



WEST COAST
REGIONAL COUNCIL

1 May 2026

WCRC experiencing data transmission issues

The West Coast Regional Council is currently experiencing a combination of ongoing and newly identified issues affecting data transmission from 17 rainfall monitoring sites across the West Coast region.

Four alpine rainfall sites, relying on radio telemetry, have experienced persistent communication issues over the past six months. These sites have been scheduled for upgrades as part of the Council's Telemetry Network Improvement Project, with repairs and associated radio link and repeater upgrades in the Buller region expected to be completed within the next month.

Over the past two weeks, a further 13 sites have stopped transmitting data due to a firmware issue affecting newly installed loggers. Seven of these sites stopped working this morning, likely linked to the widespread One NZ outages which occurred last night.

WCRC Group Manager Environmental Science Shanti Morgan says the upgrades were completed in preparation for the national 3G/4G network transition.

"The issue is being experienced nationally and can cause modems to become unresponsive,"

"Council is working closely with its supplier to resolve the problem and expects a firmware update to be available this week, which will be rolled out across the network."

Ms Morgan says many of the affected sites have backup satellite communications, allowing Council staff to still monitor rainfall internally during weather events. However, this data is not yet available on the website.

"Council will continue to actively monitor the performance and reliability of the network on a daily basis. Work is underway to address both the immediate issues and implement longer-term improvements to strengthen the resilience of the telemetry system."

—Ends—

Contact:

Samwell Warren
Manager Hydrology
Ph: 02744 75 227
