



29 August 2025



Reference: OIA-2025/26-0083

Tēnā koe [redacted],

Official Information Act request relating to emergency alerts complaints and correspondence

Thank you for your Official Information Act 1982 (the Act) request received on 2 August 2025. You requested:

"1) How many complaints did the government receive in response to the emergency alerts on 30-31 July 2025?

2) Copies of all correspondence from other government departments and ministers sent to your department (including employees of your department) between 9am on 30 July 2025 and 9pm on 2 August 2025 regarding the emergency alerts issued on 30-31 July 2025."

Part one

We note your request refers to complaints the government received. The National Emergency Management Agency (NEMA) can only provide the information it holds; accordingly, any complaints or comments directed to other agencies would need to be requested from there.

NEMA has received 21 OIA requests relating to this alert. These seek a range of material and should not be considered complaints. NEMA has also had some contact, via social media channels, telephone calls, and emails which could be viewed as complaints. We do not centrally record the nature of these contacts; accordingly, we cannot provide data. Comments received in response to NEMA's social media posts are publicly available on NEMA's Facebook page and on X (formerly Twitter). No further information relevant to your request has been identified.

Part two

I have decided to release the relevant parts of a signal chat between NEMA officials and the Minister for Emergency Management and Recovery, Hon Mark Mitchell. Some information is withheld under section 9(2)(g)(ii) of the Act, to prevent improper pressure or harassment. A small amount of information is marked as out of scope of your request and is marked accordingly.

In making my decision, I have considered the public interest considerations in section 9(1) of the Act. No public interest has been identified that would be sufficient to override the reasons for withholding that information.

No other information relevant to your request has been identified.

You have the right to ask the Ombudsman to investigate and review my decision under section 28(3) of the Act.

This response will be published on the Department of the Prime Minister and Cabinet's website during our regular publication cycle. Typically, information is released monthly, or as otherwise determined. Your personal information including name and contact details will be removed for publication.

Nāku noa, nā



Sarah Holland
Chief Advisor to the Chief Executive
National Emergency Management Agency

Minster Urgent Update Signal Chat Kamchatka Earthquake

Wednesday 30 July 2025	
John Price 12:05	<p>Kia ora Minister From: John Price Re: Russian EQ</p> <p>NEMA has assessed the information with the assistance of science advisors. Based on current information, the initial assessment is that the earthquake is unlikely to have caused a tsunami that will affect New Zealand.</p> <p>Confirming: NO Tsunami Threat to New Zealand.</p> <p>Ngai Mihi John.</p>
Anthony Richards 13:24	<p>Kia Ora Minister From: Anthony Richards Re: Russian EQ</p> <p>Tsunami Experts Panel meeting now. Will update you on their advice - anticipate this by 14.00</p>
Minister Mark Mitchell 13:29	Great thank you.
John Price 13:34	<p>Kia ora Minister From: John Price NEMA Re: Russia EQ</p> <p>Speaking points:</p> <ul style="list-style-type: none"> • The initial magnitude of 8.0 was reported by the Pacific Tsunami Warning Centre. This was revised to magnitude 8.7 and the earthquake was reassessed accordingly. • While we can't speak for the PTWC in this case, magnitudes are often revised as more data becomes available. This can happen because they use data from sensors at a range of distances. • In addition, depending on the nature of the fault, the earthquake can register different magnitudes at different points. <p>Nga mihi John Price NEMA</p>
Anthony Richards 13:58	<p>Kia Ora Minister From: Anthony Richards Russian EQ</p> <p>Tsunami Experts Panel have assessed beach and marine threat now to whole of country. Due to upgrade of quake to M 8.8 panel reassessing further</p>
Dave Gawn 14:09	Ack all
John Price 15:25	<p>Kia ora Minister From: John Price NEMA - Director</p> <p>We are arranging a brief now for you on the TEP.</p> <p>Tsunami experts (including TEP) have effectively been meeting continuously since 13.00 today.</p> <p>It has been challenging event, with the EQ magnitude being revised by global science agencies (particularly US Geological Survey)</p> <p>The EQ magnitude is a critical input to inform the tsunami forecasts. In simple terms, the bigger the EQ the larger the likely tsunami.</p>

	Forecasts from the Tsunami experts will continue to be refined, as empirical (real world) observations are made e.g. tide gauges and DART buoys pick up the tsunami waves as they travel across the Pacific Ocean
John Price 16:10	<p>Kia ora Minister From: John Price NEMA</p> <p>The tsunami forecast is for beach and marine tsunami activity – this generally means strong and unusual currents and unpredictable surges at the shore (no land threat).</p> <p>We will soon be sending an EMA to all coastal regions around NZ. The only area of uncertainty is the Chathams – we're in contact with the Chathams and they are aware that the forecast for them may be updated.</p> <p>Nga mihi John Price NEMA</p>
Dave Gawn 16:45	All noted JP
Thursday 31 July 2025	
John Price 06:08	<p>Kia ora Minister From: John Price</p> <p>The EMA expired at 0413hrs. With the beach and marine threat now expected to remain in place until at least midday we will reissue the EMA to all coastal areas at 0630 hrs this morning.</p> <p>Given people will be out and about including morning commuting we need to be proactive in ensuring people remain safe. There is still an active tsunami risk.</p> <p>Earth Sciences (ESR) have observed tsunami activity in some areas.</p> <p>This is an updated advisory, tsunami waves are already impacting NZ, and it extends until at least midday.</p> <p>New EMA wording</p> <p>TSUNAMI ADVISORY: Strong and unusual currents and unpredictable surges at the shore are occurring following a M8.8 earthquake near Russia.</p> <p>Strong currents and surges can injure and drown people. There is a danger for anyone in or near the water close to the shore.</p> <p>People with boats or live-aboards should remain onshore. Do not return to boats unless instructed by officials.</p> <p>IF YOU ARE ONSHORE, YOU DO NOT NEED TO EVACUATE. But STAY AWAY FROM THE WATER, including beaches, shore areas, harbours, marinas, rivers and estuaries. DO NOT GO SIGHTSEEING.</p> <p>This advisory is for all coastal areas of NZ.</p> <p>The threat is likely to remain in force until midday today.</p> <p>Tsunami activity has already reached parts of NZ. The first currents and surges are unlikely to be the largest and are expected to continue over many hours.</p> <p>The threat must be regarded as real until this Advisory is cancelled.</p>
s 9(2)(g)(ii) 06:32	<p>Thanks JP</p> <p>Ps I just got another emergency alert</p>
John Price 06:34	<p>s 9(2)(g)(ii) yes as per update. There is still a tsunami threat until at least midday day today</p>
s.9(2)(g)(ii) 06:44	<p>Morning JP - I think it would be helpful to put a quick sitrep in the PM chat. I don't think it needs to be activated per se but just in light of the second alert a quick summary for the PM would be useful</p>
s.9(2)(g)(ii) 06:44	<p>JP is doing media at the moment. I'll drop it into the PM chat.</p>

s.9(2)(g)(ii)	06:54	Thanks s.9(2)	
Friday 1 August 2025			
John Price 06:29	<p>Kia ora Minister From: John Price NEMA Overnight Update: Event: Russia Earthquake Tsunami Out of Scope Out of Scope</p> <p>NEMA will be meeting with the Tsunami Expert Panel this morning to assess the situation with the Russia Tsunami. At that stage the National Advisory – Tsunami Activity still remains in force for the following areas:</p> <ul style="list-style-type: none"> • The West Coast of the North Island from CAPE REINGA to AHIPARA, the East and South Coasts of the North Island from CAPE REINGA to MAKARA including Whangarei. • GREAT BARRIER ISLAND, the East Coast of Auckland, Waiheke Island, Waitemata Harbour, Tauranga, Whakatane, Opotiki, Gisborne, Napier, Lake Ferry, the Wellington South Coast and Wellington Harbour. • ALL COASTAL AREAS OF THE SOUTH ISLAND and STEWART ISLAND, and the CHATHAM ISLANDS. <p>Media interviews are scheduled today to provide reassurance and information to the public as required.</p> <p>The next scheduled report update is 1200 hours or if matters escalate.</p> <p>Nga mihi John Price NEMA</p>		
Minister Mark Mitchell 07:25	Thanks JP		
John Price 09:59	<p>Kia ora Minister From: John Price NEMA - Director</p> <p>START OF NEW INFORMATION</p> <p>Magnitude 8.8 East Coast of Kamchatka, Russia Earthquake</p> <p>On Wednesday 30 July 2025 at 1125hrs a M8.8 earthquake occurred near the east coast of Kamchatka, Russia. This earthquake led to all countries surrounding the Pacific Ocean issuing tsunami advice for their countries. 12 National Advisories were issued by NEMA. A 13th National Advisory is scheduled to be issued this afternoon.</p> <p>2 national Emergency Mobile Alerts (EMA's) were issued by NEMA. Canterbury CDEM issued 2 EMA's of their own.</p> <p>At the peak of the event, all of New Zealand coastlines were under a Beach and Marine threat.</p> <p>Overnight beach and marine tsunami conditions were observed across the east coast of NZ.</p> <p>The highest nationally recorded wave height occurred overnight near the Chatham Islands and was approximately 80cm.</p> <p>At 0800hrs this morning, only the Chatham Islands remain under a Beach and Marine threat.</p> <p>The Tsunami Experts Panel will reconvene this afternoon, to provide further advice for the Chatham Islands.</p>		

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	<p>END OF NEW INFORMATION</p> <p>Minister this will be the last update and reporting of this event.</p> <p>Nga mihi</p> <p>John Price</p> <p>NEMA</p>
John Price 13:57	<p>Kia ora Minister</p> <p>From: John Price</p> <p>NEMA</p> <p>Update: Russia Tsunami</p> <p>FYI Only - No Action Required</p> <p>The tsunami threat has passed which now includes the Chatham Islands.</p> <p>As such there will be a final national advisory sent out soon. This will cancel (close) the event.</p> <p>For your awareness the Tsunami Expert Panel have informed NEMA that there will still be some unusual currents until Monday but no action required.</p> <p>This will mean that any communication will mention safety advice about being careful around the water.</p> <p>Nga mihi</p> <p>John Price</p> <p>NEMA</p>