

By email

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Tēnā Koe Peter

Kapiti Line Outage

This morning's incident involving a downed overhead electric cable onto a passenger train is concerning. It must have been a distressing experience for all those onboard, and it disrupted the journeys of thousands of people trying to get to work, school, and other commitments. It also no doubt impacted the main freight line serving the lower North Island and CentrePort.

Additional disruption was caused by a fault on the Johnsonville Line between Khandallah and Johnsonville making children late for school and causing significant traffic congestion.

I trust you will urge your leadership team to put their full focus on the causes of this morning's two incidents. We welcome the investigation KiwiRail is undertaking into the Kāpiti Line incident and offer our full support.

It is vital that we learn from what occurred — not only to reduce the risk of future events but also to ensure that services are recovered swiftly and effectively when things go wrong.

We are acutely aware that this event comes at a time when passenger satisfaction with the reliability of rail services is not where we would want it to be. Incidents like this only reinforce the urgency of working hand in glove to rebuild trust and deliver reliable services that Wellingtonians expect and deserve. The establishment of KiwiRail's Wellington metro rail function gives us an opportunity to approach things differently and more collaboratively with our passengers' needs front and centre. I trust you will give your full support to that.

We remain committed to working together to support you to strengthen the resilience of the rail network and to ensure that safety, reliability, and the passenger experience are at the heart of everything we do.

I would like to end by thanking KiwiRail staff for their part in today's response.

Ngā mihi



Daran Ponter
Chair | Heamana