2359hrs)	151	14	257	84	594
15 April (0000 – 2359hrs)	126	5	22	19	128
14 April (0000 – 2359hrs)	172	29	72	174	263
13 April (0000 – 2359hrs))	238	4	302	17	511
12 April (0000 – 2359hrs)	63	4	530	18	626
11 April (0000 – 2359hrs)	48	53	1303	42	784
10 April (2100hrs-2359hrs)	17	12	101	0	153

- The total number of Auckland Council Contact Centre calls relating to Auckland Emergency Management from 2100hrs Tuesday 10 April to 1030hrs Tuesday 24 April is **1081**.



### Recovery

- Work on the Draft Recovery Plan is progressing. This is to be delivered by Friday 27 April.



### Social and Health

- The Auckland Emergency Management welfare desk is continuing to respond to community needs identified during "Operation Connect" and ongoing calls to the Emergency Management contact number.
  - There have been no new welfare requests made since Friday 20 April.** The welfare desk staff are contacting those who have received support since the storm to make a final welfare check, and update their records regarding their power/hot water status.

- Public are being advised to contact their supplier directly to arrange pick up **when they are comfortable their power status is stable**, and if they have any issues with collection, to contact Auckland Emergency Management for advice.
  - Logistics is liaising with portaloos contractors regarding the collection of deployed assets if the recipients request assistance.
- Individuals have been able to collect water from selected local fire stations, fire stations have returned to normal operations but remain contactable if required for welfare support.
- As power provision is continuing to be restored across the Region there is less of a requirement for portable toilets and water. Welfare and continuing to relay requests through Logistics to ensure any remaining need is met. Where power has been restored the return of portable toilets is also being considered for implementation.

### "OPERATION CONNECT"

- "Operation Connect" wound down field operations on Tuesday 17 April, but continues to respond to welfare requests on an as-needed basis.
- No change to Operation Connect welfare-request numbers since Saturday 21 April.
- By late Friday 20 April "Operation Connect" had helped the community complete 77 urgent needs forms arising from the welfare checks completed during the operation. Of those:
  - On Monday 23 April, after cleaning multiple entries from the database, the total number of households requesting urgent needs forms was refined to **75**. All need requests have been completed or referred to partner agencies.
- The main requirements identified during welfare assessments were for heating, water, and food to support health needs, as well as specific health issues that have been tasked to the responding agencies.
- On Wednesday 18 April, Auckland Emergency Management maintained interface with the community, to ensure understanding/reassurance on the ground with teams (comprising of approximately 60 Auckland Council staff and Maori Wardens) deploying to six areas of interest (New Lynn, Te Atatu North, Glendene, Glen Eden, Titirangi, Forrest Hill, and Sunnyvale).
- On Tuesday 17 April (1630hrs), Auckland Council staff and volunteers visited 1905 households and of those there were 17 urgent requests for assistance that are being responded to by the welfare team. Many will be referred to the relevant agencies.
  - As at 1700hrs, the Welfare desk has recorded 6 urgent requests (trees, waste and heating) and over 185 households visits where there has been no welfare needs identified.
  - NZ Police and the District Health Board are cross-checking no-one home status with vulnerable people information.
- On Monday 16 April,
  - "Operation Connect" consisted of personnel support from Auckland Council, NZ Police, Fire and Emergency NZ, Land Search and Rescue, St John, NZ Defence Force.
  - Over 30 staff from various agencies conducted welfare check door-knocks on Monday 16 April.
  - Checks in the following priority areas have been completed: Piha, Te Atatu South, Waimauku and Muriwai.
  - Whenuapai and Herald Island checks are still on-going as of 1630hrs, but almost completed.

### WELFARE PARTNER AGENCIES

- **Tuesday 24 April: No specific update.**
  - **Auckland Welfare Coordination Group members advise they will continue to liaise with their partner agencies and respond to any further welfare needs as requested or required.**

### **Ministry of Social Development (MSD)**

- Work and Income Contact Centres will continue to provide an initial first point of contact for those seeking financial assistance.
- Information about access to services including Auckland Council community facilities continues to be communicated through a range of channels, including: service centres, web and factsheets.
- MSD may be available to provide assistance for those facing extra costs due to the power outage on 0800 559 009. Social media is also being used to direct people to their event website: <https://www.workandincome.govt.nz/eligibility/emergencies/auckland-power-outage.html>

### **Tzu Chi Buddhist Compassion Relief Foundation**

- The Tzu Chi Foundation delivered blankets and bread yesterday (Monday 16 April) to communities in West Auckland that were still without power.

### **Health Agencies**

- Waitemata DHB Tuesday 17 April, requested all staff who live and work in the Waitemata area to provide an update on the status of their power and hot water.
- As of 1700hrs, Monday 16 April, St John will no longer have a presence in the Auckland Emergency Management ECC. St John did not have any incidents related to the storm event reported today (Monday 16 April). For any urgent ambulance matters phone 111.
- Hospitals in the Waitemata DHBs continue to be busy, but are checking the status of power and hot water in patients' homes before they are discharged.
- On-call DHB staff continue to follow up on people referred to them from the Auckland Emergency Management Operations Centre.
- Some additional resources (i.e., generators) have been provided with support from the Red Cross team doing Welfare Checks.
- Only one Aged Residential facility is still running on 2 generators. Patients have been followed up from the weekend with primary health care providers.

### **Ministry for Primary Industries (MPI)**

- MPI has been in contact with the Northland and Waikato Rural Support Trusts, Federated Farmers, Beef + Lamb, Fonterra, NZ Pork, the Poultry Industry Association and the Egg Producers Federation. In addition, MPI remains in contact with the Waikato Primary Industries Adverse Events Cluster.
- Currently there has only been one report of a producer who was stressed. At this stage there have been no other human welfare issues or flagging morale identified amongst primary producers.
- MPI is a support agency for a number of welfare sub functions related to the primary industries including the DHB which has the lead responsibility for psychosocial support. In this support role MPI is responsible for primary producers rather than rural communities per se. One of the major roles of rural support trusts is to support farmers including mental health issues and counselling services. The trusts cover all aspects of rural agribusiness; dry stock, dairy, cropping, horticulture, forestry, poultry, and rural contracting. They support all rural people - owners, managers, staff, and contractors.
- Rural Women also has strong connections with rural communities and not only can link in with those feeling stressed but also provide a conduit for public messaging (if needed) about mental stress and where to access assistance.
- Rural Support Trusts, producer organisations and companies will continue to monitor the health and welfare of rural people and can advise on how to access to mental health services, counselling services and financial services as appropriate
- MPI continues to liaise with industry partners to identify and support the needs of the rural communities, in particular those facing prolonged power outages. Public messaging continues to be developed providing advice and support for animal welfare and rural needs.



## Lifeline Utility Status

### POWER

Total power outages for the Auckland region were approximately 190,000 customers for both Vector and Counties Power.

### Vector

- As at 1030hrs, Tuesday 24 April:
  - Vector reports that as far as they are aware, power has largely been restored and they are now business as usual. Vector is still working on a few individual storm-related outages including a few customers that require more complex repairs and are currently on generators. Customers still without power or hot water are advised to contact Vector on 0508 VECTOR (0508 832 867).
  - Vector advises they would like to thank Auckland Emergency Management and members of the Auckland Lifelines Group for their cooperation.
- As at 1200hrs, Monday 23 April:
  - Vector reports that as far as they are aware power has largely been restored, and they are now business as usual. Vector is still working on a few individual storm-related outages including a few customers that require more complex repairs and are currently on generators. Customers still without power or hot water are advised to contact Vector on 0508 VECTOR (0508 832 867).
- As at 1430hrs Saturday 21 April:
  - Vector has advised that storm-related power restoration has been completed apart from a few individual cases still being worked on. A similar update is available on the Vector website <https://www.vector.co.nz/personal/outages/restoration-times>. The website also states that hot water at remaining suburbs without it is being systematically restored this weekend open fault count, including non-storm related faults, are as follows:
    - **1051** Open faults
      - **620** of which are related to hot water
      - **431** of which are related to power
- As at 1430hrs Friday 20 April:
  - Vector's total reported number of open power faults is 485; of this number 119 have an outage duration of seven or more days. Vector reports the suburbs with the most reported low voltage faults include Kumeu, Riverhead, Swanson, Waiatarua and Henderson.
  - Vector's total number of open hot water faults is 1,884. Vector reports the suburbs with the most reported low voltage faults include include Henderson, New Lynn and Te Atatu.
- On Wednesday morning 18 April, Vector advised the following:
  - Approximately 400 are without power including non-storm related 'normal' callouts and repairs.
  - Under 2,000 customers are without hot water in the northern and western Auckland areas.
  - 37 field crews are currently deployed to address both power and water outages; priority is in restoring power, however hot water issues will be addressed by crews as they move from one suburb to the next.
- The Vector website has been updated to provide power restoration timeframes per suburb and information on address hot water issues:
  - <https://vector.maps.arcgis.com/apps/webappviewer/index.html?id=73ee423f2ae847cc8038ed77c23ea5d9>
  - <https://www.vector.co.nz/personal/outages>

- On Tuesday evening 17 April, Vector advised that there are 850 customers without power, 50% due to power outage and 50% due to normal callouts and repairs and there were 2000 properties without hot water.
  - Vector is updating their site with a list of “Estimate restoration times for electricity around Auckland” and on “Hot Water Restoration”.
  - Vector delivered 400 food parcels and 100 gas bottles to those still without power in the north and west, Tuesday 17 April.
- On Monday evening 16 April, Vector advised that there were approximately 1160 power outages which are now validated and data cleansed. Anticipated circa 1000 by overnight. This data has been provided on a suburb by suburb basis, and includes post storm damage. Some 400 hot water issues have been resolved. Vector has also provided data on 3435 unresolved service requests, on a road by road basis, to assist welfare response. These relate to unresolved outages, no hot water, safety and other service issues.
  - Vector advised that call centre volumes, and response times, have been high (up to one hour wait time) but at time of reporting on Monday 16 April, (12.30pm) there was a two minute average.
- On Sunday 15 April, Vector, assisted by Fire Emergency New Zealand, and with advice from the New Zealand Police, distributed 1500 food parcels in Kaukapakapa, Dairy Flat, Waimauku, and Waitakere to affected communities.
- Vector advised that safety controls restrict number of staff dealing with access permits for linesmen. More staff have been brought into the control room.
- Vector has been focussing on low voltage outages including resolving customer service lines, while not Vector assets, unless unsafe to do so. This is to ensure that where there is no property damage; customers have power when the crews leave the area.
- Vector has developed a video to inform the public on hot water issues.
- Vector is looking into how to provide data on hot water outages in the North and West, as these become more widely reported by customers. Customers that have had power restored but are still waiting for hot water to be connected should contact Vector.
- At the peak of the storm, there were 180,000 Vector customers without power.
- There is significant uncertainty around the total numbers and the locations of outages, as most of these numbers are estimated from customer reports by phone. There are believed to be duplicate reports (where a customer has called more than once) and omissions (where a customer has not called to report an outage, potentially assuming that Vector is already aware of their situation). Auckland Emergency Management continues to seek the most up-to-date accurate data from Vector. This information is critical for Auckland Emergency Management planning.
- Vector advises that all main backbone high voltage feeds are restored, but a number of spur lines are not yet restored.
- Restoration times for remaining customers will vary within outage regions, and the most current data is available in suburb list form on the Vector website here:  
<https://www.vector.co.nz/personal/outages/restoration-times>.
- Vector have created an online map which can be found at the following link to show customers that are still without power;;  
<https://vector.maps.arcgis.com/apps/webappviewer/index.html?id=73ee423f2ae847cc8038ed77c23ea5d9>

## Counties Power

- As at 18 April 2018, Counties Power advised that their official storm response is complete. At that time, six customers were without power and Counties Power were actively working with property owners to resolve these more complex multiple poles down and rebuilds. None are known to be in need of any assistance.
- On Wednesday 18 April 1000hrs, Counties Power had no additional update to report.
- On Tuesday 17 April 1800hrs, Counties Power reported all private service line work will be completed today except for those very complex jobs that require multiple new poles and complete rebuilds.

- Current number of properties without power or with part power is down to **6** – these are privately owned service lines. They will get all of these reinstated today except for those complex jobs involving multiple poles and rebuilds.

## TELECOMMUNICATIONS

- Customers without power in their homes will be unable to use Broadband services.

### Vodafone

- Vodafone advises the currently have no sites down in Auckland and all sites are back on mains with no sites running on generator.

### 2degrees

- AC mains power is back to all 2degrees sites in Auckland which were impacted due to severe weather.

### Spark

- All cell sites in relation to the weather event are restored.

### Chorus

- Chorus advises that operations are back to normal.

### Genesis

- The Lifeline Utility Coordinator also contacted Genesis as a substantial retailer to approximately 40% of Aucklanders, to ask if they could share any information about outage complaints, or about meters which were not recording electricity usage. The billing centre advised that they could not connect external callers, including Auckland Emergency Management, with managers at Genesis. They advised that they don't log outage information when customers call in; they put a call for service on the customer's record, which cannot be interrogated subsequently for outage numbers. Therefore they cannot give any information about who is affected. Genesis advised that Vector is sent an ICP file weekly by each retailer which can be cross referenced with customer information.

## WATER SUPPLY

- WaterCare advises that operations have returned to business as usual.
- There is no impact on water quality or quantity at any area served by WaterCare.

## WASTE WATER

- Healthy Waters reports that it has completed all requested storm-related septic tank clean out activities.
  - The final pump out at a camp ground on Henderson Valley Rd occurred over the weekend.
- Healthy Waters is continuing to provide sucker trucks to locations across west Auckland for septic tank pump outs.
- WaterCare advises that operations have returned to business as usual.

## WASTE

- Waste Solutions have advised:
  - Waste Solutions will conduct another drive-by sweep at Piha sometime over this weekend.
  - Storm related arrangements on kerbside collection and free disposal services at the transfer station are still active.
  - Otherwise, operations are normal.
  - They have provided 4 staff to assist with door knocking to "Operation Connect".
  - Are dealing with several one-off collections for food waste pickups, as provided by Auckland Emergency Management.



- Have dealt with a couple of other collections of material as directed by Auckland Emergency Management.
- Have refined the instruction for people in need of a special pickup to be relaxed on how many bags.
- Staff did drive-by sweep of the area in Piha (Wednesday 18 April), in case any rubbish sacks are put out.
- They will be on standby for this coming weekend should any incidents crop up.

## COMMUNITY FACILITIES - ARBORISTS

- 25 arborist teams have been working to remove downed trees and an additional 20 crews from Auckland Council's facility contractors have helped with the clean-up of debris.
  - 24/7 operations have been scaled back as 30 crews have been working tirelessly.
  - As of today, our contractors are reviewing whether all emergency works are in hand following the continuing inclement weather.
    - Once these works are completed our contractors will move on to clearance work and less urgent storm related work.
  - It is likely that business as usual jobs that are raised with Council will be delayed both in terms of initial assessment and completion of work unless a critical response is required.
  - Auckland Council arborists have returned to normal operating hours.
    - Numbers of incoming calls to report tree damage have declined, however clean-up is still expected to take up to 2 months.
  - Auckland Council Community Facilities suggest that reporting by the community on down trees is still needed and that assumptions should not be made that someone else has already called in.
  - Teams have been tasked to Vector to assist them in reinstating power across the region.



## Transportation Status

- There has been no additional transportation issues reported relating to the April 10 weather event.



## Public Information

- **23 April 2018: advice for recipients of portals on social media regarding how to arrange their collection.**
- As of 0900hrs Wednesday 18 April, Auckland Council's had 40 total media inquiries. There were 19 for radio, 11 for TV, 10 print online, 13 media releases and one stand up media briefing.
- Updating exiting posts on social media, including updating Our Auckland of the latest information.
- Press ads in North Shore Times, Western Leader and Nor West News due to be published Thursday 19 April.
- NZDF requested information on volunteers for their internal communications.
- Drafted internal communications story on volunteer effort.
- Ongoing media interviews, social media updates and monitoring.
- Ongoing customer support/follow up via social media.
- Interviews Tuesday 17 April:
  - 0830 hrs Radio Waatea.

- Advertisement in Rodney Times and Western Leader local papers Tuesday 17 April, half page advert outlining how to cope in power outage and key contact information.
- Provided information to Mediaworks about toilets and water delivered.
- Three radio interviews, Monday 16 April
  - Stuff.co.nz.
  - 1130hrs NZME.
  - 0545hrs First@Five, Radio Live.
  - 0830hrs Radio 531pi.
- Information has been provided to front facing staff and to Auckland Council staff, who may also be affected by power outages.
- Internal and external stakeholders will continue to be updated including elected members.
- PIM is supporting Vector's key messaging.
- Media stand-up briefing at 1:00pm 11/4.

## Media Releases

- Media Release #13 1900hrs 17/4 'More power restored and 7000 doors knocked'.
- Media Release #12 1500hrs 16/4 'Trees - stay vigilant and report issues'.
- Media Release #11 15/4 'Welfare teams check on 5000 households'.
- Media Release #10 15/4 'Teams prepare for upcoming weather'.
- Media Release #9 14/4 'More than 2,000 welfare checks made across the region'.
- Media Release #8 14/4 'Clean-up continues in wet weather'.
- Media Release #7 13/4 'Storm update: keep checking on weekend weather'.
- Media Release 13/4 'Arborists working around the clock to make trees safe'.
- Media release #6 12:15pm 'Check on the most vulnerable Aucklanders'.
- Media Release #5 4pm 'Aucklanders without toilet facilities urged to get in touch'.
- ARPHS media release at 3:08pm 12/4 'Preventing food-borne illness when the power's out'.
- Media Release #4 11:50am 12/4 'Clean-up continues and more bad weather forecast'.
- Media Release #3 6:45pm 11/4 'Cold night ahead, Western Springs closure and regional round-up'.
- Media Release #2 2:30pm 11/4 'Clean-up continues around Auckland'.
- Media Release #1 10:20am 11/4 'Storm clean-up underway around Auckland region'

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## Additional Information

### Key Contact Information

- If life or property is at risk, call 111.
- To report trees down on public land and around the roading network, call Auckland Council on (09) 301 0101.

## Acknowledgements

The Controller of the Auckland Emergency Management Emergency Coordination Centre would like to thank and acknowledge the support received over the last two weeks from all those who assisted in the response including:

- New Zealand Police
- Fire and Emergency New Zealand
- Red Cross
- LandSAR volunteers
- Maori Wardens
- St John's Ambulance
- New Zealand Defence Force
- Community volunteers
  
- District Health Boards
- Ministry of Social Development
- Ministry of Primary Industries
- Salvation Army
- Oranga Tamariki
- Tzu Chi Foundation
- Ministry of Business, Innovation, and Employment
- Ministry of Education
  
- Vector
- Counties Power
- Auckland Transport
- Members of the Auckland Lifelines Group
- MetService
  
- Auckland Emergency Management Staff
- Auckland Emergency Management Emergency Response Teams
- Auckland Council Volunteer ACES
- Auckland Council Staff Volunteers
- Auckland Council Call Centre
- Auckland Council Public Information Management
- Auckland Council Infrastructure and Environmental Services including Healthy Waters and Waste Solutions
- Auckland Council Community Facilities including Leisure Centres, Libraries, and YMCAs
- Auckland Council Amenities, Infrastructure, and Maintenance Services
  
- Ministry of Civil Defence and Emergency Management
- Elected Members of Auckland Council
- Members of Parliament
  
- Urban Maintenance Systems (UMS)
- Countdown
- Hirepool
- Prestige Loos
- Superloo Portaloo Hire

Report prepared by: Auckland Emergency Management Intelligence	Report authorised by: John Dragicevich, Controller
	<b>This is the final situation report.</b>