

Operational Pānui - November 2025

Kia ora,

As we head into the festive season, we've seen a volume increase across all markets. Therefore, our teams have been working hard behind the scenes to deliver a smooth and reliable peak season for you and your customers.

This month's update outlines what we're doing to support you, and what we need from you to keep freight moving efficiently. In this update:

- **Domestic Peak Season** – our preparation + your partnership
 - **Christmas Block of Lines** – key dates and last services
 - **Christmas Container Terminal hours** – adjusted hours across the country
 - **Learnings from October** – turning challenges into improvements
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Domestic Peak Season – Our Preparation + Your Partnership

To support you through peak, we've taken several steps to ensure we're responding to increased demand. What we're doing:

- **Adding an extra locomotive into Auckland services** to improve capacity and resilience.
- **Daily operations calls at 9am and 3pm** to maintain real-time visibility and responsiveness.
- **Workforce readiness:** teams fully resourced to deliver the master train plan with contingency in place.
- **Accelerated maintenance programs** so locomotives and wagons are peak-ready.

How you can help us keep freight moving:

Your partnership is essential for a smooth peak season. With increased demand across the network, your support helps us plan accurately. Please ensure you:

- **Book early:** capacity fills quickly during peak.
 - **Ensure freight readiness:** when completing your waybill, secure and close wagons correctly and ensure Dangerous Good placards are accurate.
 - **Communicate extra needs early:** contact Customer Service early for additional bookings. Our operations team will only be able to pull freight with confirmed bookings
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Christmas Block of Line

Overview:

- The Auckland Block of Line runs for four weeks through December and January. It starts at 6.00am on Saturday 27 December and runs through until 6.00pm on Sunday 18 January (encompassing the statutory holidays Thursday 1 Jan and Friday 2 Jan)
- There is a concurrent full Block of Line between Wellington and Palmerston North from 6.00am on Saturday 27 December until 7.00pm Monday 5 Jan. **No freight will move over that corridor during this period. Note - The rail corridor will be open between Hamilton and Palmerston North.**
- A partial Block of Line will be in place between Wellington and Palmerston North between 5.00am and 7.00pm each day from Tuesday 6 January until Sunday 11 January. **Freight will run on this corridor each night between 7.00pm and 5.00am only. There are reduced services to accommodate the partial block.**
- The majority of customer sidings in Auckland will be inaccessible between 6.00am Sat 27 Dec to 6.00pm Sun 11 Jan.
- Customer sidings will be accessible in Auckland from 6.00pm Sun 11 Jan – excluding Coca Cola and Owens sidings. All sidings will be open from 6.00pm Sun 18 Jan
- Services to and from Auckland Port will resume from 6.00pm Sun 18 Jan.
- Services to and from Whangārei will resume from 12.00pm Mon 26 Jan
- A road-bridging operation will operate between Southdown CT site and Hamilton. Domestic freight will be split between our Crawford St and Frankton CT sites.
- For our import/export (IMEX) customers, the line from Hamilton to Tauranga is still open and accessible for freight travelling to the Port.

Reminder - Consignments within curtain-sider containers will need to be strapped down and secured to move on road.

The Auckland and Northland block of line:

First and last Domestic freight services around the BOL:

Last Outbound Premium	Last Inbound Premium	First Outbound Premium	First Inbound Premium
From Auckland	To Auckland	From Auckland	To Auckland
Service 217	Service 212	Service 217	Service 212



Tuesday 23 December	Wednesday 24 December	Monday 19 January	Tuesday 20 January
Last Outbound Domestic	Last Inbound Domestic	First Outbound Domestic	First Inbound Domestic
From Auckland	To Auckland	From Auckland	To Auckland
Service 211	Service 212	Service 229	Service 240
Wednesday 24 December.	Wednesday 24 December	Monday 19 January	Sunday 18 January

Note - Journey times for freight will be extended by a minimum of 24 hours. Different configurations of the block of lines may cause delays beyond 24 hours.

The Auckland BOL is split into 5 different configurations:

Config 1: Post Christmas

6.00am Saturday 27 December – 6.00am Monday 29 December

- All freight services cancelled Auckland – Hamilton.
- Whangārei services cancelled
- Port of Auckland shunts cancelled
- Majority of customer sidings inaccessible
- Road bridging operation starts 6.00am 27 December.

Last Domestic service South	Last Domestic Service North	Last MetroPort service South	Last MetroPort service North
Service 211	Service 222	Service MP9	Service MP10
24 December	24 December	26 December	26 December
	Last main Domestic service North		
	Service 212		
	24 December		



Services under road-bridging operation:

First service South	First service North	First service South MetroPort	First service North MetroPort
Service 229P	Service 222H	Service MH3	Service MH4
29 December	29 December	27 December	27 December

Note - Freight cut-off times will change for the 3 main weeks of closure due to different services running each week. Please contact our Customer Delivery team on 0800 351 351 with any questions.

Config 2:

6.00am Monday 29 December – 6.00am Thursday 1 January

- Full network shut – All operators
- All freight cancelled Auckland - Hamilton
- Port of Auckland shunt cancelled, limited access to yard and customer sidings.

Road-bridging continues through this configuration. First rest day for truck drivers will be observed from 6.00pm 31 December to 6.00am 2 January.

Confirmed services:

Southbound	Southbound	Northbound	Northbound
Service 229P	Service 215Y	Service 222H	Service 228X
HAM-PNTH	HAM-PNTH	PNTH-HAM	PNTH-HAM
Dep 16:19	Dep 22:59	Dep 16:10	Dep 00:21
29/12 - 31/12	29/12 - 31/12	29/12 - 31/12	30/12 - 01/01

Config 3: Post New Years

6.00am Thursday 1 January – 6.00pm Sunday 11 January

- Whangārei services cancelled



- Port of Auckland shunts cancelled
- Mission Bush line open.
- Limited access to yard and customer sidings

The road-bridging cadence will increase to meet demand. After the New Years' rest period, Sunday rest periods will return to normal. This is a 24 hour stand down period from 6.00am Sunday to 6.00am Monday.

The Wellington BOL allows a single line running overnight to let two services through each day.

Confirmed services:

Southbound			
229W	215P	217P	225W
HAM-WGTN	HAM-PNTH	HAM-PNTH	HAM-WGTN
Dep 4:19pm	Dep 10:59pm	Dep 12:18am (note 217 CHCH tonnage will connect to 225W ex PNTH for same ferry connection)	Dep 10:20am
05/01 - 09/01	05/01 - 09/01	06/01 - 10/01	06/01 - 10/01
Northbound			
222H	228H	220W	234W
PNTH-HAM	PNTH-HAM	WGTN-HAM	WGTN-HAM
Dep 4:10pm	Dep 12:28am	Dep 6:43pm	Dep 05:15am
05/01 - 09/01	06/01 - 10/01	05/01 - 09/01	06/01 - 10/01

Config 4:

6.00pm Sunday 11 January – 6.00pm Sunday 18 January

- Whangārei services cancelled
- Port of Auckland shunts cancelled
- Mission Bush line open.
- Increased access to yard and customer sidings (Coca Cola and Owens still inaccessible)

Road-bridging will continue as normal.



Wellington BOL finishes, allows increased services to run to Wellington direct.

Confirmed services:

Southbound			
229H	215P	217H	225H
HAM-WGTN	HAM-PNTH	HAM-WGTN	HAM-WGTN
Dep 4:19pm	Dep 10:59pm	Dep 12:18am	Dep 10:20am
12/01 - 16/01	12/01 - 16/01	13/01 - 17/01	13/01 - 17/01
Northbound			
222H	228H	220H	234H
PNTH-HAM	PNTH-HAM	WGTN-HAM	WGTN-HAM
Dep 4:10pm	Dep 12:28am	Dep 6:43pm	Dep 5:15am
12/01 - 16/01	13/01 - 17/01	12/01 - 16/01	13/01 - 17/01

Config 5:

6.00pm Sunday 18 January – 12.00pm Monday 26 January

- Whangārei services cancelled
- Port of Auckland shunts running
- Mission Bush line open.
- Full access to yard and customer sidings

Road-bridging will cease at 6.00pm Sunday 18 January as freight services will resume from Monday 19 January.

First service South	First service North	First Metroport service South	First Metroport service North
Service 229	Service 240	Service MP1	Service MP4
Departs 12:33	Departs 05:35	Departs 06:21	Departs 04:11
Mon 19 January	Sunday 18 January	Sunday 18 January	Sunday 18 January



The Wellington block of line

6.00am Saturday 26 December – 4.00am Monday 5 Jan

Full Block of Line on North Island Main Trunk between Wellington – Palmerston North

Full Block of Line on Wairarapa Line Wellington – Masterton

Last services from Auckland before Christmas closure:			
Service 217	Service 225	Service 211	
23 December	24 December	24 December	
Departs 21:50	Departs 05:49	Departs 18:34	
Last service for Christchurch Domestic freight: (No CHCH tonnage after this)			
Service 217			
23 December			
Departs 21:50			
Last services for Wellington/Palmerston North Domestic freight			
Service 225	Service 211		
24 December	24 December		
Departs 05:49	Departs 18:34		

Notes:

- Any remaining tonnage for Palmerston North will travel on services from Monday 29 December.
- Line opened overnight only (7.00pm – 5.00am) from Monday 5 January - Sunday 11 January
- Full Block of Line on Wairarapa Line, Wellington – Masterton
- Service 229W and Service 225W are the only southbound services that can run through to WGTN for Domestic tonnage this week

4.00am Monday 12 Jan - Line reopens.



Container Terminal site hours

CONTAINER TERMINAL (CT) SITE TRUCK ACCEPTANCE HOURS CHRISTMAS & BOXING DAY – 25TH & 26TH DECEMBER 2025

Sites that are closed can open if required by prior arrangement – please contact the Service Centre on 0800 351 351 or freight@kiwirail.co.nz to arrange.

All changes to standard hours are marked in **red**.

Location	Tuesday 23 rd Dec	Wednesday 24 th Dec	Thursday 25 th Dec Christmas Day	Friday 26 th Dec Boxing Day	Saturday 27 th Dec	Sunday 28 th Dec	Monday 29 th Dec
Ashburton	0700-1700	0700-1700	CLOSED	CLOSED	CLOSED	CLOSED	0700-1700
Auckland (Southdown)	0000-2359	0000-1800	CLOSED	0600-2359	0000-2359	0000-2359	0000-2359
Blenheim	0600-1740	0600-1740	CLOSED	CLOSED	CLOSED	CLOSED	0800-1600
Christchurch	0500-1945	0500-1245	CLOSED	CLOSED	0500-1245	CLOSED	0500-1945
Dunedin	0500-1645	0500-1645	CLOSED	CLOSED	CLOSED	CLOSED	0700-1500
Hamilton	0600-2130	0600-2130	CLOSED	CLOSED	0800-1330	CLOSED	0600-2130
Invercargill	0800-1600	0800-1600	CLOSED	CLOSED	CLOSED	CLOSED	0800-1600
Napier	0700-1630	0700-1400	CLOSED	CLOSED	CLOSED	CLOSED	0700-1630
New Plymouth	0700-1630	0700-1630	CLOSED	CLOSED	CLOSED	CLOSED	0700-1630
Oamaru	0730-1630	0730-1630	CLOSED	CLOSED	CLOSED	CLOSED	0730-1630
Palmerston North	0000-2359	0000-2359	0000-0330	CLOSED	0630-1130	CLOSED	0530-2359
Tauranga	0000-2359	0000-1800	CLOSED	0600-2359	0000-2359	0000-2359	0000-2359
Temuka	0600-1700	0600-1700	CLOSED	CLOSED	0800-1700	CLOSED	0600-1700
Timaru	0730-1600	0730-1600	CLOSED	CLOSED	CLOSED	CLOSED	0700-1500
Wellington	0000-2359	0000-2200	CLOSED	CLOSED	CLOSED	CLOSED	0800-1600
Whanganui	0700-1630	0700-1630	CLOSED	CLOSED	CLOSED	CLOSED	0700-1630
Whangarei	0700-1445	0700-1445	CLOSED	CLOSED	CLOSED	CLOSED	0700-1900

For any queries about these hours or anything else regarding KiwiRail Freight, please contact the Service Centre on 0800 351 351 or freight@kiwirail.co.nz.

Refer to our website [KiwiRail Freight](https://www.kiwirail.co.nz/freight) for more information such as addresses and normal hours of operation.



CONTAINER TERMINAL (CT) SITE TRUCK ACCEPTANCE HOURS NEW YEARS DAY AND DAY AFTER – 1ST & 2ND JANUARY 2026

Sites that are closed can open if required by prior arrangement – please contact the Service Centre on 0800 351 351 or freight@kiwirail.co.nz to arrange.

All changes to standard hours are marked in **red**.

Location	Tuesday 30 th Dec	Wednesday 31 st Dec	Thursday 1 st Jan New Year's Day	Friday 2 nd Jan Day after New Year's	Saturday 3 rd Jan	Sunday 4 th Jan	Monday 5 th Jan
Ashburton	0700-1700	0700-1700	CLOSED	CLOSED	CLOSED	CLOSED	0700-1700
Auckland (Southdown)	0000-2359	0000-1400	CLOSED	0600-2359	0000-2359	0000-2359	0000-2359
Blenheim	0800-1600	0800-1600	CLOSED	CLOSED	CLOSED	CLOSED	0600-1740
Christchurch	0500-1945	0500-1245	CLOSED	CLOSED	0500-1245	0500-1245	0500-1945
Dunedin	0700-1500	0700-1500	CLOSED	CLOSED	CLOSED	CLOSED	0500-1645
Hamilton	0600-2130	0600-2130	CLOSED	CLOSED	0800-1330	CLOSED	0600-2130
Invercargill	0800-1600	0800-1600	CLOSED	CLOSED	CLOSED	CLOSED	0800-1600
Napier	0700-1630	0700-1400	CLOSED	CLOSED	CLOSED	CLOSED	0700-1630
New Plymouth	0700-1630	0700-1630	CLOSED	CLOSED	CLOSED	CLOSED	0700-1630
Oamaru	0730-1630	0730-1630	CLOSED	CLOSED	CLOSED	CLOSED	0730-1630
Palmerston North	0000-2359	0000-2359	0000-0330	CLOSED	0630-1130	CLOSED	0530-2359
Tauranga	0000-2359	0000-2359	0000-2359	0000-2359	0000-2359	0000-2359	0000-2359
Temuka	0600-1700	0600-1700	CLOSED	CLOSED	0800-1700	CLOSED	0600-1700
Timaru	0700-1500	0700-1500	CLOSED	CLOSED	CLOSED	CLOSED	0730-1600
Wellington	0800-1600	0800-1600	CLOSED	CLOSED	CLOSED	CLOSED	0600-2359
Whanganui	0700-1630	0700-1630	CLOSED	CLOSED	CLOSED	CLOSED	0700-1630
Whangarei	0700-1900	0700-1900	CLOSED	CLOSED	CLOSED	CLOSED	0700-1900

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Refer to our website [KiwiRail Freight](https://www.kiwirail.co.nz/freight) for more information such as addresses and normal hours of operation.

Note – These hours are an indication only and may be subject to change. Please check the KiwiRail Freight website for updates <https://www.kiwirailfreight.co.nz/rail-freight/ct-site-locations>



Learnings from October – Turning Challenges into Improvements

We know that any closure to our network has significant consequences for you, your teams, and your customers. That's why we review incidents and closures to help us strengthen our network and processes. October saw several disruptions:

- A week-long closure of the North Island Main Trunk due to a slip.
- Severe weather and high winds affected parts of the South Island.
- Fires impacted the Main North Line between Christchurch and Kaikōura.

While our priority is successfully delivering the master train plan throughout peak season, we're also focused on implementing improvements from the lessons learned in the New Year. We'll continue to update you as we progress.

What we learnt	From our incident reviews and customer feedback, key lessons emerged: <ul style="list-style-type: none"> • You need faster responses and firmer reopening dates to avoid delays. • Weather-related risks require earlier warning triggers.
What we're doing	Improvements now underway include: <ul style="list-style-type: none"> • Faster responses and earlier reopening decisions using improved data. • Our Infrastructure team is reviewing weather TARPs (Trigger Action Response Procedures) and using historical data to identify at-risk areas. • We'll share high-risk corridors with you along with agreed Business Continuity Plans for similar disruptions. • Investing in improved digital tools so our teams can provide you with clearer and faster communication around your freight on our network.

We will be in touch again soon. In the meantime, if you need any assistance, please reach out to our Customer Delivery teams or your Key Account Executive.

Ngā manaakitanga,
the team at KiwiRail.

