



16 June 2023

To whom it may concern.

Fire and Emergency NZ responds to the request for review of the 111 contact code on the basis we are an interested person listed within the Act and the potential recipient of emergency calls from vulnerable consumers. Fire and Emergency wish to highlight that approximately 85% of 111 calls received by us are derived from mobile phones, and not landlines where this review focuses.

Paragraph	Question ID	Question	Response
40	1	In your experience, how has the implementation of the Code impacted the ability of vulnerable consumers (as defined in the Act) to contact the 111 emergency service during power failures? Please provide any evidence you have which supports your views.	We are aware of vulnerable users and the impacts of power outages on their ability to call us. However, we do not have visibility of their chosen or offered solutions.
41	2	Do you believe that the solutions that have been provided to vulnerable consumers have been effective in providing an appropriate means of contacting 111 during an outage? Why do you hold that view?	As above
42	3	Do you believe that RSPs have effectively informed consumers about the options available for vulnerable consumers? Why do you hold that view?	As above
43	4	In your view, are all landline consumers being made sufficiently aware of the risk of loss of service during a power outage? What evidence do you have that supports that view?	As above

Paragraph	Question ID	Question	Response
44	5	In your experience, are the prescribed processes for demonstrating vulnerability effective and accessible for consumers and their representatives? What are the reasons for your view?	As above
45	6	Do you have any changes you would suggest making to the Code to improve its effectiveness and/or outcomes for vulnerable consumers?	No response
46	7	Do you have any views on any other matter related to the Code and/or the vulnerability of consumers who rely on the 111 emergency service? Please provide as much detail as possible.	<ul style="list-style-type: none"> • Fire and Emergency 111 calls originate approximately 85% of the time from mobile phones. This means access to Fire and Emergency varies between cell sites and is at risk during power outages caused by weather events. This has been demonstrated during the February 2023 Tropical Cyclone Gabrielle. • In the commercial space fire alarm systems connect directly to Fire and Emergency NZ or via a private monitoring company and then through the 111 system to us. We have one informally reported failure due to a power outage where a fire alarm signal was not generated by the site to Fire and Emergency NZ. Mitigation due to this example was engagement with the fire alarm industry through conference to highlight the risk.

Ngā mihi,

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